



USO Transition Services

The USO strengthens America’s military service members by keeping them connected to family, home and country, throughout their service to the nation. From their first day to their last, the USO is there to support them as the *Force Behind the Forces*. In January 2017, RP/6 dissolved as its own 501c3 and became fully integrated/merged into the USO family to form the Transition Services Strategic Business Unit (SBU)/Center for Innovation in Lakewood, WA. USO Transition Services extends the USO experience to service members and their families as they transition from military service and settle into their new civilian communities.

The Transition Services Center for Innovation establishes programming and partnerships that offer individuals a unique pathway to the resources and services they need for a successful transition. Programming surrounds eight different pillars, or focus areas, that service members and their families may seek assistance in as they transition: employment, education, VA benefits, housing, finance, legal, family support, and health and wellness. To deliver this programming, the Center for Innovation develops and utilizes the state of the art Salesforce technology platform that, when combined with the one-on-one personalized connection provided by USO Scouts, allows individuals to seamlessly navigate their personal and professional transition goals.

USO Scouts serve as a bridge between transitioning service members and opportunities across the nation. Scouts work one-on-one with both service and family members. They provide a holistic and motivating approach for individuals to take charge of their transition by creating a comprehensive and personalized Action Plan which identifies each individual’s personal and professional goals, the time-line for projected successful completion of those goals, and provides them with milestones along their path to success. Individuals are supported through their best-in-class mobile Action Plan not only at the start of their military transition, but most importantly, after they have arrived at their new community and are seamlessly connected to the local resources they seek.

The USO has a coordinated network of more than 3,000 public, private, and independent entities, including:



In addition to the USO Hampton Roads and Central Virginia site in Norfolk, the USO has also opened 10 Transition Sites across the United States. Ten more sites are scheduled to open in 2017.



USO Hampton Roads & Central Virginia June – Dec 2016 Outcomes	
Employment	339
Education	103
Benefits	179
Housing	36
Legal	27
Finance	83
Health & Wellness	50
Volunteerism	82
Total Needs Served	899

USO National 2016 Outcomes	
Employment	5338
Education	2298
Benefits	2213
Housing	967
Legal	618
Finance	1214
Health & Wellness	866
Volunteerism	1172
Total Needs Served	14686

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