



Fact Sheet

The USO lifts the spirits of America's troops and their families through morale-boosting programs, services and engaging entertainment. From South Korea to Germany, from Okinawa to Afghanistan, at training bases and airports across the country and for those serving on ships and squadrons deployed around the world, we will continue to adapt to the needs of our troops and their families and provide the most impactful support possible on behalf of the American people:

- Entertain through programs such as Entertainment Tours, USO2GO and Mobile Entertainment Gaming System;
- Support and comfort through USO centers and programs such as Operation USO Care Package, Sesame Street/USO Experience for Military Families, USO Warrior and Family Care and our *With You All the Way* partnership with The Trevor Romain Foundation; and
- Connect our troops with their families through programs such as United Through Reading's Military Program and Operation Phone Home®.

Our programs and initiatives support those who need us most and are made possible by the generosity of the American people, USO volunteers and staff and the support of our corporate partners.

TELL USO SURVEY: In 2011, the USO conducted the third annual Tell USO Sound Off Survey to troops and their families, designed to collect ideas and opinions that will help improve the programs and services the USO provides around the globe. The 2011 USO Survey was completed by a record number of participants and includes the following highlights:

- USO Value (aka "goodness") has increased in each of the two years since the initial survey was conducted in 2009. This year, 63% of troops serving on active duty "Totally Agreed" with all of the five USO Value statements:
 - The USO helps to ease my separation from family and friends
 - The USO boost the morale of troops
 - The USO lets me know that my country supports me
 - The USO provides me with things that help me feel normal in a less than normal environment
 - The USO personnel have had a positive impact on me personally
- USO Centers delivered an even better experience in 2011 than in previous years with ratings of Satisfaction and Value increasing. USO Centers still remain the largest single source of USO service to troops with increased usage of services in 2011.
- Service members' selected Warrior and Family Care for wounded, ill and injured troops and their families as the most important program for the USO to deliver in 2011.

Deployed Troops

USO CENTERS: The USO provides programs, entertainment and services at more than 160 USO locations worldwide, including Afghanistan, Kuwait, Qatar, UAE, Germany, Italy, Japan, Guam, South Korea and the United States. In 2011 USO Centers were visited more than 8 million times by troops and their families. We provide a warm and comforting place where they can connect with family via Internet or telephone, play a video game, catch a movie, have a snack or just put their feet up and relax. For the past nine months, USO centers in Afghanistan collectively averaged more than 120,000 visits monthly. USO Bagram-East, the second Center at Bagram Air Base in Afghanistan, opened in early February along with a USO furnished Day Room at the Warrior Recovery Center located at Kandahar.

USO VOLUNTEERS: Volunteers are the heart of the USO. They deliver goodness to our troops and their families in our Centers and the community at locations around the world. In 2011, more than 24,000 individuals volunteered for the USO, giving more than 1,260,000 hours of their time to further our mission of supporting troops and their families.

ENTERTAINMENT ACTIVITIES: The USO is probably best known for entertainment tours that bring celebrities and performers who graciously donate their time to lift the spirits of our troops and their families around the world. On February 13, 2012 at a White House ceremony, President Barack Obama recognized the USO with the 2011 National Medal of Arts for its longstanding tradition of lifting the spirits of troops around the world through entertainment by iconic American artists. In 2011, the USO deployed 136 celebrity entertainers on 83 tours to 25 countries and 19 states, entertaining more than 296,000 troops and military families. Nineteen of these tours were to a combat zone. That same year, the USO delivered more than 500 special entertainment events to include concerts, autograph signings, hospital visits and movie screenings. Entertainers who recently supported the USO include Toby Keith, Rodney Atkins, , Carlos Mencia, Gary Sinise, Jon Stewart, Babyface, Train, NFL coaches Gary Kubiak, Jim Mora, Jr., Jim Mora, Sr., Ken Whisenhunt and other NFL greats, NBA legend Karl Malone, NASCAR drivers Joey Logano and Brad Keselowski, as well as Minka Kelly, Jordin Sparks, Robert Horry and Thomas ‘Nephew Tommy’ Miles, who accompanied General Martin Dempsey on his first visit to Southwest Asia as the new Chairman of the Joint Chiefs of Staff in December.

OPERATION USO CARE PACKAGE: There is nothing like receiving a care package when deployed in a faraway place. And it’s not just the benefit of the goodies that are in the USO care package that makes a difference. Even more significant is that volunteers back home committed their time and energy to put the packages together. Since 2003, the USO has distributed more than 2-million care packages to troops around the world – giving the troops the comforts of home and sending a strong message of support from the citizens they serve.

PRO VS. GI JOE: In partnership with the nonprofit organization Pro vs. GI Joe, deployed service members compete against professional athletes in intense video game competitions. Family and friends of the participating service member are asked to join the professional athletes stateside to meet the pros, watch their loved ones compete, and talk with them via webcam.

MOBILE USO: USO centers on wheels, Mobiles offer troops the same kind of great support that USO provides in an airport or installation USO. These large mobile centers travel to big events and military exercises to provide a place for men and women in uniform to relax during downtime, provide USO service to areas without a USO center, and support our Centers and the community in times of crisis. Each Mobile USO offers the troops laptops, large screen televisions, video game consoles, Wi-Fi access, casual seating, refrigerators, coffee makers and microwaves. This month a USO Mobile will be in Colorado Springs supporting the wounded, ill and injured athletes of the 2012 Warrior Games.

USO2GO: Designed to send much needed electronic gaming, sports/musical equipment, and personal care items to troops in remote locations, USO2GO was launched in 2008 to ensure that those in the field have some of the small comforts of home. USO2GO deployed bundles, weighing nearly one ton each, have been delivered to more than 500 remote forward operating bases in Afghanistan, Iraq, the Philippines, Egypt, Djibouti and Kuwait, with more than 342 bundles delivered in 2011.

MEGS: Packaged in small, ruggedized containers, Mobile Entertainment Gaming System (MEGS) provides entertainment options to troops in remote locations. Within minutes of opening a MEGS box, troops are watching a movie or playing a video game. A tent can quickly transform into a movie theater or game room – allowing those in harm's way a chance to relax and recharge. This month USO debuts a new MEGS Light -- a smaller, more compact version of the MEGS, ready for distribution to some of the most remote corners of the world.

USO HOLIDAY BOX: The USO brings a touch of home to troops stationed overseas with the USO Holiday Box program. Over the holidays, the USO distributed 146 holiday boxes to bring a touch of home to troops and help them ring in the new year. This spring, 30 boxes were shipped to forward deployed troops to help them celebrate the Super Bowl and Valentine's Day.

CHRISTMAS CONVOY: The USO helps the American public deliver the spirit of the holiday season with gifts delivered to troops stationed in some of the most remote outposts in Afghanistan. The USO continued this effort for the second year in 2011 with the help of many generous sponsors – bringing holiday boxes full of decorations, cell phones, calling cards and personal care packages to more than 4,000 troops stationed at 67 remote units in Afghanistan. CH-47 Chinook Helicopters were used to airdrop gifts to some bases where wheeled convoys could not reach.

Military Families

OPERATION PHONE HOME®: Operation Phone Home® is one of the most frequently requested services from our forward deployed troops. At our centers located in combat zones, the USO provides a private phone network for troops to make free phone calls home, access to computers with free high speed internet bandwidth to connect, online, with friends and family, as well as free wireless Internet access for troops with their own computers. More and more expecting fathers are taking advantage of this free internet access to virtually accompany their wives in the delivery room for the birth of their children. For those forward deployed troops who are serving in remote areas without access to our centers, the USO provides free international prepaid calling cards. In 2011, the USO shipped phone cards to more than 250 locations around the globe. In Southwest Asia alone, more than 28 million minutes were logged in free talk time for our service men and women in 2011. To date the USO has provided nearly 3 million free prepaid international calling cards to troops stationed overseas. In other places around the world, many USO Centers also offer free internet and free phone calls.

WITH YOU ALL THE WAY: The *With You All the Way* program, in partnership with the Trevor Romain Foundation and the Trevor Romain Company, supports children from age six to 18 as they tackle the difficult issues unique to growing up in a military family. The program reaches military children through performances on or near military installations, schools, DVDs, and kits distributed at USO Centers. Tour performances are led by Romain, who listens to what children are experiencing and helps them cope with deployment, multiple deployments and when a parent returns home "different" in turn teaching them positive ways to express themselves. The *With You All the Way* tour kicked off in January with presentations to hundreds of military children in Hawaii and Guam. Trevor and his team kicked off their 2012 International Tour – spreading messages of support to children living on military installations in Hawaii, Guam, Korea and Japan. The *With You All the Way* tour continues this month with stops throughout Europe.

SESAME STREET/USO EXPERIENCE: *The Sesame Street/USO Experience for Military Families*, made its debut in July 2008 to help families deal with the challenges of deployment and homecomings. Since its inception, the tour has taken its message to approximately 250,000 troops and military families, and

performed 433 shows on 131 military bases in 33 states and 11 countries. Additionally, the tour has logged more than 106,500 miles and distributed more than 1.6 million giveaways. The tour kicked off its new eight-month adventure across the U.S. at Scott Air Force Base in early April. Its stateside return is complete with a colorful new tour bus, fresh new look and a brand new character named Katie – a military child experiencing the stresses of moving as her parents are transferred to a new duty station. The longest-running tour in USO history, it is expected to visit more than 65 military bases and perform more than 235 shows by November.

UNITED THROUGH READING'S MILITARY PROGRAM: One of the most powerful things we can do is connect a deployed parent with their children back home. In 2006, the USO partnered with United Through Reading® to host its nationally recognized program at select USO centers worldwide. Whether troops are stationed at a forward operating base in Afghanistan or deploying overseas, they can visit their participating USO center to read a story aloud to their child. Mom or Dad's special storytime is recorded on camera, and the USO mails this priceless DVD and book home. Children can watch and listen to their parent at bedtime, naptime or anytime. Families complete the circle by sending back a touch of home – a photo of the child watching their deployed Mom or Dad reading the book. In 2011, more than 60,000 recordings have been sent to military families across the world.

USO PHOTO BOOK: Through a partnership with RocketLife, LLC, the USO Photo Book program gives loved ones a chance to connect with family and friends deployed overseas by creating and sending a free personal soft-cover photo album sized perfectly to fit in a uniform cargo pocket. USO Photo Book supports and comforts our service men and women by helping them stay connected with their families and supporters back home.

'JOINING FORCES': On April 12, 2011, the USO joined First Lady Michelle Obama's and Dr. Jill Biden's *Joining Forces* initiative to strengthen military families nationwide. A year later, the USO continues to support the initiative that focuses on three key issues facing military families – education, employment and wellness. Just last month, USO President Sloan Gibson joined judges Tom Brokaw, J.R. Martinez, San Antonio Mayor Julián Castro and Deanie Dempsey, wife of General Martin Dempsey, for *the Joining Forces* Community Challenge. Mrs. Obama and Dr. Biden announced five winners and "The People's Choice Winner" of the *Joining Forces* Community Challenge, in an effort to recognize and celebrate the extraordinary efforts of citizens and organizations across the country that are working to improve the lives of military families.

USO Warrior and Family Care™ *Healing with Honor*

The USO is in a unique position to establish a first-class network of support for our wounded, ill and injured troops, their families and caregivers, and the families of the fallen. As such, the USO has developed a comprehensive long-term program, USO Warrior and Family Care, to support the continuum of care that will give these men and women the best chance for healing with honor, and provide the support their families and caregivers need.

Immediately following 9/11/2001 and the start of the wars in Afghanistan and Iraq, USO Centers around the world began to play a crucial role in the recovery and reintegration of our nation's healing heroes and their families. Through local community support, celebrity visits, field trips, concerts, dinners, and other impactful events, USO staff and volunteers have worked tirelessly to ensure that all who have served and sacrificed know just how much America appreciates their extraordinary sacrifice. USO Centers near major military medical facilities such as USO of Metropolitan Washington supporting the two major medical facilities in the nation's capital, USO Warrior Center supporting Landstuhl Regional

Medical Center, and USO San Antonio supporting the Brooke Army Medical Center, focus on important programs and activities designed to combat against stress and despair. And around the globe, USO Centers help service members and their families reintegrate into society and their “new normal”.

In April 2003, the USO embedded a USO Center within the Contingency Aeromedical Staging Facility (CASF) at Ramstein Air Base to provide a critical home away from home environment for wounded troops being staged there for transport to the United States following medical treatment at Landstuhl Regional Medical Center (LRMC). Like the CASF USO, the USO Warrior Center built in 2008 at LRMC serves the outpatient wounded being treated there and also provides a home away from home environment for the wounded held at LRMC until they are cleared to return to their units in Afghanistan. Additionally, both USO Centers are proud to maintain the mission resiliency of hard working medical personnel.

USO’s support of wounded, ill and injured troops, their families and caregivers continues today and has expanded to encompass many critical facets of life, including physical and recreational activities, behavioral health support, family strengthening, education and employment training, career opportunities and community reintegration support. In order to support wounded, ill and injured troops, their families and caregivers, USO Warrior and Family Care contains multiple programs and partnerships with best-in-class organizations.

In January, we launched a series of Public Service Announcements entitled “Portraits” designed to raise awareness for the impact of invisible wounds of war – Post Traumatic Stress (PTS) and Traumatic Brain Injury (TBI). “Portraits” is a documentary style PSA that features service members who proudly answered the call to duty in Iraq and Afghanistan, and now live with invisible wounds. These stories and more can be viewed at www.USOInvisibleWounds.org.

USO CAREGIVERS CONFERENCES: The second annual Caregivers Conference took place September 14-15 in the Fort Bragg area. These events provide husbands, wives, parents and other caregivers supporting wounded, ill or injured troops practical advice and valuable information about available resources. Sessions address such topics as post-traumatic stress, traumatic brain injury, caregiver boundaries and intimacy, compassion fatigue, parenting, childhood grief and suicide prevention. The second day of the conference offers a session for wounded warriors specifically covering similar topics in an environment where they can feel comfortable sharing experiences. In May, the USO will host the next Caregivers Conference in San Antonio, Texas and in December the USO will host a Caregivers Conference in San Diego, California.

USO WARRIOR AND FAMILY CENTERS: On June 27, 2011, the USO broke ground on the Warrior and Family Center at Fort Belvoir, Va, the first of two stateside centers to support healing heroes and their families. Later this year, we will break ground on the second at the Walter Reed National Military Medical Center, Bethesda, Md. These centers will offer a comprehensive array of specialized services and programs designed to meet the needs of recovering troops – and their families – in a supportive and home-like setting. The approximately 20,000 square-foot buildings will include movie theaters, classrooms, sports cafés, healing gardens and more, all created expressly for wounded warriors and their families and caregivers.

USO/HIRE HEROES USA WORKSHOPS AND CAREER OPPORTUNITY DAYS: The USO, in partnership with Hire Heroes USA, hosts transition workshops for wounded, ill and injured service members, their spouses, and caregivers. The workshops focus on resume writing, mock interviews, professional work practices and translating prior military experience into a civilian career. As a follow up to the workshops the USO, in

partnership with Hire Heroes USA and the U.S. Chamber of Commerce, host Career Opportunity Days for wounded, ill and injured troops, spouses and caregivers. These non-traditional career fair type events connect employers with participants based on interest and background. Employers conduct mock interviews and provide feedback. Career Opportunity Days are limited to 25 employers and 100 service member attendees to ensure the size and magnitude of these events does not overwhelm the troops. In 2011, six Career Opportunity Days were held with nearly 300 attendees. Of the attendees, 31 received job offers and 10 were confirmed hires. This year, the USO will host 22 workshops and 14 Career Opportunity Day events.

WARRIOR GAMES: The USO will again be a partner of the 3rd annual Warrior Games from April 30 to May 5, 2012. This competition features more than 200 servicemen and women from all branches of military service who are wounded, ill or injured. Athletes compete in archery, cycling, basketball, shooting, swimming, track & field and volleyball.

FAMILIES OF THE FALLEN: The USO is committed to supporting the families of those who have made the ultimate sacrifice through our partnerships with organizations such as TAPS (Tragedy Assistance Program for Survivors) and Fisher House, as well as the support received at various centers throughout the United States. We have supported every dignified transfer at Dover Air Force Base since March 1991. USO centers are located in the heart of Dover Air Force Base as well as inside the Air Force Mortuary Affairs complex, enabling us to support bereaved families. Military personnel/honor guard teams from every branch supporting the dignified transfers of our fallen service members, and mortuary personnel. The USO also provides support at the Center for Families of the Fallen located near the mortuary. The Center is a place for families to gather in privacy, furnished with sitting areas, meditation and meeting rooms, a playroom and kitchen. The USO also supports the operations of the Fisher House for Families of the Fallen, where families can stay as they await the arrival of their loved ones. Additionally, the USO works 24/7 to coordinate among centers across the country to support and comfort families traveling to and from Dover, meeting the myriad needs of families who have just received tragic news about their loved ones only hours earlier. Fallen heroes can arrive at Dover at any time. No matter what the hour, the USO has been there, and will continue to be there, for each and every flight.

Providing the resources for USO programs and services

CHARITY NAVIGATOR: The nation's largest evaluator of philanthropic organizations gives the USO its highest rating, "4-stars – Exceptional."

OPERATION ENDURING CARE: In addition to USO Warrior and Family Care, the USO has undertaken a \$100 million capital fundraising campaign, Operation Enduring Care, to raise \$25 million to build the two centers, \$50 million to support ongoing programs and \$25 million to endow the two centers.

USO WISHBOOK: Available throughout the year for gift giving for weddings, birthdays, Mother's and Father's Day and patriotic holidays, USO Wishbook provides Americans a unique way to give a gift that gives twice – once to a friend or family member and then again to our brave men and women in the military. Found at USO.org, USO Wishbook is a comprehensive catalog featuring virtual gifts that support troops and their families. Every gift purchased from USO Wishbook will help fund USO services and programs that support troops and their families. To date, more than 16,000 gifts have been purchased, including two \$5,000 Build a Bike for a Wounded Warrior gifts. The most popular gifts are A Phone Call Home, Comfort Food Package and Bedtime Stories.

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