



# ANNUAL REPORT 2010

“Serving those who serve, and their families.”





## Message from the Chairman and President

This has been an exciting year for the USO of Metropolitan Washington! We've seen growth across the organization from improvements at our centers, an increase in the number of people served by our airports to more events for the Mobile USO. The newly-renovated Indian Head USO Center is the first *green* USO and we are proud of the addition of a brand new Dahlgren USO Center. We are also looking ahead at two new, state-of-the-art USO Family Centers at local military hospitals, which will enable USO-Metro to enhance and expand its programs and services for our recovering heroes.

The national capital region has seen more of USO-Metro through expanded programs and increased visibility in the local media. We are proud to serve one of the largest military populations in the world, and we could not do that without the support of our dedicated volunteers and the local community. Because of this support, USO-Metro was able to provide more than 800,000 instances of service to active duty military and their families in the Washington-Baltimore metropolitan area in fiscal year 2010!

*Serving those who serve, and their families through...*

### *Hospital Services*

- This year, USO-Metro's hospital services team provided 16,128 instances of service to our recovering heroes and their families at Walter Reed Army Medical Center, the National Naval Medical Center at Bethesda, Warrior Transition Units at Fort Meade and Fort Belvoir, as well as the Hunter Holmes McGuire Richmond VAMC.
- USO, Inc. and USO-Metro are in discussions with military leadership at Walter Reed Army Medical Center and the National Naval Medical Center at Bethesda to design and build two facilities to support wounded warriors and their families at the new Walter Reed National Military Medical Center and Fort Belvoir Community Hospital campuses. USO, Inc. and USO-Metro will collaborate to raise the necessary funds to build and operate the two new facilities.
- USO-Metro provided tickets and transportation for more than 100 trips for recovering troops and their families. Excursions included movie premiers, dinners and barbeques, fishing trips, trips to the Daily Show, the WWE Survivor Series, area concerts, a VIP Las Vegas weekend and numerous trips to Washington Redskins, Washington Wizards and Washington Capitals games.
- USO-Metro escorted more than 100 celebrities and musical groups through the wards of local military hospitals, including visits from Angeline Jolie, Stevie Nicks, John Legend, Taylor Swift, , Jon Stewart, Trace Adkins, the Baltimore Ravens, Jeff Dunham, the Milwaukee Brewers, Jack Ingram, Jeff Foxworthy, Bill Engvall, Larry the Cable Guy and Anthony Munoz.
- Last summer, the Poker Players Alliance (PPA) presented a check for \$25,000 to the USO of Metropolitan Washington to support services for wounded warriors. They also raised an additional \$10,000 through a charity poker tournament held in July at the Hyatt Regency in Washington, D.C. USO-Metro and the PPA hosted 30 wounded warriors who played alongside famous professional poker players, including Annie Duke and Howard Lederer. Several members of Congress including Xavier Becerra (CA), Shelley Berkley (NV), Martin Heinrich (NM), Pete King (NY), Ed Perlmutter (CO), Tom Perriello (VA) and Lynn A. Westmoreland (GA) also participated in the evening's festivities.
- This spring, the Fort Meade Alliance and USO-Metro partnered to raise funds to furnish a new facility for wounded warriors at Fort Meade. The effort was a success, raising more than \$135,000. The ground breaking event in April for the new 4,500-square-foot Soldier and Family Assistance Center (SFAC) included Senator Ben Cardin, Congressman Frank Kratovil and Maryland Lt. Gov. Anthony Brown in attendance. The Warrior Transition Unit at Fort Meade currently has 150 soldiers and their families and this population is expected to grow. Purchases will include furniture, appliances, electronics, etc. Thank you to Booz Allen Hamilton, Lockheed Martin and Northrop Grumman. This center is set to open in November of 2010.

- USO-Metro is continuing to partner with the Virginia Therapeutic Riding Association to provide the Horses for Heroes equine therapy program. These unique eight-week sessions develop balance and transferring skills, assist service members with confidence in group settings and build morale. Patients from the Fort Belvoir WTU have been very eager to learn new techniques and can trot and cantor while working constantly on balance and control.
- In October, representatives from Lockheed Martin's Corporate Headquarters presented USO-Metro with \$7,000 in gift cards for troops and their families recovering at the National Naval Medical Center and Walter Reed Army Medical Center. The gift cards enabled wounded warriors to purchase gifts for their family members during the holiday season. In its second year, the gift card donation program generated nearly twice as many gift cards. Thank you Lockheed Martin for this wonderful gift!
- In November, wounded warriors from Walter Reed and the adaptive hockey team from the National Naval Medical Center played on the Washington Capital's ice after the Capitals practice and had the opportunity to meet several players. At the same time, Operation USO Care Package joined forces with the Washington Capitals, WTOP and Microsoft for a care package stuffing party at the Kettler Iceplex in Clarendon, VA. Washington Capitals Chris Clark, Mike Knuble, David Steckel and Brian Pothier, joined more than 100 volunteers to assemble 5,000 care packages. Thank you Microsoft and Curt Kolcun for your support of this event.
- On Veteran's Day, USO-Metro escorted more than 150 wounded warriors and their families to Las Vegas, Nevada. Upon arrival at the Venetian Hotel, veterans were greeted by hundreds of enthusiastic hotel staff and guests and a warm reception made up of more than 100 airmen from Nellis AFB, community leaders and officials including Senator John Ensign. Wounded warriors and their guests were treated to VIP Las Vegas experiences including a Blue Man Group performance and reception, a show by and lunch at the home of Wayne Newton, tickets to the Terry Fator Show, a helicopter tour of the Las Vegas strip, as well as visits to the Hoover Dam and Red Rock Canyon. Special thanks to American Airlines and the Sands Foundation, both presenting sponsors of this fabulous trip!
- USO-Metro continued its commitment to the hardworking personnel of the MEDEVAC unit at Andrews AFB, hosting quarterly staff appreciation luncheons and morale events for the staff that work in the aero medical staging facility. These fine young men and women serve as the first personnel on U.S. soil to receive, treat and redirect our battle-injured personnel. We look forward to continuing this valuable program.
- This winter, USO-Metro worked in partnership with Whitetail Ski Resort in Pennsylvania to provide adaptive ski trips for wounded warriors recovering locally. Several dozen wounded warriors enjoyed a day on the slopes relaxing while gaining balance, strength and confidence.
- The Chairman of the Joint Chiefs of Staff, Admiral Mullen and his wife, hosted their annual holiday reception at their residence with approximately 25 wounded warriors from NNMC and WRAMC.
- Texas Hold 'Em tournaments continue to be tremendously popular at the Mologne House. Games are held each month with 50 to 70 patients and family members in attendance. Thanks to AT&T Government Solutions, Louis Berger and the American Gaming Association who help fund food and prizes, as well as provide volunteers.

### *USO Airport Lounges*

- The number of patrons served at USO-Metro airport facilities continues to climb. The BWI Lounge saw a 14.8% increase in total visitors, Dulles has had a 22.6% increase in visitors and Washington National had an incredible 67.2% increase in visitors for a total of 122,550 instances of service!
- On November 16<sup>th</sup> the USO Lounge at BWI Airport celebrated its 10<sup>th</sup> year in operation! The day also marked the 6<sup>th</sup> annual Salute to Veterans and Families, hosted in partnership with BWI Airport. Since the lounge opened in 1999, over 600,000 service members and their families have walked through the doors. Every month, this "home away from home" welcomes up to 10,000 military personnel and family members who are traveling through BWI. A team of 200 loyal USO volunteers donated more than 164,000 hours of their time to the USO Lounge. Miss America 2009 Katie Stam, Maryland's Lt. Governor Anthony Brown and Congressman Ruppberger helped salute our nation's veterans. Lieutenant General Pollett, Director of the Defense Information Systems

Agency (DISA), delivered the keynote remarks. Thank you to our sponsors Verizon, Microsoft, Lockheed Martin and our newest sponsor, The Four Points Sheraton at BWI.

- USO-Metro is proud to report that during the severe storms this past winter, USO Lounges at BWI, Washington National and Dulles remained open all night to assist 3,587 stranded military travelers. Amazing USO volunteers worked throughout the night, many making emergency supply runs during the storm to care for our troops and their families. Special thanks to John Plumhoff with Edy's Ice Cream who served ice cream at BWI and to Papa John's for an extra-special deal!
- In March, USO-Metro was honored by the Directorate of Human Resources at Fort Belvoir for its support of funeral arrangements for Major Eduardo Caraveo, a soldier killed during the shootings at Fort Hood. USO volunteers greeted family members at the gate as they arrived at Reagan National and Dulles International Airport on six separate flights. USO-Metro helped the families retrieve their baggage and escorted them to the lounge where transportation escorts were waiting.
- USO-Metro continued to assist with Honor Flights at all airport locations. The Honor Flight program brings WWII veterans to Washington, D.C. from across the United States to see the memorial dedicated to their service. At several welcoming events, groups of wounded warriors assisted with greeting the veterans.
- This year, USO, Inc. celebrated the 50,000<sup>th</sup> recording in the United Through Reading program at BWI. The United Through Reading program allows service members to select a book for their child, read and record it to DVD, and the USO mails the book and DVD to their children. The United Through Reading program serves about 100 service members each month at USO-Metro locations.
- Also in March, USO-Metro's presence at the Andrews Air Force Base Passenger Terminal went from a desk to a space with computer access, printing capabilities, coffee and snack service, a massage chair and an information desk where volunteers continue to provide travel assistance and local information. Traffic at the facility has more than doubled! USO-Metro now serves 300 – 500 military and dependents per month and has increased the volunteer corps from 10 to 50 volunteers to meet this need. Thank you to Ron Frank, Southern Management and Metro Office Solutions for their support of the amenities in the lounge!
- Volunteers at BWI held the fourth annual USO Oktoberfest fundraiser at Michael's Eighth Avenue in Glen Burnie, MD. The event was more successful than ever, raising \$24,000! The keynote speaker was Major General Ralph Jodice, Air Force District of Washington Commander. Miss Maryland Nicole Ortiz assisted with 50/50 raffle sales and volunteers auctioned more than 20 gift baskets. Thank you to presenting sponsor Skye Hospitality.

#### *TicketLine*

- Nearly 20,000 tickets were distributed through USO-Metro's TicketLine! In conjunction with local professional sporting venues, we've implemented an "Enlist your Tickets" program to encourage season ticket holders to donate their unused tickets to USO-Metro. This has resulted in a dramatic increase in the number of Washington Redskins and Washington Capital tickets for distribution. USO-Metro is developing similar programs with cultural venues including the Kennedy Center, DAR Constitution Hall and The Studio Theatre.

#### *Mobile USO*

- The Mobile USO has served troops and their families at nearly 100 events this year – reaching 283,301 people! Thanks to The Boeing Company's commitment of \$700,000 that included a grant for the first three years' operating expenses, as well as the necessary funds to construct the vehicle, the Mobile USO has become our most flexible and requested outreach tool!
- The Mobile USO has been on-site to support area military from events like Deployed Family Fun Day, to welcome home ceremonies, to training missions and Coast Guard Patrols. The Mobile USO has also bolstered USO-Metro's visibility in the Baltimore-Washington metropolitan community by appearing at events like the Marine Corps Marathon, the July 4<sup>th</sup> parade and WMZQ Fest.

## *Programs and Services*

- This summer USO-Metro received a grant from CACI to refurbish two Emergency Housing units at Summit Hills in Silver Spring, MD. Renovations were completed in June. Thank you to CACI and Southern Management for their support of this program.
- USO-Metro is proud to continue Deployed Family Fun Day (DFFD) events for families of deployed and preparing to deploy service members. DFFD provides an opportunity for children and families of deployed troops to come together for a day of fun and to find support to help them through their loved one's absence. This year, events in May at Fort Belvoir and in September at the Washington Navy Yard were a great success. Thank you to our sponsors Qwest Communications, Google Federal, BAE Systems and Health Net Federal Services. Also, thank you to Papa John's for the pizzas!
- USO-Metro was excited to continue the Movies on the Lawn program with great success. From May to September, Movies on the Lawn provided free, festive, outdoor entertainment to two local military installations per month providing hundreds of military families with a free great movie night, complete with popcorn, drinks and special activities. Thank you to Booz Allen Hamilton for its sponsorship of this program, and to AAFES and MWR for their support.
- In December, USO-Metro celebrated the grand re-opening of our Indian Head, MD facility. Harkins Builders renovated the facility using completely sustainable materials – making this the first “green” USO. The center has a new kitchen and bathroom, refinished floors, features new energy efficient appliances and has been completely repainted. The center features a computer lab, free Wi-Fi and a video and book library. New furniture was donated by Corporate Rentals. Donations from American Community Properties Trust and Lincoln Military Housing purchased new TVs and additional furniture. We would also like to acknowledge the support from NSA South Potomac throughout the remodeling process.

## *Holiday Programs*

- During the 2009 holiday season, USO-Metro experienced an unprecedented number of requests for food baskets from military families in need. More than 700 requests for baskets were received and USO-Metro was able to fill them all thanks to WUSA Channel 9 who came to our rescue with the first-ever Turkeys For Troops telethon! Funds raised during the Veteran's Day telethon helped provide baskets, valued at \$50, which included a turkey and all the trimmings for a Thanksgiving meal for a family of six.
- In November, BAE Systems presented USO-Metro with 300 bikes and helmets for distribution throughout the region. They also sponsored 100 Christmas trees and trimmings to military families in need.
- The USO-Metro Senior Enlisted Advisory Council (SEAC) identified local military families in need this holiday season. Individuals and businesses purchased gifts and made cash donations through USO-Metro's Adopt a Military Child program. We were able to assist 640 children with gifts and gift cards this year, which represented a 240% increase in requests.
- More than 30 area hotels participated in USO-Metro's Holiday Hotel Program this year. Properties that donated hotel rooms included Choice Hotels, Marriott, Oakwood Worldwide, Sheraton National and Southern Management. This program served 296 service members who were unable to go home for the holidays by providing room nights for visiting family members.
- Health Net Federal Services again sponsored a Celebration of Children Party at Joint Base Myer-Henderson Hall in December. USO-Metro bussed in more than 220 children of military families to a winter wonderland from the North Pole, complete with Santa and Mrs. Claus, gifts, carnival games, cartoon characters, clowns and moon bounces.

## *Capital Affairs*

- USO-Metro continues to enjoy a positive relationship with the Obama administration. In addition to the July 4<sup>th</sup> celebration and stuffing party, the administration has been extremely involved in the Operation USO Care Package program, with a stuffing party on the south lawn of the White House and an event in New York on *The Today Show* with Dr. Jill Biden. USO-Metro brought 15 wounded warriors to the White House to meet NASCAR driver Jimmy Johnson and President Obama.
- USO-Metro was proud to be a featured partner at WMZQ Fest! The Mobile USO attended, volunteers staffed an information table and our video played between acts before 25,000 attendees.
- USO Casino Night 2009 was a success, generating over \$116,000 to support for our troops! While celebrities in attendance included John Riggins, Miss VA, Miss D.C. and Miss MD, and local poker pro Rhett Butler, the real stars of the evening were the wounded warriors and their guests who joined us for a fabulous night out!
- Since 1997, the USO of Metropolitan Washington has celebrated the skill and talent of military chefs during its annual Salute to Military Chefs. Honorees are nominated by the offices of the President, Vice President, Secretary of Defense, Chairman and members of the Joint Chiefs of Staff. This year, BMC Software hosted the event which had 14 chef participants. The Military Hospitality Alliance presented the Enlisted Aide of the Year award to MSgt Clayton Cooper of the United States Air Force.
- The 2010 Annual Awards Dinner was the most successful ever raising more than \$650,000! Honorees included the Bacon Brothers, COL Gordon Roberts, the PGA TOUR and six wounded warriors representing each branch of our armed services. Thanks to patron sponsor Robbins Gioia.
- USO-Metro has worked closely with the Washington Nationals, the Washington Redskins and the Baltimore Ravens to create ongoing opportunities to honor and support our military. This was the first season of the Me and a Friend program that provides Sunday Nationals game tickets to children of deployed service members and a friend; through Operation Salute our Troops, the Washington Redskins provided tickets to every home game to wounded warriors; and the Baltimore Ravens participated in a holiday service project at Walter Reed Army Medical Center. Additionally, players participated in OUCP stuffing parties, military appreciation days were held at National's Park and FedEx Field, the Nats Mobile, along with mascot Screech, supported several events for military families and the Redskins hosted troops at Fan Fest.
- This May, USO-Metro received a check from the Courage Caps promotion at the Washington Capitals training facility. The promotion was held in conjunction with the Capitals, Microsoft and WTOP. Proceeds from sales of Capitals Courage Caps and shirts sold at games in November and December went to USO-Metro, generating more than \$38,000.
- This year the AFCEA/USO Golf Tournament raised \$118,500 for the USO and donated \$10,000 to the AFCEA Scholarship Fund. Thank you to title sponsor Microsoft.

## *Operation USO Care Package (OUCP)*

- In November, members of the USO Congressional Caucus joined USO to honor women in uniform at the first *USO Care Package Stuffing Party for Women* event at the Rayburn Office Building. Participants included Dr. Jill Biden, Speaker Nancy Pelosi, Congresswoman Susan Davis, Congressmen Silvestre Reyes and Jeff Miller, Admiral Mike Mullen, Sheila Casey (wife of Army Chief of Staff Gen. George Casey), who stuffed approximately 2,000 care packages for deployed female troops.
- In January, the Washington Nationals baseball team joined patients from Walter Reed and Fort Belvoir WTU, volunteers and the Mobile USO for a stuffing party at the USO Warehouse. Nationals player Ryan Speier, prospects Danny Espinosa and Drew Storen, Manager Jim Riggleman, Nationals Senior VP & General Manager Mike Rizzo, MASN Analyst Rob Dibble and Nationals mascot Screech joined in to pack a little extra spirit into care packages.

- In February, Dr. Jill Biden, Senator Kay Hagan and Rep. Tom Rooney joined the USO and more than 100 volunteers to kick off the new Military Family Care Package program. More than 3,000 personalized care packages were delivered to families of the Florida National Guard and Air National Guard units deploying to Iraq, Kuwait and Afghanistan. A deployment journal (for designees to record events that take place while the service member is away) was included in each kit, along with retail gift cards and discount offers.
- In April, 75 children of active duty service members celebrated the Month of the Military Child at a stuffing party created especially for them. The OUCP team set the scene with children's music and activities including making cards for the packages, face painting and a pizza lunch. The group exceeded its goal, stuffing an impressive 2074 care packages!
- In May, the OUCP team was on Capitol Hill again, conducting its 9<sup>th</sup> stuffing party in that location. Volunteers, including more than 25 members of Congress and senior military spouses, converged at the Rayburn building to stuff more than 2,000 care packages.
- Throughout the year, the OUCP team held stuffing parties across the United States. Program sponsors Northrop Grumman and Lockheed Martin hosted stuffing parties, engaging their employee volunteers in company-wide efforts to support our troops down range.

### *Communications and Technology*

- With more than 750 followers on Twitter and 2,100 fans on Facebook, our social media presence continues to grow. With daily updates, we are spreading the word about USO-Metro, while receiving valuable feedback from those we serve, our funders, volunteers and community stakeholders!
- We are incorporating the use of a new donor new software program, Sage 50. This software will help track donations and manage donor relationships more efficiently.
- This year several USO-Metro centers were renovated. Technology updates, from new computer stations, first-class gaming stations to web cams and headsets to help facilitate communication with family and friends, were part of each renovation.
- USO, Inc. implemented Sharepoint software to enhance internal communications. USO Centers around the globe have individual pages to share information like demographics on the community served by the center, to the programs offered, to shipping information and wish lists.
- USO-Metro placed more than 300 stories in print and broadcast media.
- Media partnerships with WUSA, Clear Channel, and WJLA have resulted in co-branded advertisements, a live telethon, military appreciation broadcasts from area installations, on-air interviews, co-branded web pages, as well as celebrity visits and performances and appearances by anchors and radio hosts at USO-Metro events!

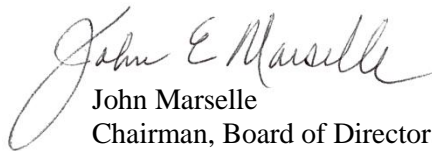
### *Looking Ahead*

- The new USO Center at Dahlgren will be opening soon! We have secured sponsorship to cover the cost of the renovation project from Eaton Corporation. The grand opening of the new Dahlgren center will take place at the end of July!
- After the success of last year's Back to School partnership with President and First Lady Obama, USO-Metro will work with Microsoft to distribute 5,000 backpacks to military children. Our Senior Enlisted Advisors have identified this program as a critical need for junior enlisted military families. The Microsoft team will be stuffing the backpacks with school supplies at Nationals Stadium in July and USO-Metro will distribute the back packs to military kids at two major "Back to School" events on Fort Meade and Fort Belvoir.
- The USO-Metro Lounge at Dulles Airport is expanding with 1,300 additional square feet adjacent to its current facility at Dulles Airport. Thanks to Turner Construction and URS Corporation for donating their services to

improve this airport centers. We also thank the Metropolitan Washington Airports Authority for donating space in this prime location.

- The renovation of the USO Center on Joint Base Myer- Henderson Hall (JBM-HH) is underway. Contributions to the remodel include a \$10,000 Operation Enduring Care grant from USO, Inc. for a state of the art gaming station, computers and new amenities; a \$25,000 donation from Quest Software to upgrade office furniture; and a \$188,000 in-kind donation from Harkins Builders, which will completely renovate the lounge, provide many new amenities and upgrade USO-Metro's offices. Lounge facilities will include a theater area with popcorn machine, video game station, book and movie library, and a computer lab with Wi-Fi. The lounge is used by all of the service Honor Guards working at Arlington National Cemetery.
- Through a national partnership between Clear Channel and USO, USO will be the featured charity on all Clear Channel formats stations across the country in October 2010! Thanks its local relationship with Clear Channel, USO-Metro is developing strong local content for the USO pages to be featured on the websites of the ten regional stations.
- Operation USO Care Package will hit another milestone – 2 million care packages!
- In FY2011 USO, Inc. and USO-Metro will break ground on the new USO Center at the Fort Belvoir Community Hospital campus to support wounded warriors and their families.

We at the USO of Metropolitan Washington are grateful to our generous sponsors and friends in the community who have continued to support our mission in this difficult economic climate. During a period when many organizations are struggling or unable to meet the needs of the populations they serve, USO-Metro has been able to expand its work and continue supporting area service members and their families. It is through the ingenuity and generous support of our board of directors, staff and volunteers, as well individuals and organizations in the local community that USO-Metro is able to fulfill its mission. Thank you for your continued dedication and commitment to those who serve.

  
John Marselle  
Chairman, Board of Directors

  
Elaine B. Rogers  
President & CEO





## Mission Statement

The USO lifts the spirits of America's troops and their families.



## Programs and Services

### *USO Airport Lounges and Assistance*

USO-Metro operates four locations to assist military travelers. Four airport lounges are located at Reagan National Airport, Baltimore/Washington International Airport, Washington Dulles International Airport and Joint Base Andrews. USO Lounges are staffed by knowledgeable USO volunteers and offer complimentary services to traveling service members and their families, including baggage storage, Internet access, a large screen television and snack bar.

### *Hospital Services*

USO-Metro works closely with Walter Reed Army Medical Center, the National Naval Medical Center at Bethesda, Warrior Transition Units at Ft. Meade and Ft. Belvoir, as well as the Hunter Holmes McGuire Richmond VAMC to provide entertainment, services and support for service members injured in the war on terror. USO-Metro supports wounded warriors and their families through various programs including celebrity handshake tours, therapeutic activities like "Horses for Heroes," Texas Hold'Em tournaments, emergency housing and food assistance, excursions and on-site concerts by well-known entertainers.

### *USO Centers*

USO-Metro has five USO Centers located on military installations. Each USO Center offers standard USO services which include local information and orientation; emergency housing and food assistance for service members and families in extreme medical or financial circumstances; complimentary and low cost tickets to area concerts, events and cultural activities; holiday programs to boost morale of troops and families, particularly those on duty; support for welcome homes and deployments; activities and events for families of the deployed; and lounge services including computer lab with internet, Wi-Fi, video gaming, cable TV, reading materials and a movie library.

Each center has a professional USO staff member, who works with dedicated and trained volunteers in the delivery of special interest groups focused on families and single service members, as well as unique, special events designed to serve the needs of the military in that particular community either in partnership with other military support organizations such as MWR, AAFES and Family Readiness Groups.

### *Mobile USO*

Sponsored by The Boeing Company, our deployable unit provides programs and services to military installations throughout the region. With custom features like a complete kitchen, satellite TV and video gaming equipment along with a crew of friendly and helpful volunteers, the Mobile USO delivers signature USO service anywhere, anytime. Look for the Mobile USO at military community events and training exercises, deployments, homecomings, parades, air shows and military marathons – wherever the military needs us!

### *Operation USO Care Package*

Operation USO Care Packages has distributed nearly 2 million care packages. USO-Metro is proud to partner with USO, Inc. and USO centers across the country to distribute these packages to deployed or deploying troops. Each care package contains, at a minimum, sunscreen, snacks, playing cards, toiletries and other items requested by service members. Unique care packages have recently been developed for female troops and military families experiencing deployments.

### *Emergency Programs*

USO-Metro offers emergency housing and food assistance to military families in extreme financial or medical crisis. Additionally, USO-Metro maintains twenty-five furnished apartments that are available for up to 60 days at no cost to local military families. USO-Metro works closely with military family service agencies and the local commands ensuring that strict eligibility criteria are met for emergency assistance.

### *TicketLine*

USO-Metro distributes thousands of free and low cost tickets to professional sports games, concerts, and cultural events to active duty military personnel and their families. Call the TicketLine to find out what tickets are available 703-696-0958.

Tickets are donated to USO-Metro by area venues and by generous corporations and individuals. (To donate tickets please call 703-696-2628. All donations are tax deductible.)

### ***Holiday Programs and Services***

Holidays are especially important for military families who often experience extended separations. Each holiday season, USO-Metro provides free hotel rooms to visiting family members of junior enlisted personnel stationed in the area. Other holiday support includes Thanksgiving and Christmas food baskets, holiday parties at area military installations and hospitals, and adopt a military child programs.

### ***Guide to Washington and Baltimore***

This directory is a single source for military personnel with information about all area military installations and many tourist attractions in Washington, D.C. and Baltimore. USO-Metro publishes and distributes 50,000 issues annually to local military commands. The *Guide to Washington and Baltimore* is officially sanctioned by the military.

## **Military Installations Served**

Aberdeen Proving Ground  
U.S. Coast Guard Telecommunications and  
Information Systems Command  
Joint Base Anacostia-Bolling  
Joint Base Andrews  
U.S. Coast Guard Headquarters  
Fort Belvoir  
Fort Detrick  
Fort Lesley J. McNair  
Fort George G. Meade  
Joint Base Myer-Henderson Hall  
Marine Barracks, 8th and I  
National Naval Medical Center  
at Bethesda  
Naval Communications Unit - Cheltenham

Naval Observatory  
Naval Surface Warfare Center  
Naval Security Station  
Navy Annex  
Naval Air Station Patuxent River  
Marine Corps Base Quantico  
Pentagon  
U.S. Naval Academy  
Walter Reed Army Medical Center  
Walter Reed - Forest Glen Annex  
Washington Navy Yard  
D.C. National Guard  
Maryland National Guard  
Virginia National Guard

## **Airport Locations**

Joint Base Andrews  
Ronald Reagan Washington National Airport  
Baltimore/Washington International Thurgood Marshall Airport  
Washington Dulles International Airport





### *Administrative*

President & CEO, Elaine Rogers  
Chief Operating Officer, Cheryl Laaker Hall  
Business Manager, Yoon Hong  
Business Office Assistant, Kaelin Browne  
Executive Assistant to the President, Lisa Headd  
Operations Assistant, Kristen Morris  
Administrative Specialist, Valerie Vincent

### *Special Events*

Special Events Manager, Melissa Benik  
Events Coordinator, Patricia Chan

### *Communications & Marketing*

Adrienne Trout  
Crystal Benton

### *Development*

Annabella Riccio  
Melanie Carson

### *Hospital Services*

Hospital Services/Entertainment Manager,  
Pauline Ray  
Hospital Services Specialist, Michael Hartzell  
Hospital Services Communications Coordinator,  
Madison Kelly  
Hospital Staff Aide, Barbara Zimmerman

### *Operation USO Care Package*

Director, Jon Cannon  
Volunteer Specialist, Kate Knorr  
Logistics Specialist, Stephen Ibarra

### *Mobile USO*

Mobile USO Manager, Shalyn Bartelt  
Mobile USO Program, Coordinator Christi Bragg

### *Airport Services*

Director of Special Projects/Airport Services,  
Shauna VanBuren  
Airport Services Specialist, Reagan/Dulles  
Pamela Horton  
Volunteer Coordinator, BWI/Joint Base Andrews  
Deborah Watson  
Administrative Assistant, Airport Services  
Al Grossberg

### *Programs and Services Team*

Programs and Services Manager,  
Dawn Fincham  
Program Specialist, Lindsay Raymond  
Program Specialist, Shannon Rush  
Center Coordinator, Fort Belvoir  
EmilyJane McLoughlin  
Center Coordinator, Indian Head & Dahlgren  
Mariellen Curtis  
Center Coordinator, Fort Meade  
Queen Waddell





# Treasurer's Report

The financial statements of the USO of Metropolitan Washington for the years ended June 30, 2010 and 2009 were audited by the independent public accounting firm of Gelman, Rosenberg & Freedman of Bethesda, MD. Their report stated that the financial position of the USO of Metropolitan Washington and the results of its operations and cash flows are fairly presented in accordance with generally accepted accounting principles.

A copy of the auditor's report and complete financial statements are available at the administrative offices of the USO of Metropolitan Washington. OUCP is Operation USO Care Package. This is an international care package program, the operations of which are run by USO of Metropolitan Washington for USO World Headquarters. OUCP is accounted for on USO World Headquarter books. OUCP income and expense is also provided to better reflect the scope of responsibility of USO of Metropolitan Washington.

**Marvin Washington**  
Treasurer, Board of Directors

## PUBLIC SUPPORT, REVENUE & EXPENSES

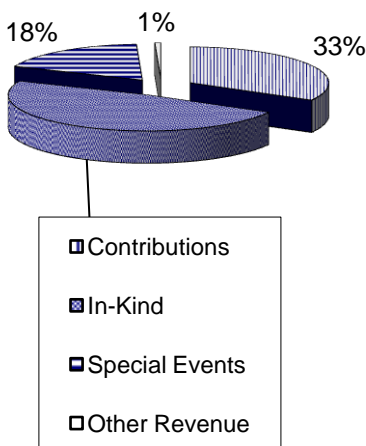
### ***PUBLIC SUPPORT & REVENUE***

| <i><b>Fiscal Year</b></i> | <i><b>2010</b></i> | <i><b>2009</b></i> |
|---------------------------|--------------------|--------------------|
| Contributions             | \$1,764,952        | \$1,388,533        |
| In-Kind                   | \$2,578,501        | \$3,052,332        |
| Special Events            | \$962,174          | \$970,818          |
| Other Revenue             | \$36,727           | \$11,781           |
| <b>Total</b>              | <b>\$5,342,354</b> | <b>\$5,423,464</b> |

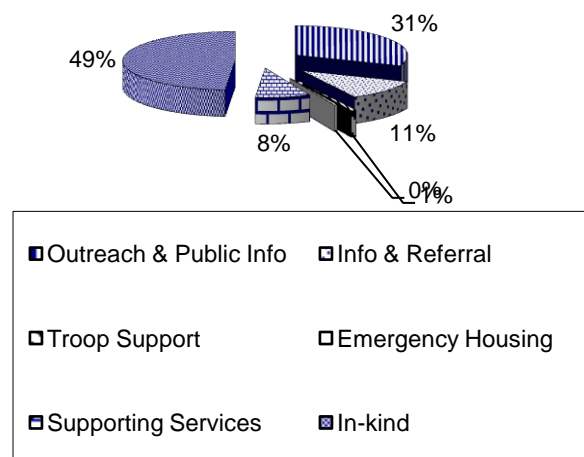
### ***EXPENSES***

| <i><b>Fiscal Year</b></i> | <i><b>2010</b></i> | <i><b>2009</b></i> |
|---------------------------|--------------------|--------------------|
| Outreach & Public Support | \$1,613,607        | \$1,356,615        |
| Information & Referral    | \$592,447          | \$653,567          |
| Troop Support             | \$38,940           | \$135,598          |
| Emergency Housing         | \$20,788           | \$30,842           |
| Supporting Services       | \$411,686          | \$292,467          |
| In-Kind                   | \$2,529,116        | \$3,076,771        |
| <b>Total</b>              | <b>\$5,206,584</b> | <b>\$5,545,860</b> |

**Sources of Support & Revenue**



**Allocation of Expenses**





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