



USO

For the People who Serve

Capstone Executive Spouse Course

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This brief is for the intended audience only - not for public release



How Does the USO Operate?

Mission Statement

To strengthen the well-being of the people serving in America's military and their families



DoD Memorandum of Understanding

USO services and programs may supplement DoD appropriated fund and nonappropriated fund services and programs... so long as they do not compete with appropriated or nonappropriated fund activities



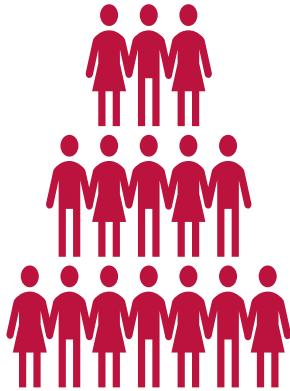
Congressional Charter

USO is a congressionally chartered non-profit through which the people of this Nation may contribute to the maintenance of morale of men and women in the Armed Forces



USO Supporting the Military: 2024

Service Instances



11.3M
Times

Unique Customers



950,000
Service Members &
Families

Global Reach



55 states &
territories
134 countries

USO Programs

Cornerstone Program	 Centers				
Expeditionary Support	 Care Packages	 USO2GO	 Program in a Box	 Reading	
General Wellness	 Holidays	 Gaming	 Entertainment	 Canine	 Sports & Fitness
Military Spouse & Family Support	 Coffee Connections	 Special Delivery	 Youth Programming		
Unique Needs	 Transition	 Responds			



USO centers provide a home away from home for service members and their families around the world. Our locations are the foundation for our connection to the military community. USO locations offer an inviting and comforting place where service members and their families can connect by internet or phone, play a video game, catch a movie, have a snack, or just put their feet up and relax.

250 Locations Worldwide | 30 Countries | 42 States and Territories | 7M+ Visits





Expeditionary Programs



USO expeditionary programs enable the USO's operational reach. Through these programs, the USO supports service members with a variety of items designed to offer comforts of home, even when not near a USO Center. We match the needs of the individual, unit, or location with the appropriate option.

Care Package



Support of Individual Service Member

- Snacks
- Toiletries
- Female

Program in a Box



Unit Morale Activity

- Tie Dye
- Paint
- Paracord Kits

USO2GO



Installation support through large kit packages

- Exercises
- Deployments
- Remote Locations



Military Family Programs



- Build connections & reduce isolation for Military Spouses
- Create a predictable & reliable experience leveraging a standard brand and process

Coffee Connections



- 70% of attendees ONLY baby shower
- Provides connection to community & support

Special Delivery Baby Showers



- Connect Service Members to their families in times of separation
- Reduce stress caused by separation

USO Reading Program



- Strengthens military members and their families with physical, mental, and emotional support
- Therapy Dogs, Military Working Dogs, Pets

Canine Program





Global Entertainment: Evolving Mission Delivery



We have integrated digital platforms, increasing service delivery. Today, we can distribute programming to any military location, live or on-demand,

1941
Tours



2021
Content on
Demand

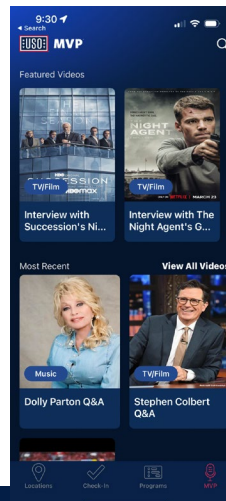
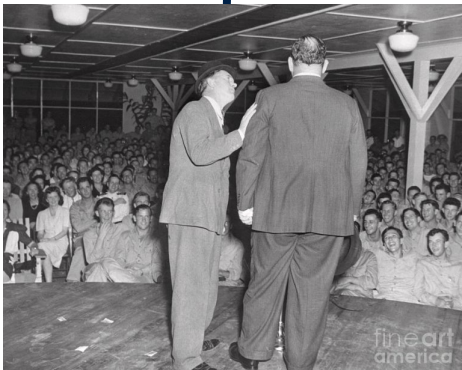


2025
Centralized
Ticket
Distribution

2020
Military
Virtual
Programming

2022
MVPs Open
Source
premieres

2024
Talent Corps
(emerging talent)



Each year, 200,000 service members transition to civilian life after completing their military service. Over 650,000 military spouses also regularly transition to new communities where they must rebuild social and professional networks while serving as the backbones of their families.

The Transition Program extends the USO experience to serve members and military spouses by providing professional support in five key areas:

- Employment
- Education
- Financial Wellness
- Mentoring
- Veteran Service Organization Connections

Through individual Action Plans, USO Transition Specialists help the service member or military spouse stay on track with their objectives, providing direct connections with the best resources to help them reach their goals.





Military Spouse Career Services



With the current economic climate, military spouses are faced with so many added challenges that affect their careers, financial stability, and overall well-being. As a result, the USO has made it a priority to help military spouses find lasting careers that are flexible to the military lifestyle.



USO Gaming creates opportunities to support members and their families through the power of games. Each year, hundreds of thousands of service members head to the USO Center or join virtual programs to participate in tournaments, community events, professional development, and casual gaming ranging from board games and trivia to console gaming.

In 2024 USO Gaming served:

- ✓ 37 Countries
- ✓ 4,049 Programs
- ✓ 1.2M Service Members and Family Members



The USO Mobile fleet includes 19 vehicles designed to bring USO support to military members and their families anywhere in the US. The USO Mobile program delivers quality USO programs and services to a variety of locations including field training, pre-deployments, family days, disaster relief, exercises in remote areas and crisis response.

In 2024 USO Mobiles served:

- ✓ 11 Countries
- ✓ 170 Events
- ✓ 90K Service Members and Family Members



End-to-End Support



USO supported South Carolina National Guard's 1782nd every step of the way!



(1) Snacks served during premobilization training

Fort Bliss, TX

McCrary Training Center, SC

Camp Lemonnier, Djibouti



(2) USO Programs and care packages during mobilization training in TX



(4) Welcome Home!



(3) 1782nd enjoys treats at USO Center

- USO Centers ARE for spouses and families too! Help us promote USO Centers
- Follow USO on social media for information
- Encourage spouses to join the mailing list: [CLICK HERE](#)
- Check out our website for programs and event information: www.uso.org
- If interested in volunteering, connect with your local USO center
- Collaborate with your local USO for your community!

★ ★ ★ QUESTIONS AND FEEDBACK ★ ★ ★