

Significant USO Achievements for 2005

- 1** The USO expanded its outreach to meet the needs of service members and their families around the world. New facilities were opened in Afghanistan; Denver; and Giessen, Germany. The USO centers in Kuwait and at Ramstein Air Base in Germany were expanded. By the end of the year, the USO was finalizing plans to open a second center in Kuwait and centers at Fort Bliss in El Paso, Texas; on Guam; and at Incheon International Airport in Seoul, Korea. The USO also dedicated The Wounded Warrior Room at the Beaumont Army Medical Center in Texas.
- 2** By the end of 2005, the USO had distributed more than one million prepaid international phone cards to service members in Iraq, Afghanistan and other overseas locations. Phone cards also were included in Operation USO Care Packages.
- 3** Since the Operation USO Care Package program was launched in late 2001, the USO has distributed more than 750,000 care packages to deploying service members. Packages also are sent to units in Iraq and Afghanistan, and to service members returning to duty following their two weeks of rest and recuperation (R&R).
- 4** In 2005, more than \$122.7 million was raised in monetary and in-kind donations to support the USO's array of programs and services through corporate alliances, direct mail solicitations, individual donations, and media and public outreach.

- 5 Service members and their families made more than 5.6 million visits to USO facilities last year.
- 6 More than 26,000 dedicated volunteers — the heart of the USO — donated their time and talents last year to support our armed forces and their families.
- 7 To supplement existing programs geared to helping deployed troops stay connected to their families, special initiatives were launched in 2005: United Through Reading® and Operation Mail Call.
- 8 A new Standards of Excellence program was initiated in 2005 to ensure high-quality programs and services at USO facilities. In addition, an analysis was conducted of USO programs and services to determine how the USO can better meet the needs of service members and their families.
- 9 Through broadcast and print public service announcements as well as media outreach, public awareness of the USO remained at high levels again this year.
- 10 USO celebrity entertainment tours continued the legacy, begun in the 1940s, of bringing a touch of home to troops and their families around the world, with 54 tours for nearly 200,000 service members.