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6TH FORCE SUPPORT SQUADRON
2023 ANNUAL REPORT



MISSION

Deliver talent management and care solutions to strengthen readiness, enhance resiliency, and build community.

VISION

Be the premier support organization...empowering people through professional development, services, and communication.

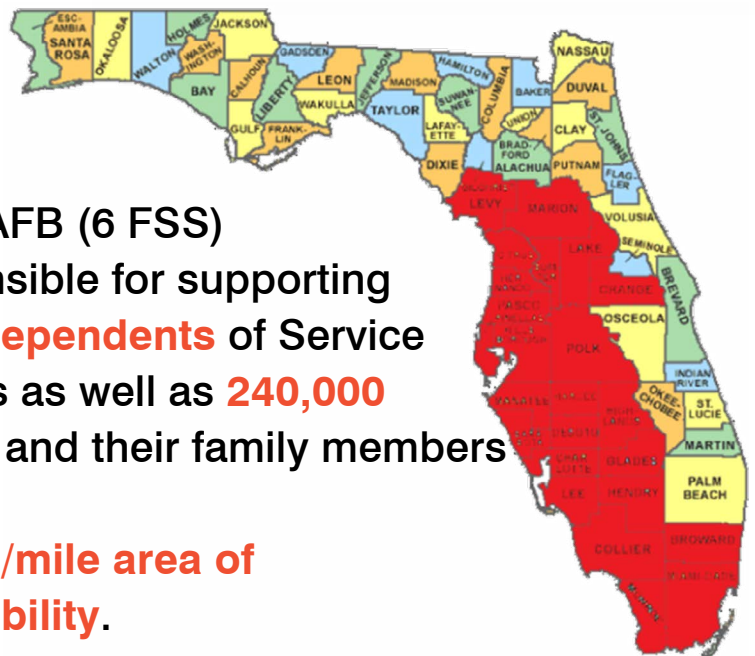
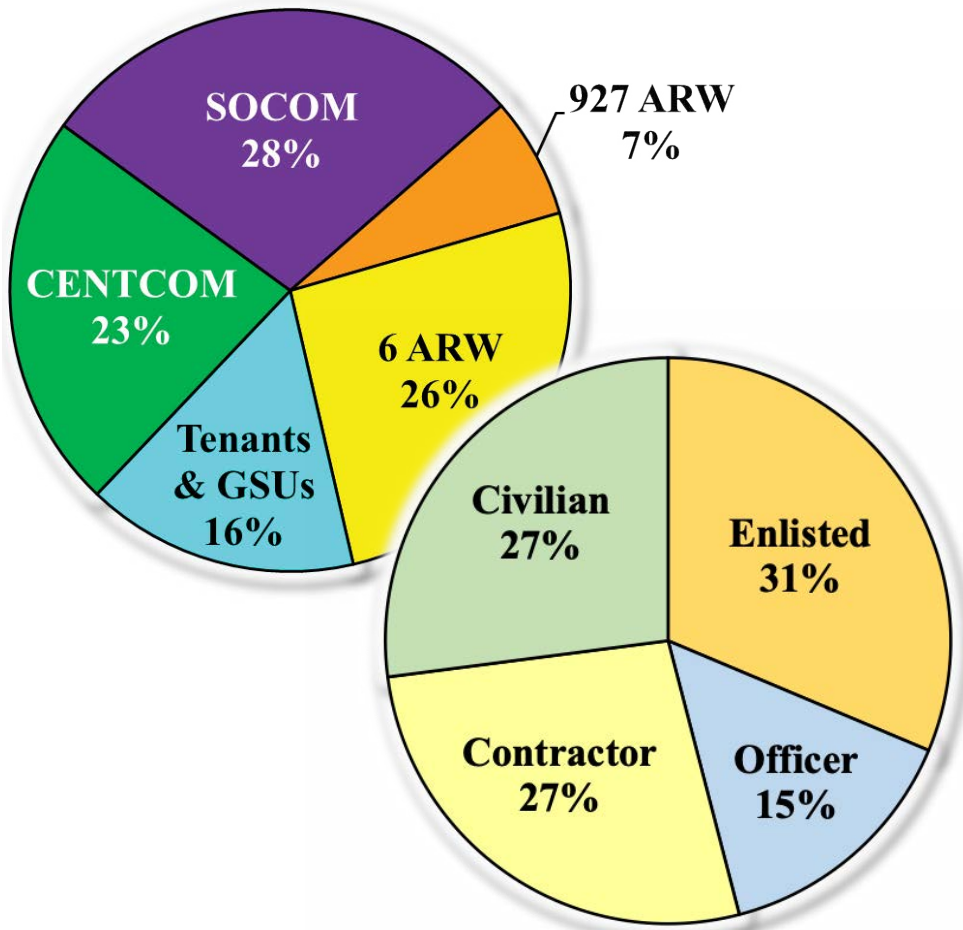
PRIORITIES

- Dignity and Respect
- Teamwork
- Make it Better!



WHO WE SERVE

16,800+ JOINT WORKFORCE
Military, Civilians, and Contractors



MacDill AFB (6 FSS) is responsible for supporting **25,000 Dependents** of Service members as well as **240,000 Retirees** and their family members across a **23.5K sq/mile area of responsibility.**

COMMANDER'S CORNER

Team MacDill,

I am proud to deliver the 2023 Force Support Squadron Annual Report. While we could never capture all the ways our team of 660 military and civilian professionals have served the community, I hope this report reflects our commitment to our mission. That mission, to deliver talent management and care solutions to strengthen readiness, enhance resiliency and build community is our focus each day. Additionally, priorities of “Dignity & Respect, Teamwork, and Make It Better” are threaded into the fabric of our culture which supports a highly dynamic air refueling mission as well as installation support to one of the most strategic bases in the Department of Defense portfolio.



As you read through the report, the number of daily touch points managed by the FSS is amazing. From providing credentials to gain access to the installation and services, to fitness, recreation, childcare, career management, personal development, family services, and resiliency opportunities, the FSS works tirelessly to provide programs and services that are affordable, accessible, and exceptional.

With a mission focused on quality of life, it can be difficult to quantify service delivery. The data alone doesn't tell the story behind the careers we manage and the lives we touch. The FSS is not about the numbers, but the way we enable the warfighter. It is about the families who support the military members, and it is about the community we help to build in order to strengthen each other. Yes, we are an Air Refueling Wing, but the Force Support Squadron is a People Refueling Squadron. That is why we are proud to say, “FSS...REFUEL THE FORCE!”

Ultimately, we are here for you – our stakeholders. Commanders, please share this report throughout your organizations to educate, inform and connect more people to the services we offer. Please use it a personal desk reference to help you and your team navigate the vast number of programs we manage as part of your Commander's Toolbox.

Lastly, thank YOU, Team MacDill! As a community you are highly sophisticated, extremely energetic, wonderfully diverse, and incredibly devoted to the business of the defense of our nation. You have provided feedback to help us improve. You have given us opportunities to take care of your families. You have challenged us to develop and grow to meet the needs in an ever-changing world. If we're successful, it's because we serve the world's best customers. Indeed, it is a privilege for our team to serve you as we work to “Make It Better” for this incredible community in 2024.

Erin K. Holland

ERIN K. HOLLAND, Lt Col, USAF
Commander, 6th Force Support Squadron

*FSS... Refuel
the Force!*





What We Offer...

TALENT MANAGEMENT + CARE SOLUTIONS



MILITARY PERSONNEL FLIGHT

- Supports the entire base workforce, dependents, retirees, **49 senior raters + 52 unit commanders**
- **DoD's largest customer support function** for Common Access Cards (CACs), Identification cards, passports, and DEERS updates
- **Air Force/Space Force services** include personnel systems management, evaluations, decorations, assignments, reenlistments, and special actions
- Installation Personnel Readiness – Air Force personnel **deployment tasks and orders**

SUSTAINMENT SERVICES FLIGHT

- **Fitness & sports complex** – 44K sq/ft facility, \$18M in equipment, two outdoor running tracks, an outdoor pavilion, manages **intramural sports programs** and Air Force **physical fitness assessments**
- **Lodging operations** – 348 VQ rooms and 50 TLFs
- **Official Mail Center** with a \$3.2M postal contract
- **Military Dining Facility operations (DFAC)**, providing essential messing and contingency feeding operations

CIVILIAN PERSONNEL FLIGHT

- **Supports 4.5K APF/NAF civilian employees** across the talent management life cycle (i.e. acquisition through transition) – including deployments
- Staffing + labor/employee **management relations**

FORCE DEVELOPMENT FLIGHT

- **Professional Development Center**, Airman Leadership School, library, base training, testing, and **education services, First Term Enlisted Course (FTEC)**
- **Base Theater operations** and management

MANPOWER & ORGANIZATION FLIGHT

- **Manages UMDs**, applies manpower standards, validates AEF taskings, and **facilitates CPI**
- **Advises** on optimal resource utilization

HONOR GUARD & MORTUARY SERVICES

- **Florida's largest Honor Guard & Mortuary Affairs**
- Supports funerals, ceremonies, and other details across a **23.5K sq/mile area of responsibility**

COMMUNITY SERVICES FLIGHT

- DoD's largest Family Campground (FamCamp) – 420 sites (359 full-service, 21 partial, 40 dry camp)
- DoD's highest sales Information, Tickets & Travel (ITT) – theme parks, cruises, concerts, and much more
- Recreation – two 18-hole golf courses, 12-lane bowling center, skeet/archery range, outdoor adventure tours, Lewis Lake, tent camping area, outdoor pavilions, base beach, and base pool
- Marina – 12 boats, 30 wet slips, 5 temp wet slips
- Rental equipment – Over 2,500 items including kayaks, paddle boards, bouncy houses, and more
- Rental storage – long-term RV and boat storage
- Arts & Trade Crafts – lasering, framing, engraving, wood shop, auto hobby shop, and base car wash
- Unite program management and oversight
- 8 food service operations and Events Center

CHILD & YOUTH SERVICES FLIGHT

- 3 Child Development Centers – 422 child capacity
- Family Child Care (FCC) home management
- Youth Center + School Age Care – 196 capacity
- Youth Sports Program – 43 certified volunteer coaches through NAYS - 324 players/37 teams/ 5 sports & camps
- School liaison to 6 districts, including Hillsborough County—7th largest in the nation

RESOURCE MANAGEMENT FLIGHT

- Executes unit's \$2.5M APF annual budget
- Manages base \$12M NAF portfolio (MWR Fund)
- Oversees all base private organizations

MILITARY & FAMILY READINESS FLIGHT

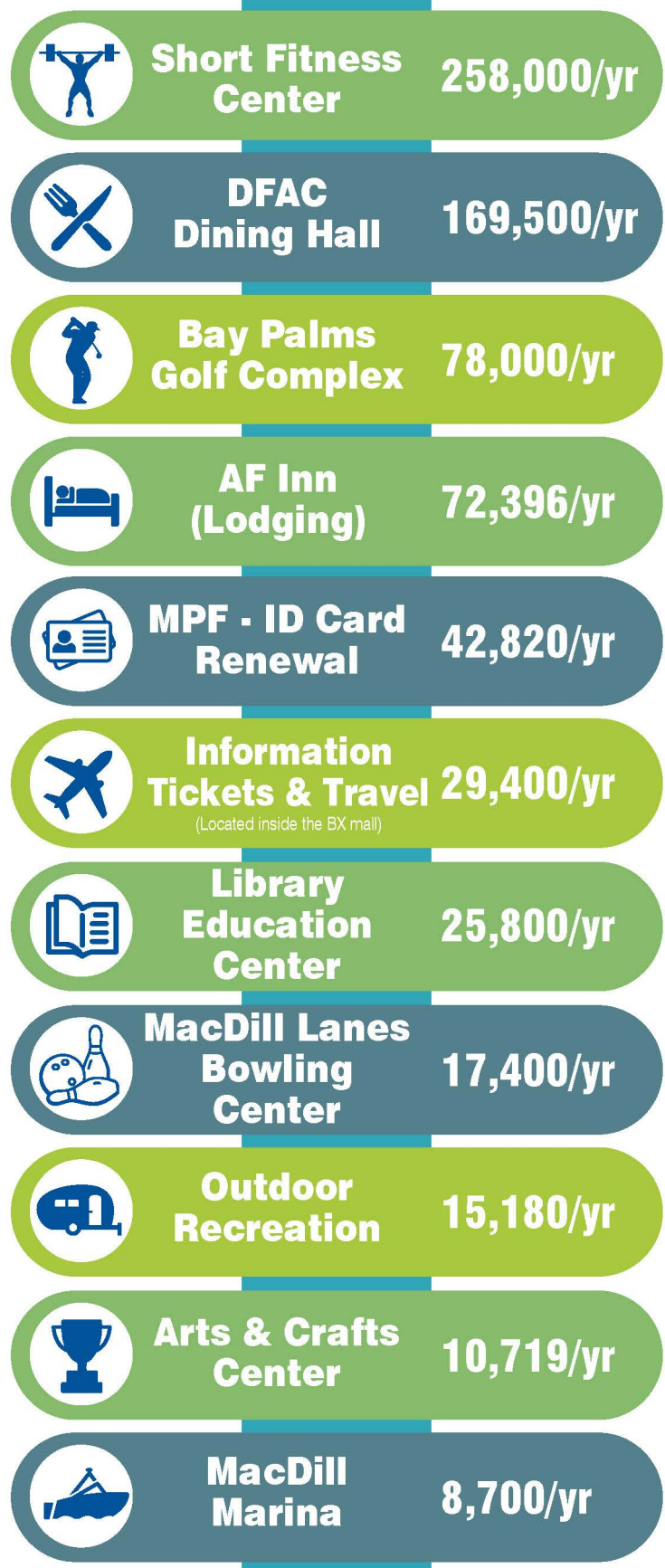
- Offers transition, relocation, spouse employment, financial readiness, deployment family support, personal/work life programs, VA benefits advisors, information & referral, and Exceptional Family Member Program (EFMP) services
- Credentialed Military Family Life Counselors and Personal Certified Financial Counselors on-site
- Military casualty assistance and survivor benefits

MARKETING DEPARTMENT

- Manages web presence, social media, customer feedback, analytics, and market research
- Procures commercial sponsorship/advertising



CUSTOMER COUNTS

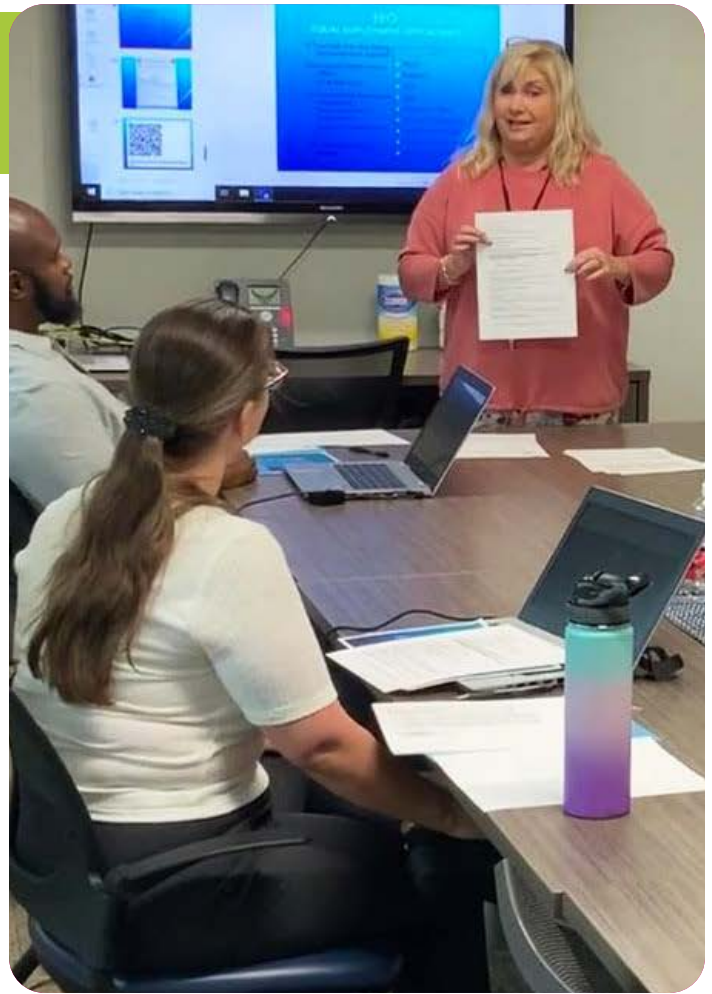


MILITARY & CIVILIAN PERSONNEL

- **354** civilian hiring actions
- **4.4K** civilian awards (\$3.88M bonuses & 49.6K hours time-off)
- **2,784** Non-Appropriated (NAF) job applications received; **11.5%** increase over 2023.
- **1.5K** NAF civilian transactions/**178** NAF civilian hiring actions/**301** NAF civilian awards (\$180K bonuses & 612 hours time-off)
- **725** official passports; **76** Visa applications
- Supports the entire base workforce, dependents, retirees, **49** Senior Raters + **52** Unit Commanders
- **15K** Military Personnel Data System (milPDS) transactions



42,820
CAC & ID Cards



FORCE DEVELOPMENT

- **2.2K** tests administered
- **169** Airman Leadership School graduates
- **900** hours professional development instruction
- **1.2K** students attended **56** PDC classes
- **46.8K** circulated library resources
- **18.3K** library visitors
- **14** base training continuous unit evaluations, **3** Staff Assistance visits



6.3K hours
of educational counseling



COMMUNITY SERVICES

- **38.3K** rounds of golf
- **25.4K** games bowled
- **66K** overnight stays in FamCamp
- **10.7K** customized Arts & Crafts orders from three production cost centers; Hosted 2 DIY craft fairs
- **79** facilitated Unite events, **\$55,774**; **\$21K** R4R programs; **8** R4R trips
- **\$213.5K** invested in basewide community events
- **274** official functions and community events
- **8** food operations
- **\$916,100** in Food & Beverage total gross sales



68K
tickets sold

MILITARY & FAMILY SUPPORT

- **60K** workforce and beneficiary customers
- **100+** financial readiness workshops, **61** outreach events with **2,064** participants
- **16.3K** volunteer hours by **106** volunteers – saved **\$505K** in labor
- **1.4K** + EFMP families
- **15K** adult counseling sessions and **22.6K** participants in **9.7K** outreach and engagement activities
- **14** Military Family Life Counselors provided to **19** schools; **5** assigned in on base programs totaling **106,138** youth served

\$235.6K awarded
in Air Force Aid



HONOR GUARD OPERATIONS

- **60** rotational augmentees
- **520** training hours
- **4.5K** expended rounds of munitions
- **1,315** total details and tributes
- Average **104+** details/ceremonies per month
- Supported **3** national/**150** private cemeteries.

133K miles

traveled across western Florida



SUSTAINMENT SERVICES

- **169.5K** DFAC meals served
- **\$2.5M** dining facility food service contract
- **72.4K** overnight stays in Lodging
- **258K** fitness center users
- **128K** official mail items processed, 100% screened and delivered; \$50K postage processed



277.3K
meals served
in FSS Operation



CHILD & YOUTH SERVICES

- 275 home school children supported
- \$85K school supplies provided to 900+ families
- 690 youth supported by specialty clubs
- 12 summer camps hosted
- \$67K Department of Education grant recipient
- \$64M Tinker K-8 School Renovation
- Continued partnership with Hillsborough County School District – quarterly MacDill Council for Educational Excellence meeting

1.4M hours
of childcare delivered



OPERATIONS & SUPPORT SERVICES

- 4.2K meals and 5K bottles of water transported in support of two CAT-3 Hurricanes and a 200-person recovery team
- 108+ (AFFF) Air Force Families Forever (40 non-Air Force families) long-term survivor after care program; Total All Services is 148

3,267 deploying
members processed



RESOURCE MANAGEMENT

- \$23.7M total income generated
- \$10.6M sales and \$21.6M revenue
- \$1.047M approved capital improvements
- \$5.5M CY23 MWR Fund profit
- \$1M AAFEs Dividends
- \$2.4M in future infrastructure improvements

MARKETING

- 1.5M website page views; (165K increase over 2022) Users: 355K (110K increase over 2022)
- Facebook Reach: 213K (100K over 2022);
- Facebook Interactions: 10.5K (6.4K increase over 2022)
- Facebook New Followers: 1,046
- Link Clicks: 7.1K
- Instagram Reach 7.3K (increase of 341 over 2022)
- Instagram Interactions: 1.2K
- \$87K received from advertising, donations and commercial sponsorship efforts
- Created One-Stop Shop for Relocation to MacDill; 29.5K webpage views; 15K users in 1st year!

2023 AWARDS

- AMC General Curtis E. LeMay Award – Best Large Force Support Squadron
- AMC 2023 CINC Award
- AMC Community Services Flight – 6th Force Support Squadron
- AMC Sustainment Services Flight – 6th Force Support Squadron
- AMC Force Support Airman of the Year
- AMC Force Support NCO of the Year
- AMC Robert E. Corsi A1 Legacy Service Award
- AMC General Billy J. Boles Mentorship Award
- Federal Voting Assistance Program Voting Assistance Officer of the Quarter

HOSTED

- USAF CORONA South – 240 USAF Senior Leaders
- AMC Phoenix Rally – 220 Attendees



INNOVATION

- Partnered with Future Career Academy to create industry hiring video for NAF jobs
- Local high school graduating seniors tour MacDill to jump start government careers
- WAPS Promotion Testing transitioned to online testing. eWAPS testing involves two cycles (24E6 and 24E5) and consists of approximately 1100 examinees





DID YOU KNOW?



SCAN ME

UNITE PROGRAM

Provides units and organizations with funding to build resiliency through team building and cohesion activities. Funding is determined based assigned Department of the Air Force personnel (e.g. Active/Reserve Components and APF/NAF civilians). Funding is available at the beginning of each calendar year and must be spent before the end of the calendar year.



ARTS & CRAFTS CENTER

The best place to order custom unit quarterly or annual awards, farewell gifts, retirement gifts, and a variety of other custom creations. Services include lasering, engraving, framing and custom wood shop. If you need any of these items, give the Arts & Crafts Center a chance to compete for your business.



MILITARY FAMILY LIFE COUNSELORS

No-cost counseling services. Offers short-term psycho-education to help military service members and their families (including Youth & School Age children) understand the impact of stresses related to life in the military. For an appointment, contact the Military & Family Readiness Center. Walk-ins welcome.



GIVE PARENTS A BREAK

Monthly child care for active duty Air Force and Space Force families who are under stress and need a break. Unit Commanders, Senior Enlisted Leaders, First Sergeants, Chaplains, and Medical/Mental Health Professionals may authorize a member/dependents 4 hours of care per month by referring them to Military & Family Readiness Center for an authorization certificate.



SPECIAL MORALE & WELFARE FUNDS

Non appropriated (NAF) dollars that are available to units for official events contributing to overall morale and welfare of the military community. The most common use is to support food/drinks for retirement ceremonies, Commander's Calls or Change of Commands. Contact 6 FSS Resource Management to submit a request.



BREAKAWAY EVENT CENTER

This facility is available for official events, such as retirements, promotions, or unit activities. Also serves as focal point for base programs such as Newcomers, Career Fairs and Expos. Boomers Stampedede inside Event Center at 1500 on Fridays.



UNIT MORALE FUNDS

Annual NAF dollars (up to \$3.00 per person) provided to units to offset/fund expenditures within FSS programs and facilities (e.g. outdoor recreation, bowling, golf, food/catering services, etc.). Participation must be open to all government personnel (military and civilian) assigned to the unit. To submit a funding request, contact 6 FSS Resource Management.



MILITARY COMMON ACCESS CARDS (CAC) AND DEPENDENT/RETIREE IDENTIFICATION CARDS

Three ways to obtain:

1. Make an appointment
2. Emergency walk-in hours (for lost or stolen cards)
3. New online renewal options



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