



WEST

ALASKA • ARIZONA • CALIFORNIA • IDAHO
MONTANA • NEVADA • OREGON • UTAH • WASHINGTON

IMPACT REPORT 2020



MISSION

The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation.

Since 1941, USO has accomplished this mission by delivering innovative programs, morale-boosting services, and engaging entertainment that demonstrates America's gratitude for our military personnel's service and sacrifice.



MORE THAN
260

USO LOCATIONS

USO LOCATIONS
IN **16** COUNTRIES

United States, Afghanistan, Australia, Djibouti, Germany, Italy, Iraq, Japan, Jordan, Korea, Kuwait, Qatar, Saudi Arabia, Spain, Turkey, United Arab Emirates,

USO SERVICES
ON **7** CONTINENTS

Supported through facilities outreach programs, and entertainment



30,000
VOLUNTEERS



1.6 MILLION
VOLUNTEER HOURS

7.4M TOTAL SERVICE CONNECTIONS IN 2020 WORLDWIDE



7.5K

USO Pathfinder®
Action Plans



2.8M

Center Visits



30,8K

Transition Program
Participants



4.1M

Center Program and
Service Participants



564K

Entertainment
Event Attendees



310K

Expeditionary and Family
Program Participants



2020 USO COMBAT COVID-19

A SNAPSHOT OF HOW THE USO ADAPTED TO DELIVER ITS MISSION OF CONNECTION DURING A GLOBAL PANDEMIC.

SUPPORTED
432 USO CENTERS,
 installations, outreach locations and ships
AROUND THE WORLD.

- ★
- ★
- ★
- ★
- ★
- ★



16,755
 EVENTS

2,537,317
 PARTICIPANTS

Includes virtual and distance programming, front-line support and quarantine support

96
 USO MVP SESSIONS

14
 SHIPS AT SEA
 & **51** U.S. STATES and territories

114
 CELEBRITY GUESTS

745,000
 UNIQUE VIEWS FOR
MVP DIGITAL MUSIC SPECIALS
 on Facebook, YouTube & Twitch

4 DIGITAL MUSIC SPECIALS

65,220
 CARE PACKAGES
 delivered to quarantine facilities
 and on the front line

78
 USO2GO KITS
 delivered to support
56,798
 service members

68
 LIVE LOOK-INS
 at military locations

31,402
 SERVICE MEMBERS & FAMILIES MVP PARTICIPANTS

4,700+
 service members and military spouses received
 PROFESSIONAL SERVICES SUPPORT
 AS A RESULT OF COVID-19

An additional
22,500
 attendees received virtual
 transition programming

WHERE WE ARE

USO West delivers USO services, programming and outreach at 32 center locations, 2 USO Pathfinder® Transition Program locations, and dozens of military installations across the west including in Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon, Utah and Washington, providing 1,003,949 service connections to members of the military and their families each year.

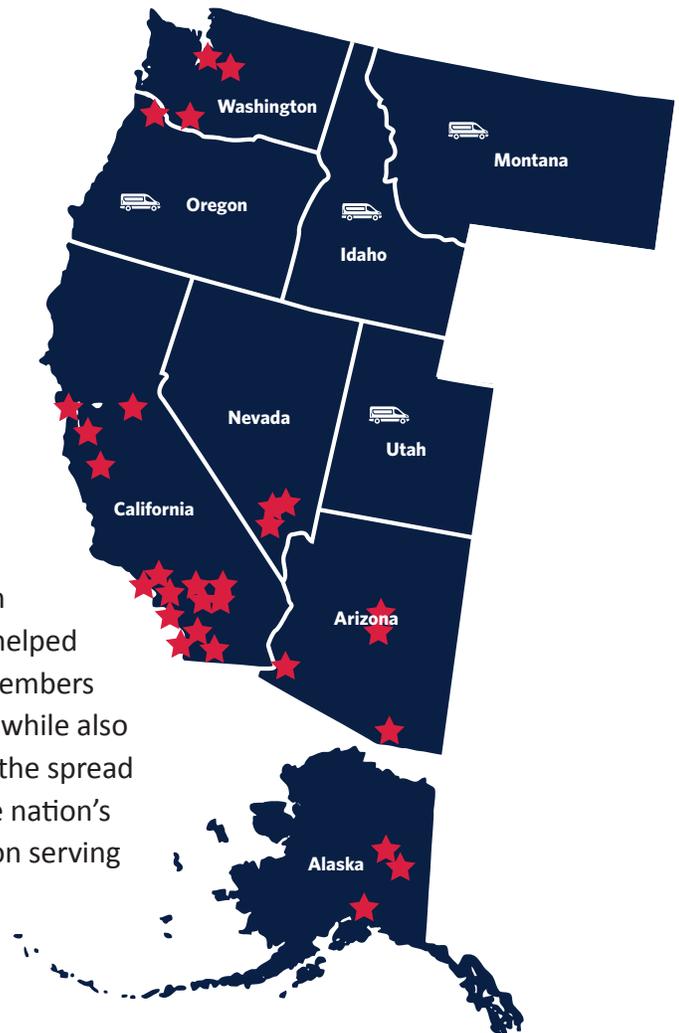
1,003,949
MILLION
service connections

The USO serves the men and women of the U.S. military throughout their service — from the moment they join, through their deployments, and as they transition out of the military. Our scope, scale, presence, reach, knowledge, and longstanding close working relationship with the military gives the USO an unparalleled ability to meet a wide range of needs of service members and their families. Our impact is reflected in more than 7.4 million annual interactions at USO centers and through programs and services around the world.

While we have served the U.S. military for 80 years, this current

time period is like no other. Since the COVID-19 pandemic began in March 2020, the USO quickly pivoted resources across the world in an approach that helped care for military members and their families, while also aiding in reducing the spread of the virus. As the nation's leading organization serving our men and women in the military, the USO remained in close alignment with military commands to support the emergent needs of service members and their families. For our troops and military families, the pandemic created additional hardships for individuals who were already sacrificing so much while they continue to serve the country and carry out missions around the world.

The COVID-19 crisis greatly impacted our ability to perform "business as usual" — while demand for USO services increased, we temporarily lost the in-person support of our local volunteers that serve as the vital backbone of our service delivery. Our dedicated staff



Who We Serve

Active Duty,
Guard and Reserve
and their families.



Our Reach

- 11** USO Airport Centers
- 15** Military Installation USO Centers
- 2** Pathfinder® Transition Sites
- 5** Mobile Units



remained committed to being agile and responsive to meet the evolving needs of service members and their families through continuing and modifying our programming. This included increasing distribution of food and essential items to families in need and transitioning all in-person programming to online experiences.

The USO will always remain committed to expanding access to the USO for service members and their families by increasing service connections, delivering mobile programming to states and areas without physical USO centers, and boosting transition services for our military and their spouses through our virtual access. We are the Force Behind the ForcesSM.

WEST REGION FAST FACTS 2020



Support by the numbers.



1,003,949

Total Service Connections
Region Wide



776,490

Program & Service
Participants



2,920

Center, Family
and Community
Programs



516

Transition Program
Participants



227,110

Center Visits



2,285

Volunteers



111,502

Volunteer Hours



WHAT WE DO

UNITE

KEEPING THEM CONNECTED

As a nonprofit organization with a global network of 260+ locations, USO is uniquely positioned to support military installations and personnel worldwide and address their needs. Every day, our dedicated family of volunteers, employees, supporters, and valued partners unite for service members and their families to give more than thanks. USO is their home away from home, no matter where their journey takes them.

We nurture and maintain strong bonds between service members, their families, and the community. Through programs focused on connection, strengthening, wellness, and resiliency, USO expresses America's gratitude and commitment to service members and their families.

Programs & Services: Spouse Events, Family Events, Stronger Families, Single Service Member Programs, Coffee Connections, and "Bob Hope Legacy Reading Program."

Because of our close working relationship with the U.S. Department of Defense, USO has a long history of supporting U.S. service members at military installations worldwide. Millions of active supporters, tens of thousands of volunteers, and a few hundred employees form the Force Behind the Forces®. Home is as close as the nearest USO center or program.

We address these issues and respond to the needs of service members and their families via the following Four Pillars of Service:



In the spirit of Bob Hope and his dedication to bringing military families together, the Bob Hope Legacy Reading Program is largely driven by virtual, on-demand story time offerings that help the USO extend its reach.

Connecting more than 39,000 Military Families each year.

DELIVER

ALWAYS BY THEIR SIDE

We support service members through outbound programming to reach troops training in isolated locations, on arduous missions, and those deployed to more remote areas around the world. Through expeditionary outreach support including care packages, snacks, holiday celebration items, and internet services provided throughout challenging deployments, the USO ensures service members stay connected. America is by their side, wherever their assignments take them.

Programs & Services: Meal-Related Programming—Weekly Dinners, Mobile Farmers’ Markets, Food Pantry, Meals for Heroes, Military Outreach Events, Holiday Meals; Special Events—Care Packages, Baby Showers, Toy Drives, Homecoming/ Deployment Support, and Entertainment Experiences that are brought to USO through partnership opportunities.

In response to COVID-19, Mobile USO centers and Sprinter vans were deployed into the field to support service members at remote locations, including National Guardsmen who were activated to assist COVID support efforts across the United States.



TRANSITION

TRANSITIONING SERVICE MEMBERS AND MILITARY SPOUSES

We provide resources for service members, veterans, and military families throughout various transition points of their military service. From the moment their service begins through the time their service is complete – through voluntary separation, the wounds of service, or the ultimate sacrifice – those who serve, and their families, are supported with dignity and respect.

Programs/Services: Military Entrance Processing Stations (MEPS), USO Pathfinder® Transition Program, and Families of the Fallen.

200,000 Service members will transition into civilian communities each year. 95 percent of those entering that phase of life felt stress and/or anxiety about transitioning. USO Transition Specialists work individually with service members and military spouses throughout the transition lifecycle. In 2020, the West region was responsible for stewarding a total of 516 new Action Plans in support of transitioning service members, military spouses, and National Guardsmen & Reservists.



ENTERTAIN

ENTERTAINING SERVICE MEMBERS AND FAMILIES AROUND THE WORLD

We bring entertainment, recreation, and celebrations to the doorsteps of service members and their families through a diverse range of activities. By providing programs that focus on America’s culture and pastimes, the USO brings a grateful nation closer to them in times of both separation and celebration.

Programs/Services: Domestic & Overseas tours, Military Virtual Programming (MVP) Series, USO Digital specials, USO Show Troupe performances, ticket distributions, and other special programming offerings.

The USO’s Military Virtual Programming series is dedicated to positive, uplifting digital engagements for troops and military families across a wide variety of programming including entertainment, family, transition and more. In 2020, 114 celebrities entertained 31,402 participants during 96 MVP events, streaming to 51 countries including 14 ships at sea.





Marines providing security for the USNS Mercy took a break to enjoy snacks and refreshments from Bob Hope USO.



The Bob Hope USO at Orange County distributed care packages to the National Guard.

BOB HOPE USO

Bob Hope USO provides USO services, programming and outreach at LAX, Ontario International Airport, Orange County at John Wayne Airport, Palm Springs International Airport, Military Entrance Processing Station Los Angeles and at March ARB Deployment Center. In addition, Bob Hope USO provides support across 51,000 square miles of Southern and Central California to over two dozen major military installations and bases including the US Coast Guard Station, MCLB Barstow, Vandenberg Air Force base, NAWS China Lakes, Naval Base Ventura Country and more.

In March 2020, we expanded support to include those serving on the USNS Mercy stationed at the Port of Los Angeles, as they were deployed to provide relief to the field hospitals in LA County. Bob Hope USO provided necessities and comfort items in high demand and worked to fulfill requested personal work-out equipment and yoga mats, as well as WI-FI connectivity to keep sailors connected to their families. In addition, Bob Hope USO quickly responded to the needs of our National Guard and quarantined troops throughout our geographic service area with care packages including basic essential needs and morale-boosting activity kits.

National Guard rapid response

As restrictions changed and families faced stay at home orders, Bob Hope USO adapted traditional programs for virtual delivery, including story-time for families, fun classes for kids, health and wellness for spouses and service members, and live engagements with celebrities and athletes. In 2021, we aim to open a new center at Fort Irwin National Training Center and hire a new staff member at MCAGCC Twentynine Palms to help strengthen our military and their families stationed at the remote bases.

Active Duty Military Population	32,000
Guard/Reserve Population	26,000
Volunteers	479
Volunteer Hours	33,901
Center, Family & Community Programs	416
Food Programs	249
Center Visits*	65,009
Program & Service Participants	89,680
2020 Total Service Connections	154,689

*In 2020, we experienced a decrease in total center visits due to the COVID-19 pandemic.



With the onset of COVID-19, the USNS Mercy was quickly deployed to provide relief to the field hospitals in LA County. Stationed at the Port of Los Angeles, Bob Hope USO was ready to support our frontline responders with secure WiFi connectivity, essential toiletry and hygiene products, health and wellness equipment, activity kits and more.



INCREASE NATIONAL GUARD SUPPORT

Since March of 2020, tens of thousands of National Guardsmen have been called to duty to assist the nation in its response to the global pandemic. From assisting in hospitals, to distributing food, to helping administer COVID-19 tests, these dedicated service members have played crucial roles in communities across the U.S. As the National Guard continues to combat COVID-19, the USO will remain by their side.



EXPEDITIONARY SUPPORT & MOBILE EXPANSION

USO West will be delivering more expeditionary support and mobile expansion into states that currently do not have a USO center, including Montana, Idaho, and Utah. Our long-term goal and vision for the future is to have USO centers, services & programming available to military personnel in all states across the country.



THE USO WILL OPEN NEW LOCATIONS

In 2021, we will enhance our ability to reach more military service members and their families by expanding our reach at Nellis Air Force Base, MCAS Yuma, Fort Irwin NTC, and MCAGCC Twentynine Palms. USO Nevada will expand its footprint at Nellis Air Force Base to serve the NAFB total military population of more than 40,000 service members and their families annually. Bob Hope USO will open a new center at Fort Irwin NTC to become a permanent comfort for over 12,000 permanently assigned service members and their families living on the remote base and an additional 50,000 yearly rotational forces. Bob Hope USO will also hire a new staff member at MCAGCC Twentynine Palms to provide permanent resources to 12,500 active duty military service members and 24,000 family members. In addition to the USO Arizona operating location at Yuma Proving Ground, USO Arizona will continue to support the Yuma military community by furthering plans to establish a new USO Arizona Center aboard Marine Corps Air Station Yuma.



EXPANSION OF MEAL PROGRAMS

USO West is expanding meal programming where we serve, with meals routinely provided from Alaska to San Diego, as demand intensified due to lay-offs and furloughs impacting military spouses and the challenging economic climate. To supplement these in-person programs, we also introduced virtual programming focused on educating military families on nutrition and healthy eating.

WE ARE THE FORCE BEHIND THE FORCESSM



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