

USO
GEORGIA
Always On Our Mind

In 2006, the USO expanded



its operations to meet the needs of more than 2.6 million active duty service members, Reservists and National Guardsmen.

More than 1.4 million active duty service members and 1.2 million members of the National Guard and Reserves made their way through the doors of the USO in 2006. All the while, the USO's mission remained the same – to provide morale, welfare and recreation services to men and women in uniform around the world. The USO represents the American people by extending a touch of home to the military and conveying the thanks of a grateful nation.

USO programs and services include:

- A relaxing and wholesome atmosphere
- Telephone, Internet and e-mail access
- Libraries and reading rooms
- Game rooms
- Nursery facilities
- Prepaid international and domestic phone cards
- Care packages
- Recreational activities and events
- Cultural awareness seminars
- Orientation and counseling sessions
- Housing assistance
- Travel assistance
- Support groups
- Celebrity entertainment

With the help of more than 25,000 volunteers, the USO operates airport and family centers and mobile USOs around the world. Military personnel and their families visited USO locations more than 5 million times in 2006. USO facilities numbered 132 in 2006 (including 10 mobile canteens): 81 stateside and 51 overseas. 2006 began with the opening of a new USO center in Kuwait in January. The 2,400-square-foot, retro-themed facility – the sixth USO center to open in the Persian Gulf region – serves 1,700 military personnel from all service branches every day.

In March, the expansion of the USO Center at Ramstein Air Base in Germany was completed. The renovation was made possible by a \$350,000 contribution from TriWest Healthcare Alliance. With the closure of Rhein-Main Air Base, Ramstein is the primary military transportation hub for Europe. Also in March, USO Guam opened its doors. This was the second time the USO has operated a center on Guam. The first closed in 1993 due to military downsizing.

With the hard work and support of Congressman Silvestre Reyes and the Fort Bliss community, the USO opened a center in El Paso, Texas in August. The new facility will serve the installation's increasing military population of more than 36,000. After more than 30 years of outstanding service to military personnel and their families, USO Keflavik, Iceland closed its doors following the closure of Naval Air Station Keflavik.

Three USO centers opened their doors in October. New centers at Camp Virginia and Camp Buehring, both in Kuwait, are providing much-needed programs and services to the increasing number of troops transitioning to and from combat zones in the region. USO Fort Hood, Texas re-opened in a larger facility on the Army's largest active duty post in the United States. The year closed with the re-opening of the USO Center of Jacksonville, Fla., in December. Renovations to the center were made possible by a generous donation from Mark Gelfand.

USO World Headquarters

USO World Headquarters manages the operation of all USO centers overseas and several centers in the United States (Fort Hood, Fort Bliss, The Dallas/Fort Worth International Airport, Houston Hobby Airport and Houston Intercontinental Airport, Texas; Pensacola, Fla.; Honolulu International Airport, Hawaii; Gulfport, Miss., and Denver International Airport). The remaining centers, or affiliates, which are chartered by USO World Headquarters, operate independently while working closely with headquarters.

USO World Headquarters continued to conduct standards of excellence reviews at all USO centers and affiliates to ensure that military personnel receive high-quality programs and services. These reviews were established to raise the public's confidence in the USO, create consistency in the delivery of USO programs and services and heighten the professionalism of USO centers and affiliates worldwide. The overall rating of USO centers and affiliates is based on the quality of programs and services delivered, customer service, USO employee and volunteer surveys, flexibility in program and service delivery and the appearance of the center.



Special Programs and Services

Operation USO Care Package

In 2006, the USO celebrated a momentous milestone – the distribution of the one millionth Operation USO Care Package. On Veterans Day more than 180 volunteers gathered at the USO Warehouse at Fort Belvoir, Va. to assemble some 13,000 care packages. The one millionth care package was distributed in December by the USO at Atlanta’s Hartsfield-Jackson International Airport.

The USO of Metropolitan Washington initiated Operation USO Care Package in 2001 in response to the cancellation of the Department of Defense’s “Any Service Member” program for security reasons. Care packages contain an assortment of items requested by service men and women, such as prepaid international calling cards, disposable cameras, toiletries and entertainment items.

USO Operation Phone Home®

Begun in April 2003, USO Operation Phone Home helps deployed troops and wounded service members recuperating at military hospitals stay in touch with their loved ones. Using 100 percent of the funds received from individual donors and corporate sponsors, the USO purchases bulk quantities of international prepaid phone cards. In 2006, the USO distributed 214,673 phone cards directly to service members. The cards were also included in Operation USO Care Packages. By the end of the year, nearly two million phone cards had been distributed since the program began.



United Through Reading®

In 2006, the USO and the Family Literacy Foundation launched the United Through Reading program at select USO centers worldwide. This program, which helps deployed service men and women and the children in their lives stay connected through the medium of reading aloud, was created by the Family Literacy Foundation more than sixteen years ago. The USO tested a pilot program at USO centers in 2005. The program's success prompted an expansion to 41 USO centers. To participate in the program, troops can visit participating USO centers to be videotaped reading a children's book. A copy of the book, a DVD of the service member reading the book and instructions are mailed to the child and family back home. The USO supplies recording equipment, books and packaging materials. The parent or caregiver at home is encouraged to share the child's excitement by photographing or videotaping the child as he or she is watching the DVD and following along with the book. The photograph or videotape is then sent back to the deployed family member, boosting the morale of the entire family. In 2006, military members made more than 4,000 recordings to share with the children in their lives.

The Mobile USO Program

For more than 66 years, the USO served our troops not only in traditional brick and mortar facilities, but also on the road with mobile canteens. In 2006, the USO was proud to take this service to a new level with the launch of the Mobile USO program. Consisting of three new specially-equipped vehicles, the Mobile USO program extends morale-building programs to service members and their families – some of whom are in remote and isolated areas. Each Mobile USO offers lounge areas with a television and home theater system, computers and video gaming stations, a café and a library.



USO Volunteers

Volunteers are the heart of the USO. Their commitment and support of our men and women in uniform allow the USO to carry out its mission 24 hours a day, seven days a week, worldwide. Topping more than 25,000 in number, USO volunteers dedicated their time and talents to meeting the increasing demands for USO programs and services. In 2006, volunteers gave the USO 488,798 hours of their time.

In 2006, volunteers contributed 488,798 hours of time to the USO.

The duties of USO volunteers vary depending on location and need. Whether serving snacks and refreshments with a smile, distributing care packages, providing travel assistance, staffing USO centers or welcoming home troops from deployments, USO volunteers play a vital role in the success of the USO. Their mission has remained the same – to improve the quality of life of service members, boost their morale and serve as a link between them and the American public.

External Relations and Special Events

Members of the USO Congressional Caucus, established in 2003, continued their support of the USO and our troops by reaching out to constituents to educate them about the USO's role in bringing a touch of home to service members and their families. The size of the Congressional Caucus increased in 2006 as new members recognized the importance of showing support for our men and women in uniform through the USO. Delegate Madeleine Bordallo was instrumental in helping the USO re-establish a USO Center on Guam in March. Representative Silvestre Reyes played a key role in the establishment of the USO El Paso, located at Fort Bliss.



The USO Congressional Caucus also hosted an Operation USO Care Package stuffing party in March. More than 3,000 care packages were assembled by members of the USO Congressional Caucus, congressional staffers and celebrities for distribution to service members in Iraq and Afghanistan. Celebrities included actor James Avery, singer Brian Littrell from the Backstreet Boys, comedian Reggie McFadden, actress Sherri Saum and Fox Sports correspondent Leann Tweeden.

The USO World Gala was held in September at the National Building Museum in Washington, D.C. TriWest Healthcare Alliance served as the Gala chair again this year. The USO used the occasion to mark the USO's 65th Anniversary.

The Gala pays tribute to an enlisted member from each branch of the armed forces for extraordinary heroism. The USO *Service Members of the Year Awards* were presented to: Sergeant Leigh Ann Hester, U.S. Army;

Corporal Robert L. Snyder, U.S. Marine Corps; Hospital Corpsman Third Class Nathaniel R. Leoncio, U.S. Navy; Staff Sergeant Joseph J. Upton, U.S. Air Force; and Aviation Survival Technician Third Class Mitchell A. Latta, U.S. Coast Guard. Wounded service members from

Walter Reed Army Medical Center and the National Naval Medical Center also were honored guests. Among the special guests were actors Gary Sinise and Dennis Farina, NBA star Scottie Pippen, comedian/author Al Franken, actor/comedian Blake Clark, MISS USA® 2006 Tara Conner, MSNBC analyst and Medal of Honor recipient Jack Jacobs, country music performer Craig Morgan, “The Wire” star John Doman, “Sopranos” star Vincent Pastore, comedian Jeff Ross, the Dallas Cowboy Cheerleaders, actor James Avery, football great Sam Huff, singers Howie and Pollyanna Dorough, actor Joe Lisi, puppeteer Mallory Lewis, comedian Reggie McFadden, actor James Reynolds, country music singer Michael Peterson, impressionist Fred Travalena, “JAG” star Karri Turner and “Sex and the City” star David Eigenberg. Entertainment was provided by comedian/actor Sinbad and country music performer Jo Dee Messina.

John Gottschalk, past chairman of the USO World Board of Governors, received special recognition for his years of dedication to the USO.

