



“USO Balad demonstrates that the USO is expeditionary, just as America’s forces. The troopers at Balad Air Base and Logistics Support Area Anaconda will flock to this facility to feel a little touch of home and to be in touch with home. In countless ways, large and small, the USO has reminded generations of our country’s sons and daughters in uniform of the unwavering support of the citizens of the great nation we serve.”

GENERAL DAVID H. PETRAEUS, COMMANDING GENERAL, MULTI-NATIONAL FORCE – IRAQ, AT THE OPENING OF USO BALAD, IRAQ



“On behalf of everyone in the CENTCOM Deployment & Distribution Operations Center, thank you so much for the shipment of phone cards. Until you’ve been here, it’s hard to fully understand the importance of getting letters and gifts from home.

Please know that your generosity and thoughtfulness brightened our day.”

COL. D. CHRIS BENDALL,
USAF

Agile Innovation

America’s military is on the move and the USO is with them every step of the way. As our troops have become more expeditionary, so too has the USO. With 2.6 million active duty, Reserve and National Guard troops serving around the world, the USO is supporting them with new and renovated centers and expanding the programs, services and technological capabilities they need. Throughout 2007, the USO supported America’s bravest citizens wherever they served.

For the first time, the USO built a permanent facility at Balad Air Base, Iraq in December. USO Balad provides a calming atmosphere where pool parties and movie nights help transport troops back home.



USO Pacific

Birthdays are being celebrated across the Pacific thanks to the USO. Center volunteers make “special deliveries” at the request of loved ones, sending specially-ordered cakes and well wishes from home.

The USO operates 131 USO airport and family centers worldwide as well as 11 mobile canteens. Staffed by more than 44,000 volunteers, the centers welcomed U.S. military personnel and their families more than 7 million times in 2007.

At Camp Humphreys, Korea, USO and military leadership met to discuss future plans for the world's largest USO center. The planned 10,000 square-foot facility will continue to be the beacon of USO hospitality and goodwill for a projected 60,000 military personnel and their families.

In April, we opened a new USO center at Fort Drum, New York, to support the Army's legendary 10th Mountain Division. Amidst extended deployments, the Friday night country line-dancing classes at USO Fort Drum served as a surrogate support group. More than 6,000 soldiers were welcomed home by the staff and volunteers of USO Fort Drum, each receiving phone cards, snacks, smiles, hugs and well wishes.

In anticipation of the move of the Army's 4th Infantry Division, we broke ground at Fort Carson, Colorado, for a new 5,280 square-foot USO center. Center director Joe Aldaz and program manager Phil Martinez hit the ground running in August, meeting with military leadership and galvanizing community support to ensure that the center is ready to serve more than 72,000 troops and their families in years to come.

“When I took my husband to DFW for his return flight to Iraq, a very kind, gentle volunteer took a picture of my husband and me as I was getting ready to burst into tears as he was the last one to board the plane. The volunteer asked me for my email address to send me the picture. I couldn't believe it when I received it. The picture truly made my day. . . it allowed me to see the dedication and commitment of a USO volunteer.” ABHA COLE, MILITARY SPOUSE



“I’ve seen the impact of the USO on . . .our nation’s military during visits to Iraq, Afghanistan and military facilities around the world. . .even in my district of El Paso, Texas. Their programs and services are created with sensitivity and care for the unique needs of our military personnel, and help service members relax and have fun during stressful, difficult times. As a former soldier myself, I can’t emphasize enough the importance of USO programs.”

CONGRESSMAN
SILVESTRE REYES (D - TX),
AND CO-CHAIR,
USO CONGRESSIONAL
CAUCUS

For weary military travelers, we began renovating centers at Ronald Reagan Washington National Airport, Virginia; Jacksonville International Airport, Florida; Gulfport-Biloxi International Airport, Mississippi; Naval Air Station Pensacola, Florida; and William P. Hobby Airport in Houston. New furniture, computers, video gaming consoles, televisions and DVD players and cafés will welcome service members and their families and offer a place to rest and familiarize themselves with new surroundings.

While the hustle and bustle of USO centers worldwide continued, the expansion of and need for innovative USO programs and services marked 2007.

The Operation USO Care Package program also continued to surge. The generosity of the American public and hard work of 5,700 program volunteers allowed the USO to distribute 168,000 care packages to the increasing number

USO centers provide a relaxing and wholesome atmosphere with free telephone, Internet and e-mail access, libraries and reading rooms, entertainment lounges, children’s play areas, recreational activities and events, cultural awareness seminars, orientation and counseling sessions and housing and travel assistance.



Disney sponsored Military Family Appreciation Events at USO centers worldwide, enjoyed by more than 64,000 patrons. Disney also sent every USO center “Operation Disney Care Packages,” filled with Disney DVDs, books, toys and other products to help entertain troops and their families.



USO Kaiserslautern

*At USO Kaiserslautern,
Thanksgiving means family,
food and community.
"Thanks for Thanksgiving"
brings together local
vendors, donors and
volunteers to provide
500 military families with
holiday feasts and prepaid
international phone cards
to call home.*

of deploying troops, each with a personal message of support and encouragement for a job well done.

Although it is impossible to build a USO center at every small fire base or remote outpost, the USO is committed to supporting the troops wherever they serve. To provide support to troops at the most austere locations, we developed and pilot-tested the "USO To Go" program. In the initial test, we packaged and shipped 58 pallets of entertainment items to Iraq and Afghanistan. These 12 test kits contained items ranging from iPods, DVD players and video game systems, to snacks, footballs and beanbag chairs. In the pilot program alone, we delivered support to more than 8,000 service members at the most remote forward operating bases in Iraq and Afghanistan, enabling them to enjoy the little things, courtesy of the USO.

When our men and women in uniform are called to serve, they leave behind families and friends. With our unique programs and services, the USO is there to fill the empty space in their hearts, lift their spirits, entertain and comfort them. In short, we provide America with a tangible way to say, "Thanks."

Deployment makes the birth of a child tough. But at the Camp Buehring USO, new fathers are celebrating. The New Father program gives service members congratulatory packages with prepaid international phone cards, a pack of five cigars to share and a message from the USO staff wrapped in either blue or pink ribbon.

The USO now supports the military patients and staff at 16 military medical facilities worldwide, providing a relaxing environment, morale-boosting activities and financial assistance to not only injured service members, but also to their loved ones and the medical staff responsible for their care as a result of the expansion of the Operation Enduring Care program.

For the families and friends of injured military members, many of whom cannot be with their loved ones, we launched the USO CarePages program, allowing them to share health updates, pictures and messages of support via the Internet.

In December, we launched the Operation: Show You Care Web site as part of the USO CarePages program. Available at www.carepages.com/wounded-troops, the site allows the American public to personally express support and gratitude to the more than 30,000 wounded troops. It also serves as an emotional resource center for wounded service members and their loved ones. The site features inspiring stories from others coping with similar challenges and their practical tips and advice on



Waddell & Reed Financial, Inc. hit the road for the company's 70th anniversary, offering new and existing customers the opportunity to sponsor USO care packages. With an 18-wheeler covering 30,000 miles, the investment management and financial planning company raised more than \$400,000 for Operation USO Care Package.



“what to do” and “what to say” during difficult and stressful situations.

Our service men and women put the defense of our nation before the precious moments of parenthood, particularly story time. To help troops continue to stay connected to the children in their lives, the number of USO centers worldwide offering the United Through Reading® Military Program was expanded, and more than 6,000 DVDs were sent home to military families.

From telephone relay operations to prepaid phone cards and Voice over Internet Protocol (VoIP) technology, from letter writing stations to Cyber cafés with e-mail access, the USO, like today's military, has capitalized on new technology to provide the simplest touch of home and connect military families.

In April, we delivered the two millionth prepaid international phone card. Through

“Our partnership with the USO in support of Operation USO Care Package was an integral and gratifying part of our 70th anniversary Goodwill Tour. The tour exceeded expectations in so many ways...because we were able to raise donations to send nearly 17,000 care packages to the troops, but also the enthusiasm demonstrated by our advisors, clients and the public was tremendously encouraging.” STEPHEN J. BARRETT, SENIOR VICE PRESIDENT AND DIRECTOR OF MARKETING FOR WADDELL & REED



“The kids watched the daddy DVD earlier, and they loved it. Katy was reaching for you on the screen, and I ended up getting some huge squeezes (I think they were intended for you!) They love the books too. Katy would not even let me stick hers in the bag to carry them to the house. She had to hold it. It was really great watching you, and hearing your voice.”

A NOTE RECEIVED
BY DAVID FISHER
FROM HIS WIFE

the USO Operation Phone Home®, Operation USO Care Package and Operation Enduring Care programs, service members were able to hear the voices of those who travel with them in spirit and support them from the other side of the world.

As video and information sharing Web sites became more popular, we created nonprofit YouTube channels, sharing information, footage from entertainment tours and major events, public service announcements and other videos with users worldwide at <http://www.youtube.com/user/USOtroops>.

Upon his return from Iraq, Major Nipper eagerly accepted the offer to take a shower at the BWI Airport USO. Soon, he was clean, comfortable and in a freshly-washed uniform, ready to make his connecting flight. “The Showers for Soldiers program was a wonderful act of kindness,” he said. “Such a servant’s attitude has made a dramatic impression on this returning Operation Iraqi Freedom service member.”