



ELIZABETH HAZLETT

DIRECTOR OF OPERATIONS AND VOLUNTEER MANAGEMENT



Who we are

- ▶ **501c3 who receives NO financial support from the government, military or our parent group USO Inc. for any portion of our operations.**
- ▶ Independent charter of USO Inc.
- ▶ 15 member Board of Directors
- ▶ 2 Full time employees
- ▶ 1 part time employee
- ▶ 6 centers across the state, and 1 mobile center.



Who we serve

- ▶ Serve the entire state of Wisconsin and Upper Michigan
- ▶ Active Duty Military, National Guard, and Reservists who live or transit to Wisconsin for work or play.
- ▶ Military families of Active Duty, National Guardsmen, Reservists and those who have Retiree status from the military. This includes all LEGAL DEPENDENTS of these groups.
- ▶ Gold Star Families who lost a loved one that called Wisconsin or Upper Michigan home at the time of death.



How we do it.

- ▶ Work with military organizations, groups, businesses and individuals to provide Kind- kind product and services that meet the mission of the USO Wisconsin.
- ▶ Seek financial support for centers and programs that meet our mission through the use of Grants, Foundations, Corporate partnerships, Fundraisers, Personal Contributions, and donation boxes across the state.
- ▶ Leveraging sponsorships with USO Inc, partners.

Keeping our military connected to home, family and country.

Volunteer Expectations

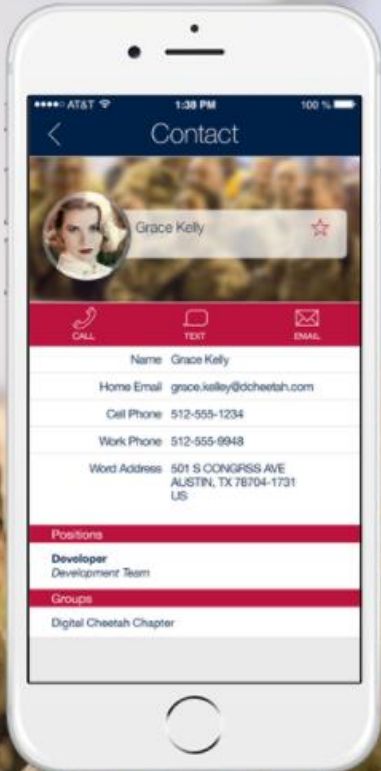
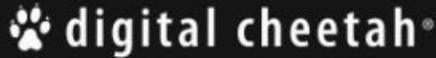

- ▶ Primary vehicle for service delivery.
- ▶ Provide high quality customer care, to our military families.
- ▶ Represent the best our communities have to the military
- ▶ Responsible to support the mission of the USO in every aspect
- ▶ Be good stewards of our donations and relationships.
- ▶ To be positive and supportive of all
- ▶ To live the values of the USO.

USO CORE VALUES


**RESPECT
EXCELLENCE
DO THE RIGHT
THING
MISSION FIRST
ACCOUNTABILITY
GRATITUDE
INNOVATION
COLLABORATION**



Group Volunteer Pathways



The app interface on the smartphone shows a 'Contact' screen for Grace Kelly. It includes a profile picture, a star icon, and contact information: Name: Grace Kelly, Home Email: grace.kelley@dcheetah.com, Call Phone: 512-555-1234, Work Phone: 512-555-9948, and Work Address: 501 S CONGRESS AVE, AUSTIN, TX 78704-1731, US. Below this, there are sections for 'Positions' (Developer Development Team) and 'Groups' (Digital Cheetah Chapter).



USO.org

USO Volunteer App allows your organization to access your directory, calendar, activities, notifications, and much more

Get it Now

Download on the App Store

Get it on Google play

Group participation Pathways

**LARGE GROUP EVENT
PARTICIPATION**

**SMALL GROUP CENTER
PARTICIPATION**

INDIVIDUAL PARTICIPATION



Group participating pathways

Group- Centers

- Group training annually
- Unlimited group participants
- One center choice
- Set shift
- Identification of group on site on select days.

Group- Events

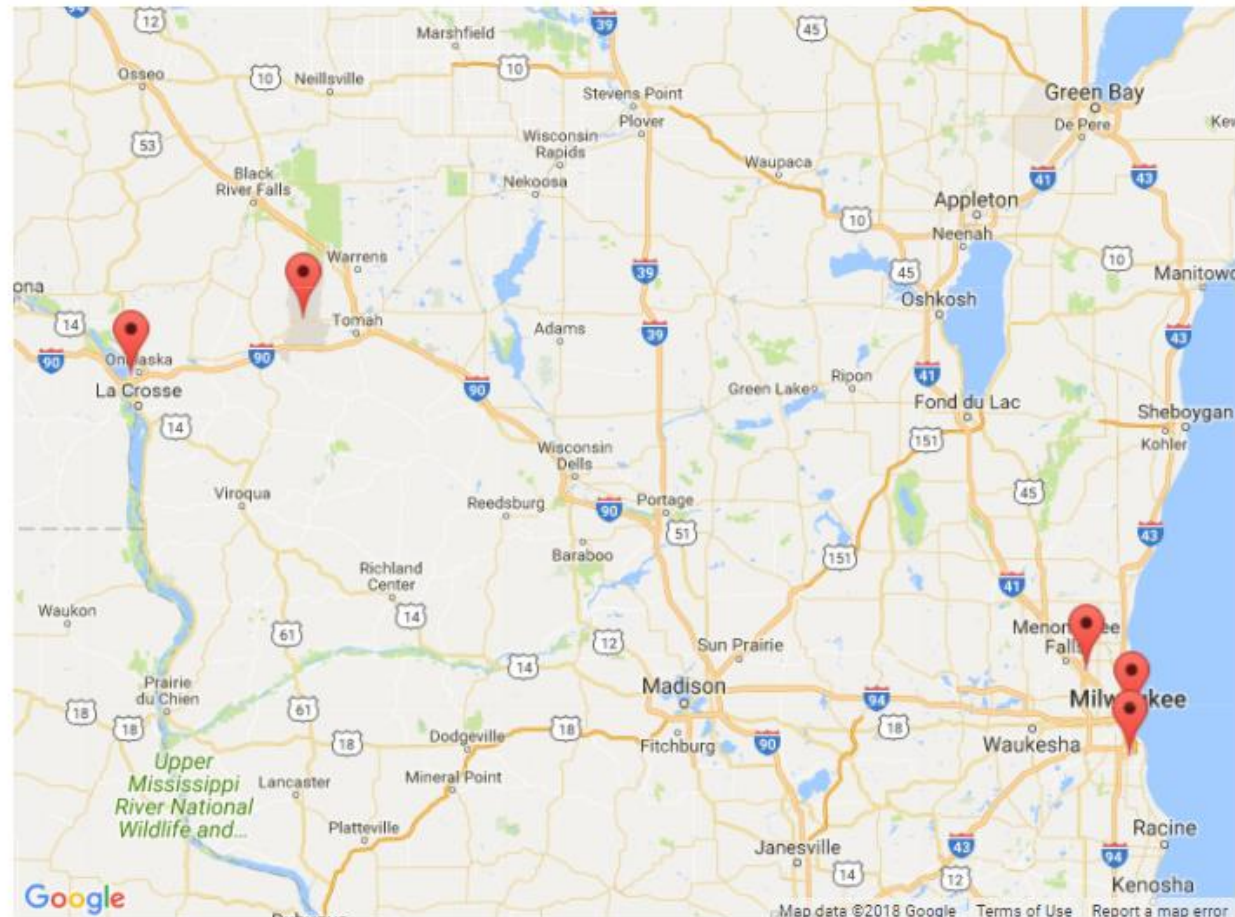
- One time group training online
- Participate at planned events statewide using group POC
- Opportunity to plan separate activities for military
 - USO assistance to advertise on Eventbrite
 - Access to USO logo, and Copyright for USO event marking items.
 - USO Representative contact
 - Full ownership of the event

Group- Individuals

- Online and personal training
- Unlimited participation opportunity
- Flexibility for shift selection
- Access to USO online portal
- Emails and newsletters from USO to inbox.
- Multiple center access
- Transfer to other USOs easily
- Participate at Centers and Events

Group chooses their location.

Enter search term	Q	NEAR ME
RESET SEARCH		
Fort McCoy 1501 South 10th Avenue, Ft. McCoy, WI 54656, US VOLUNTEER		
La Crosse Airport 2850 Airport Drive, La Crosse, WI 54603, US VOLUNTEER		
Milwaukee MEPS 11050 W Liberty Drive, Milwaukee, WI 53224, US VOLUNTEER		
USO Wisconsin Event volunteer 750 n Lincoln memorial Drive, #407, Milwaukee, WI 53202, US VOLUNTEER		
Gen. Mitchell Int'l Airport - Milwaukee 5300 S Howell Ave., Milwaukee, WI 53207, US VOLUNTEER		



Group volunteers-Events

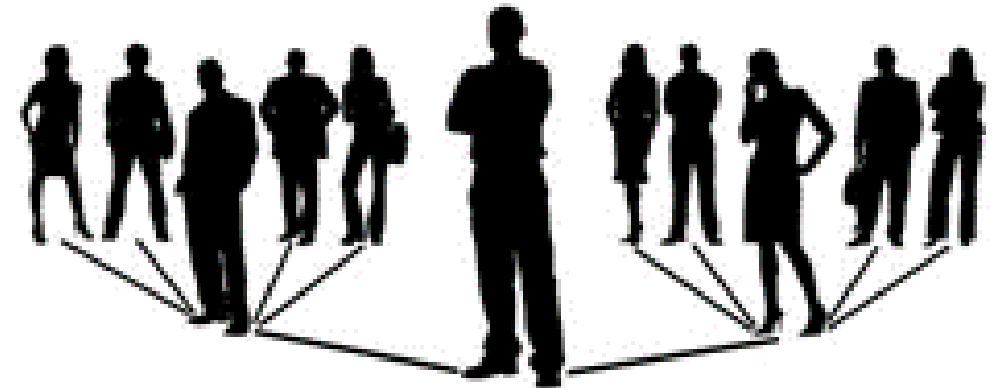
Large group participation

- ▶ Participate at large planned events statewide using group POC
- ▶ Participate with entire group if volunteer numbers allow.
- ▶ Participants can be added to the Group at any time
 - ▶ Vetting by Group POC
- ▶ Ability to wear Clothing with group logo.
- ▶ Opportunity to plan separate activities for military
 - ▶ USO assistance to advertise on Eventbrite
 - ▶ Access to USO logo, and Copyright for USO event marking items.
 - ▶ USO Representative contact to help with initial event planning.
- ▶ Full ownership of the event



Group volunteers-Training

- ▶ One time Group orientation video training.



Group volunteers-Centers

Smaller group participation

- ▶ Use of group point of contact about larger events and special needs
- ▶ Participants can be added to the Group at anytime.
 - ▶ Must submit info for background checks
 - ▶ Complete all training.
- ▶ Annual participation
- ▶ Display desk sign acknowledging the group on day of assignment
- ▶ Group selects shifts for the location of their choice annually.
 - ▶ Use of 1-2 volunteers at a time
 - ▶ Same day of week same time and insure group volunteer(s) are there for full shifts.
 - ▶ Know the dates and arrange for shifts at your meetings



Group volunteers-Training

- ▶ Receive group training annually
 - ▶ Basic USO information training video held by group coordinator
 - ▶ 10 individuals at each session
 - ▶ 1 hours on site at group choice of center with USO representative
- ▶ Group point of contact about special needs and operation updates
 - ▶ *responsible to disseminate information to rest of group.*
- ▶ Display desk sign acknowledging the group on day of assignment
- ▶ Ability to wear group logo/shirt or clothing at USO.
- ▶ Register for center openings annually
 - ▶ Known dates times



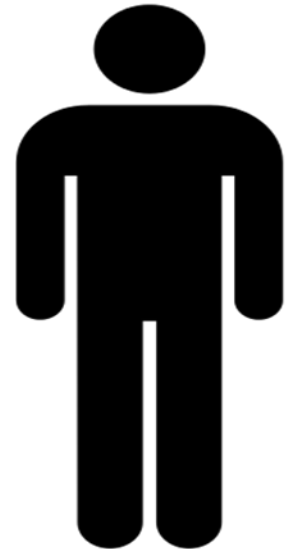
Group volunteers -Individual

- ▶ Proceed through online training at your own pace (30 days to complete)
- ▶ Access to USO Calendar of events, Center calendars, training materials, photos and up to date information.
- ▶ Self scheduling for open shifts
- ▶ Access to small events, and multiple centers for participation
- ▶ Stop and start volunteering at any time
- ▶ Transfer to any of 180 centers globally
- ▶ Eligible for awards and special incentives
 - ▶ Volunteer of Quarter
 - ▶ Volunteer of the Year
 - ▶ Recognition for time donation
- ▶ Invite to early volunteer meetings and social events
- ▶ Receive USO shirt and personalized name badge



Individual volunteers-Training

- ▶ Basic USO information training video
- ▶ Skills preference listing
- ▶ Hands on orientation
- ▶ Digital handbooks- no remembering details
- ▶ Additional education opportunities online
- ▶ Invite to biannual volunteer meetings for elevated skills training





Why we have their backs.





Every day, we talk about going home, even though we know we still have a job to do here. But the day the USO came, that day we all got to go home for a few hours.