



The USO lifts the spirits of America's troops and military families. For more than 70 years, the USO is the only private, non-profit organization that serves the U.S. military throughout their service, from the moment they join, through their deployments and as they transition back to their communities. We're the way America says, "Thank you" for all these amazing men and women do for all of us. We accomplish our mission by delivering highly valued programs, morale-boosting services and engaging entertainment that help them feel appreciated for their service. Our **scope, scale, presence, reach** and **knowledge**, and the resulting **trust** of the U.S. military, give the USO the unparalleled ability to meet the wide range of needs of troops and families. Our impact is reflected in more than 8 million annual visits to USO centers 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.

Today's USO is ***always by their side***, continuously adapting to the needs of our troops and their families by supporting and comforting, connecting and entertaining in new and imaginative ways. USO's programs and services are made possible by the support of our individual donors, corporate sponsors and the dedication of our volunteers and staff. The USO is not part of the federal government.

The USO launched ***Every Moment Counts*** Veterans Day weekend, November 8, 2013. *Every Moment Counts* is a national campaign to rally Americans to honor and create moments that matter for our troops and their families. By clearly communicating the significance of these moments, and humanizing their impact on families, USO can help shift the civilian perspective on military service and inspire Americans to show their gratitude to our troops and their families.

Every Moment Counts refers to the countless, every day moments – from the front porch to the front lines – that our troops and their families forego through their commitment and service to our country. While many of us take these everyday moments for granted, from family dinners and date nights, children's births, bedtime stories, the holidays and school dances, our troops and their families will have to miss them. Our job is to try to help them recapture these moments.

Every Moment Counts matters more than ever because the challenges of military life do not end when deployment does. From training and constant preparation to reintegration and rehabilitation, the demand on a service member endures. For this reason, USO is committed to helping our troops and their families throughout their service – making every moment count – whether they are deployed or returning home. To get involved, Americans can go to USOmoments.org to "Take a Moment" to thank our troops and their learn more about the challenges they and their families face, or to "Give a Moment" by donating to the USO to help provide the programs and resources that support our troops around the world. USO supporters will have a chance to go online and share their moments, thank our troops, and make a donation to USO to help us continue to offer the services that support our troops and their families. They can also join the conversation on [Facebook](#) or [Twitter](#) using #USOmoments.

At the USO, we learn a lot about the needs of troops and families in the course of their more than eight million visits to our centers and another two to three million direct service encounters we have with them each year at locations around the world. All that information feeds our annual planning, budgeting and decision-making. Donors are interested in the impact a donated dollar has on the community a charity serves. In the USO's case, we are fortunate to have supporters who provide a range of in-kind goods and services that allow us to get greater value for every dollar donated to us.

USO CENTERS: The USO provides programs, entertainment and services at more than 160 USO locations worldwide, including Afghanistan, Kuwait, UAE, Germany, Italy, Japan, Guam, South Korea and the United States. In 2013, USO centers were visited more than 8 times by troops and their families. We provide a warm and comforting place where troops and families can connect via Internet or telephone, play a video game, catch a movie, have a snack or just put their feet up and relax. Currently, the nine USO centers in Afghanistan collectively average nearly 150,000 visits monthly. This year USO Las Vegas will open its second location at McCarran International Airport in terminal 3.

Deployed Troops

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. The USO is honored to have nearly 30,000 volunteers across the globe who gave more than 1.4 million hours last year in service of troops and families. In February, the USO recognized its Volunteers of the Quarter for winter 2014: SPC Derin Vrana (SWA-USO Camp Leatherneck, Afghanistan), Donna Pate (PAC-USO Guam), Geraldin Lenkoue (Europe-USO Warrior Center), Danelle Butzin (CONUS-USO Colorado Springs). In April, during National Volunteer Week, the USO will join nonprofits nationwide in recognizing the hard work, generosity and dedication of its volunteers.

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 troops 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 750 remote forward operating bases in Afghanistan, Iraq, the Philippines, Egypt, Djibouti, Jordan, Australia, Kuwait, and Northwest Africa. To date, USO has shipped more than 1,300 bundles and USO2GO continues to be the most requested program directly from the field to help our deployed troops relax and recharge.

MOBILE USO: USO centers on wheels, Mobile USOs offer troops the same kind of great support that USO provides in an airport or installation location. These large mobile centers travel to big events and military exercises to provide a place for troops 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. The Mobile USO provided onsite support including heat, video games, movies and free Wi-Fi to keep the troops connected to loved ones back home. The Mobile USOs will expand their reach in 2014 by supporting various National Guard training exercises in remote locations throughout the United States. In addition, the Mobile USO Program will continue to support all the Ride2Recovery Challenges, along with a variety of homecoming, deployment, and family day events.

MEGS: Packaged in small, ruggedized containers, our Mobile Entertainment Gaming System (MEGS) provides entertainment options to troops in remote locations. Within minutes of opening a MEGS, troops are watching a movie or playing a video game. A tent is quickly transformed into a movie theater or game room – allowing those in harm's way a chance to relax and recharge. In 2013, nearly 80 MEGS

were distributed to troops around the world supporting more than 14,000 troops. Most have been sent to Afghanistan, however, MEGS have also been sent to support units deployed to Australia, Guam, and the Philippines. To keep our troops connected with the latest technology, MEGS distributed in 2014 will include the latest gaming consoles including the new XBOX ONE. To better support our deployed troops the USO will increase deliveries to locations like Africa and to partner with U.S. Embassies around the world.

HOLIDAY BOX: USO Holiday Boxes include decorations, snacks, DVDs and games to help men and women serving in remote corners of the world celebrate American holidays. To help celebrate the winter holiday season in 2013, 125 Winter Boxes were shipped to troops to bring a touch of home. In 2014, the USO will continue to offer seasonal holiday boxes to help keep our deployed troops connected to home, upcoming are the USO summer holiday boxes will feature a patriotic theme to help troops celebrate the summer holidays.

PRO VS. GI JOE: In partnership with the nonprofit organization Pro vs. GI Joe, deployed troops compete against professional athletes in intense video game competitions. Family and friends of the participating troops are asked to join the professional athletes stateside to meet the pros, watch their loved ones compete, and talk with them via webcam. The impact of Pro vs. GI Joe events is felt on both sides- families have the opportunity to connect and troops are provided a break from life in a war zone. This winter, NFL teams will engage with troops in more than a dozen events scheduled throughout the country. In 2013, the USO and Pro vs. GI Joe held 13 gaming events and thanked troops and military families for their service at more than 20 national sporting events. Additionally, the USO's partnership with Pro vs. GI Joe impacted the lives of some 2,000 troops and military families. This year, the USO will expand the reach of the program to include increased events in the Pacific, Europe and Stateside.

ENTERTAINMENT ACTIVITIES: The USO is probably best known for entertainment tours that bring celebrities and performers who donate their time and talents to visit our troops and families wherever they serve. In 2013, the USO deployed 123 celebrity entertainers on 103 tours to 24 countries and 15 states, entertaining 247,459 troops and military families. Thirteen of these tours were to a combat zone. More than 25 celebrity entertainers will travel to over 12 countries around the world and right here at home to meet troops and families in the first quarter of 2014. Highlights include The Band Perry, the National Cartoonist Society on their 8th USO Tour, Gary Sinise and the Lt. Dan Band performing their 66th USO show and football players Brandon Fields, Pierre Garcon, Jimmy Graham and Paul Kruger continuing the 48 year partnership between the NFL and USO. In 2014, The Sesame Street/USO Experience for Military Families tour returns to the United States. It kicks off April 4 at Scott AFB and is expected to perform over 200 shows at 70 installations in 32 states.

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, troops use the USO's private phone network to make free phone calls home, access computers with free high-speed Internet bandwidth and free wireless Internet access for troops with their own computers. More and more expectant fathers take advantage of this free Internet access to virtually accompany their wives in the delivery room for the birth of their children. In Southwest Asia alone, connectivity is the number one reason troops visit our centers. In 2013, more than 2 million calls were placed by deployed troops – that is more than 20 million minutes of free talk time to reconnect with their families. For those forward deployed troops who are serving in remote areas without access to our centers, the USO provides free international prepaid calling cards. To date, the USO has provided more than 3.2 million free prepaid

international calling cards, allowing troops stationed overseas to connect with their loved ones back home. In other places around the world, many USO centers also offer free Internet and free phone calls.

WITH YOU ALL THE WAY: USO partners with the Comfort Crew for Military Kids to send award-winning author and motivational speaker Trevor Romain on tour to promote self-confidence and resiliency in military children six to 18- years- old. Military families tell us about the power and impact Trevor has in helping military children tackle bullying in schools, adjust to life during and post-deployment, and coping when a parent makes the *ultimate* sacrifice. Using innovative, inspiring and humorous stories, Trevor has spoken with thousands of children about the difficulties military kids face during his many USO tours. In 2013, Trevor and his crew embarked on a multi-city *With You All the Way!* tour with presentations to military children living throughout the U.S. As a complement to his USO tours, Trevor created a series of helpful kits that include DVDs, journals, and other elements to help families cope with deployment, reintegration and what happens when a parent returns home with wounds, both seen and unseen. The *With You all the Way!* deployment kits and *Taking Care of You!* kits are distributed through USO centers around the globe.

Trevor also lends his time to speak with military parents at USO events such as the USO Caregivers Conferences supporting spouses and caregivers who care for a wounded, ill or injured soldier. And the Trevor Romain Memory Boxes, delivered to families who have experienced loss, help bring some comfort and understanding to their new lives without Mom or Dad. In 2014, the USO and Trevor Romain will produce more than 10 USO/*With You All The Way* tours, taking Romain and his fun and healing antics to military children around the world, including those stationed in Guam, Okinawa and Guantanamo Bay, Cuba, as well as numerous stateside appearances.

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 more than 412,960 troops and military families and performed 735 shows on 144 military installations in 33 states and 11 countries. Additionally, the tour logged more than 155,367 miles and distributed more than 2.2 million giveaways. The 2014 tour kicks off on April 4 at Scott AFB and is expected to perform over 200 shows at 70 installations in 32 states.

USO AND WHAT TO EXPECT PRESENTS SPECIAL DELIVERY: In 2013, the USO launched a new partnership with the What to Expect Foundation to host baby showers for military moms-to-be around the globe. The showers incorporate information from the best-selling “What to Expect” book series and feature traditional baby shower activities like games, food, and gifts. The shower events are hosted by author Heidi Murkoff in collaboration with a USO center and provide a touch of home for moms-to-be who are often away from their families, friends and support network when they are expecting. The August launch consisted of three events supporting 300 military spouses and active duty expectant mothers on the island of Okinawa, Japan. In December, nearly 200 military moms-to-be living in the Fort Campbell area participated in the event. Ten Special Delivery events are planned for 2014 and will support expecting mothers in the U.S., Pacific and Europe.

USO TINY TOTS PROGRAM: Launched in October 2013 to support new moms and dads who are separated by deployment when their children are born, this program provides new parents the opportunity to request a Tiny Tots gift through their nearest Southwest Asia USO center. Upon the child’s birth, the USO will ship a gift to mom and the new baby. The Tiny Tots packages include a lotion gift set, cuddle buddy, multi-purpose USO tote bag, USO bib and a personalized card from Dad. The program helps to ease the deployment separation by letting new moms know that we thank them for their sacrifice during their loved one’s deployment. In 2013, 100% of Tiny Tots recipients the USO heard

from strongly agreed that their spirits were lifted when their package arrived and all of the troops, who completed a survey, agreed that sending a Tiny Tots package home made them feel more connected to their loved ones.

THE LITTLE CHAMPS: Military children move an average of six to nine times between Kindergarten and 12th grade, attending multiple schools during that time. In an effort to support these children and honor the sacrifices they make, the USO supports the book “The Little CHAMPS: Child Heroes Attached to Military Personnel” by mother-daughter authors Debbie and Jennifer Fink. The five “CHAMPS” endure issues common to life as a military child from deployment to when a parent returns home wounded. The book concludes with lyrics for “The Little CHAMPS” song reminding children that “goodbyes are not forever.” In April, the USO and Debbie Fink brought messages of hope and support to more than 6,000 military connected children living in the Pacific with “The Little CHAMPS” tour. This September, Little Champs will journey overseas to support military families in Okinawa.

UNITED THROUGH READING’S MILITARY PROGRAM: In 2013, more than 30,000 recordings were mailed to military families worldwide. One of the most powerful things we 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. Story time 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.

USO PHOTO BOOK PROGRAM: Through a partnership with RocketLife LLC, families upload up to 60 photos and create free personal soft cover photo books small enough to fit in a cargo pocket. These 20-page albums are sent to the deployed troops, keeping them connected to their loved ones back home. In a recent USO survey of active duty military and their families, the USO Photo Book program was rated as one of the most highly valued programs supporting our nation’s military families. Families noted the convenience and portability of the book made it an easy way to stay connected when separated by deployment.

‘JOINING FORCES’: The USO partners with the White House *Joining Forces* initiative to strengthen military families around the world. *Joining Forces* focuses on three key issues facing military families – education, employment and wellness. The USO’s support of this initiative includes creating Mother’s Day gift boxes with the Congressional spouses and book readings for military families stateside and in Germany featuring Dr. Jill Biden and her children’s book “Don’t Forget, God Bless Our Troops.” The USO also supports the annual *Salute to the Military USO Concert* on July 4 hosted by President and Mrs. Obama featuring major performing artists who perform for military families on the South Lawn of the White House.

USO Warrior and Family Care™ *Healing with Honor*

The USO is in a unique position to lead a first-class network of support for our wounded, ill and injured troops, their families and caregivers, as well as the families of the fallen. The USO developed USO Warrior and Family Care, a comprehensive, long-term effort that supports these groups in order to build the hope and confidence of each family member while helping them sustain their journey towards a full and rewarding life. With USO Warrior and Family Care, we want our troops and their families to have plans for the future and active support networks in place, giving them the best chance to heal with

honor.

The USO has been supporting our wounded, ill and injured since its inception in 1941. 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 high impact events, USO staff and volunteers work-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-Baltimore supporting the two major medical facilities in the nation's capital, USO Warrior Center supporting Landstuhl Regional Medical Center in Germany, and USO San Antonio supporting the Brooke Army Medical Center, focus on important programs and activities designed to combat stress and uncertainty of what the future may hold.

In April 2003, the USO embedded a USO center in the heart of the Contingency Aeromedical Staging Facility (CASF) at Ramstein Air Base, Germany, to provide a comforting 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 that was built in 2008 at LRMC serves the outpatients being treated there and also provides a place to relax for the wounded held at LRMC until they are cleared to return to their units in Afghanistan. More than 20 events per month at the Warrior Center help these healing troops get a touch of home. Both of these USO centers are proud to maintain the mission resiliency of hard working medical personnel.

In military hospitals across Afghanistan, USO staff provides some of the most common but significant support to healing heroes in the most remote locations. Ranging from often overlooked items like coffee stirrers and magazines to immediate basic needs like clothing and bed sheets, the USO identifies and fulfills requests on a regular basis. The USO also distributes TVs, video gaming systems, and games to hospitals in Afghanistan. While gaming is a leisure activity, research shows that some video games can be therapeutic and help our healing heroes regain cognitive function and focus. In addition, the USO provides puzzles and Lego figures for Traumatic Brain Injury clinics to assist in their healing therapy.

Military commands worldwide call upon the USO to provide health and welfare support for their recovering wounded. By answering those requests with USO Warrior and Family Care Day Rooms, we fulfill that need. Generally, a USO Day Room provides connectivity, some options for entertainment and a place to simply take a break. USO Day Rooms create a USO presence when a USO facility is not an option. The USO supports more than 25 Day Rooms across the globe.

USO's support of wounded, ill and injured troops, their families and caregivers encompasses many critical facets of life, including physical and recreational activities, behavioral health, family strengthening, education and employment transition, and community reintegration support. USO Warrior and Family Care collaborates with numerous organizations that we have deemed best-in-class to serve the needs of these troops and families.

In 2011, 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 disorder (PTSD) and traumatic brain injury (TBI). "Portraits" is a documentary-style PSA that features troops who proudly answered the call to duty in Iraq and Afghanistan, and who now live with invisible wounds. These stories and more can be viewed at www.USOInvisibleWounds.org.

USO WARRIOR AND FAMILY CENTERS: On April 1, 2014, we opened the doors to our second USO Warrior and Family Center. This facility, located at Naval Support Activity Bethesda, home of Walter Reed National Military Medical Center Bethesda, Md., will offer a comprehensive array of specialized services and programs in a supportive and home-like setting. The more than 16,000 square foot facility will include classrooms, sports lounges, business centers, healing gardens and more, created expressly for our nation's healing heroes and their families.

Our USO Warrior and Family Center at Fort Belvoir in Virginia, with more than 22,000 square feet dedicated to serving our nation's wounded, ill and injured troops, their families and caregivers as well as the active duty and military families, has already been visited 125,000 times since its opening in February 2013.

The Fort Belvoir facility is a state-of-the-art, ADA-compliant space offering a place for troops and families to relax, learn and have fun away from the grind of the hospital. The communal Kitchen, with its sleek-yet-natural design and bounty of treats, is one of the central traffic points in the USO Warrior & Family Center at Fort Belvoir. Simply put, it's where everyone wants to be, whether they're grabbing a snack, fixing a favorite meal, running into old friends—or meeting new ones. Sponsors have hosted dinners in the Kitchen, the Dining Room and the Outdoor Grill which has also been popular for barbecues and entertainment. The Art Studio offers a variety of art programs which can be therapeutic for troops and their families as well as our healing heroes. Some of the classes have included wood carving, creative writing, and a Combat Paper Workshop. Another frequently used space has been the Respite Suite which has offered massage/reiki and yoga. The Business Center has also been a busy gathering point for troops and families with its computer workstations as well as places to connect a laptop or iPad, as well as copy and fax services.

USO/HIRE HEROES USA TRANSITION WORKSHOPS AND CAREER OPPORTUNITY DAYS: The USO, in collaboration with Hire Heroes USA, hosts career transition workshops for wounded, ill and injured troops, 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 works with Hire Heroes USA to host Career Opportunity Days. These non-traditional career transition events connect employers with participants based on interest and background. Employers conduct introductory interviews and provide feedback to these men and women who, in many cases, have never participated in a civilian interview. Career Opportunity Days are limited to 15 employers and 40-60 wounded, ill and injured transitioning troops and veterans, as well as their spouses and caregivers, to ensure these events provide an environment conducive to one-on-one interaction and networking. In 2013, the USO hosted 75 workshops and 20 Career Opportunity Days expanding to more than two dozen locations. This included a pilot for the delivery of these events to non-wounded troops and families transitioning to the civilian workforce at eight workshops and seven Career Opportunity Days. In 2014, the USO will continue to increase program support to active duty troops and their spouses and the USO will host more than 120 Hire Heroes USA events, included among those events will be more than 30 Career Opportunity Days.

USO CAREGIVERS CONFERENCES: Caregivers Conferences provide caregivers (husbands, wives, parents, hospital staff and other family members supporting wounded, ill or injured troops) practical advice and valuable information about available resources. Sessions address such topics as post-traumatic stress disorder, caregiver boundaries and intimacy, compassion fatigue, parenting, childhood grief and caregiver resiliency. Two conferences were held in 2013 supporting hundreds of caregivers and providing a forum to speak candidly about the issues they face while seeking advice from subject matter experts and fellow caregivers. In 2014, the USO will continue to support those who care for our

wounded, ill or injured troops with both a spring and fall Caregivers Conference.

GAME ON NATION: The USO and game on Nation are work together to provide resiliency support for wounded, ill and injured, medical providers, caregivers and mortuary affairs staff who are often the silent heroes who assist our recovering service members and families of the fallen and are beginning to include general active duty. Through the use of improvisation and laughter, game on Nation facilitates trainings for various military units and military impacted personnel. In 2013, game on Nation delivered presentations to support troops and caregivers around the country including appearances at the USO Caregivers Conference, Altus Air Force Base, USO Fort Drum, USO Fort Hood, USO Fort Carson and USO Wisconsin. In 2014, the USO and game on Nation will host more than 15 game on Nation presentations, including 7 events geared towards supporting active duty troops. In April, game on Nation will support the spring USO Caregivers Conference in Colorado Springs, Colo. and will host a teen resiliency session this summer as well.

WARRIOR CARE PACKS: When wounded and injured troops arrive at a medical facility from a combat zone, they typically arrive with few, if any, personal items. The USO Warrior Care Pack supports our transitioning troops by providing items that the troops have identified as making a real impact on their recovery process, and allows them to heal with some of the comforts of home. The packs include items such as shampoo, deodorant, lip balm, comfortable clothing and a blanket. Members of Congress assembled a portion of the hygiene kits included within the Warrior Care Packs on 9/11/13. Dr. Jill Biden hosted Senate and military spouses to continue supporting the Warrior Care Pack program by assembling even more hygiene kits at the Vice President's residence in October. In 2013, the USO shipped more than 700 Warrior Care Packs to locations around the globe. This May, the USO will host a Congressional Stuffing Event on Capitol Hill.

STRONGER FAMILIES OXYGEN SEMINARS: The USO works with Stronger Families to bring the Oxygen Seminar to military couples to help them strengthen their relationship while working on tough issues in a fun and nonthreatening environment. Couples learn to improve their communication, better understand each other's needs, resolve conflict, rekindle romance and find renewed hope. In 2013, 42 Oxygen Seminars were held across the country including 10 seminars for wounded, ill and injured troops and their spouses. In 2014, the USO will continue to help build stronger military families with more than 70 planned events.

PROJECT SANCTUARY: Active duty, veteran and wounded warrior families participate in six-day therapeutic retreat in the mountains of Colorado. The focus is on supporting the family as a whole unit. The retreats utilize therapeutic recreation as a way to reconnect and reintegrate along with sessions in "healthy marriages" and "finance". Past retreat successes strengthened the founding principles that healing takes time and requires the family to be together in an environment in which they feel comfortable. Activities include horseback riding, hiking, fishing, snow skiing, art and all sessions carry a therapeutic component tailored to each individual's physical and mental needs. In 2013, the USO supported more than 70 families through this program.

FAMILY STRENGTHENING CAMPS: Partnerships with best-in-class organizations like the National Military Family Association, the Armed Services YMCA, and the Tragedy Assistance Program for Survivors, give the USO the opportunity to provide our nation's healing heroes and their families, as well as families of the fallen with the chance to reconnect, reintegrate and rejuvenate. The camps offer specific programming uniquely geared to the challenges our military families face. For example, camps create opportunities for children to meet other children whose parents have sustained a wound, illness or injury. Families leave these events with the tools they need to help them adapt to challenges and

keep their families strong and together. In 2013, the USO supported 28 camps. In 2014, the USO will continue to provide military families with opportunities to build resilient and lasting bonds.

RENOVATINGHOPE: Through this collaboration with the nonprofit Renovating Hope, the USO supports wounded, ill and injured troops and their families by providing basic housing rehabilitation services. The troops are referred directly from military installation commands. They are identified as having an immediate need, living in conditions that are causing severe, financial strain and family despair, where they are physically unable to make the repairs themselves, and/or do not have sufficient income to hire qualified contractors to complete the work. In 2013 RenovatingHope completed 11 home repair projects and one project at a retreat for wounded service members and their families.

RIDE2RECOVERY: Whether it's climbing a steep mountain or racing down a flat road with their bicycle adapted to fit whatever their physical challenge might be, Ride 2 Recovery participants conquer their fears and prove they are warriors even away from the battlefield. The USO partners with Ride 2 Recovery, providing bicycles for participants, as well as adaptive bicycles and support for Project Hero, - a cycling training group based at various hospital and transition facilities that prepares ride participants for their upcoming events. In addition, the Mobile USO provided lunch and support for seven rides in 2013. In 2014, the USO will support eight Ride2Recovery events, including the Memorial Day challenge, a six-day trek from Washington, D.C. to Virginia Beach, VA.

WARRIOR GAMES: In 2014, the USO will again support the annual Warrior Games. Each year the Warrior Games brings together more than 200 wounded, ill and injured troops from all branches to compete in Olympic-style events such as archery, cycling, wheelchair basketball, shooting, swimming, track & field and seated volleyball. At the 2013 games the USO hosted a family event to support those who traveled to cheer on their loved ones.

FAMILIES OF THE FALLEN: The USO has supported every dignified transfer at 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 troops 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 among USO 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. In 2013, the USO was there for more than 800 family members, attending 127 dignified transfers at Dover last year. The USO's reach expands beyond Dover, with a vast network of support for our families of the fallen from coast to coast. In 2013, our nation's military have experienced fewer wartime deaths than in 2012, but the USO's work to support families of the fallen has increased with more than 700 missions supporting families enduring loss from cancer, accidents and other tragic incidents.

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. The USO and TAPS also provide Survivor Resource Kits to newly bereaved family members. Filled with comfort items, books of support, personal notes and information, these kits provide a warm embrace in the form of a carefully crafted package. Each kit is carefully tailored to the specific family's circumstance of loss, relationship to the deceased, cause of death and other family needs that are shared with us. For our nation's smallest heroes, the USO supports TAPS Good Grief Camps and TAPS Kids Campouts. The camps provide a safe atmosphere for children to connect with others coping with similar feelings, helping them to establish a support system. No matter what the hour or the need, the USO is there for the families of the fallen.

WALKING WITH THE WOUNDED: On December 1, 2013, three teams of wounded warriors set out on a 208-mile trek through Antarctica as part of Walking with the Wounded's South Pole Allied challenge. With teams from the U.K., U.S. and the Commonwealth (which includes Australia and Canada) this expedition marks Walking with the Wounded's first multi-national expedition. As part of its ongoing mission to support wounded, ill and injured troops through their recovery process, the USO sponsored U.S. team member Margaux Mange through every facet of her training and as she completed the South Pole Allied Challenge. Celebrity team members joined the warriors, and included U.S. team member actor Alexander Skarsgard, UK team member Prince Harry and Commonwealth team member actor Dominic West. The race concluded on Friday, December 13, 2013, with all teams successfully completing their mission.

Providing the resources for USO programs and services

We often hear from people who say they want to give back to our nation's troops 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 help make a difference in their lives. Individuals, corporations or organizations can find creative ways to give at www.teamuso.org, choosing from a number of fundraising options such as competing in an athletic event, taking part in the USO's Barbecue for the Troops or Dance for the Troops campaigns, or organizing a custom event. In addition to shopping the virtual gift catalog at www.usowishbook.org, Americans can also visit www.uso.org to make their online donation.

OPERATION ENDURING CARE: The USO launched Operation Enduring Care, a major fundraising effort, to support America's healing heroes and their families with the construction of two innovative Warrior and Family Centers. In addition to helping restore a sense of normalcy to the lives of our wounded, ill and injured troops, their families and caregivers, the USO Warrior and Family Centers at Fort Belvoir, VA and Bethesda, MD provide a homelike environment where America's troops and healing heroes can relax or get a bite to eat, their families and caregivers can be together, away from the hospital setting, and receive the training, education and job placement services needed to move forward in life and thrive. With the upcoming completion of Operation Enduring Care, the USO's largest commitment in its history, the purpose of the campaign has been folded into USO Warrior and Family Care, a comprehensive, long-term program that provides a continuum of care that gives wounded, ill and injured troops the best chance for healing with honor, and their families and caregivers with the support they so urgently need.

USO WISHBOOK: Found at USOWISHBOOK.org, this comprehensive gift catalog featuring dozens of virtual gifts that support troops and their families. USO Wishbook provides donors with a unique way to give a gift that gives twice – once to a friend or family member and then again to those who need us most: deployed troops, wounded ill and injured troops and their caregivers and families of the fallen. Throughout the year, gifts are added in honor of special gift giving occasions and as USO programs and services expand. In 2012, Americans were given new opportunities to give back to our nation's wounded warriors and their families, with the inclusion of gifts like "Flight Home Comfort Kit" and "Writing the Right Resume." To date, more than 47,000 gifts have been purchased. The most popular gifts are "Phone Calls Home," "Comfort Food Package" "Deployment Kit" and "Long Distance Bedtime Stories."

USO meets all 20 Better Business Bureau Standards for Charity Accountability.

To learn more about the USO and how we serve our troops and their families, visit us at:
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