

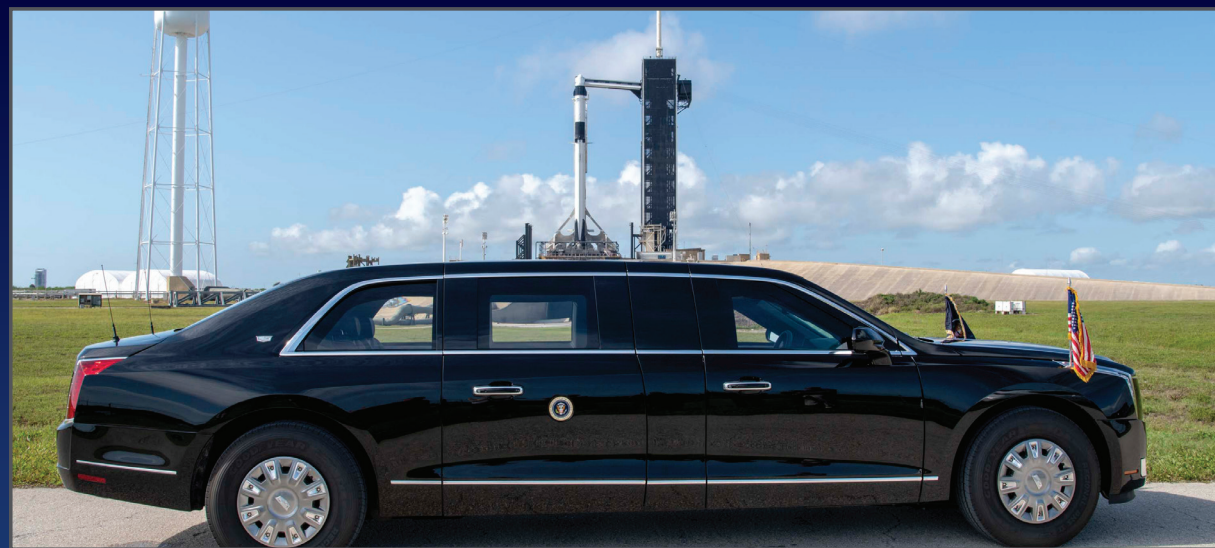
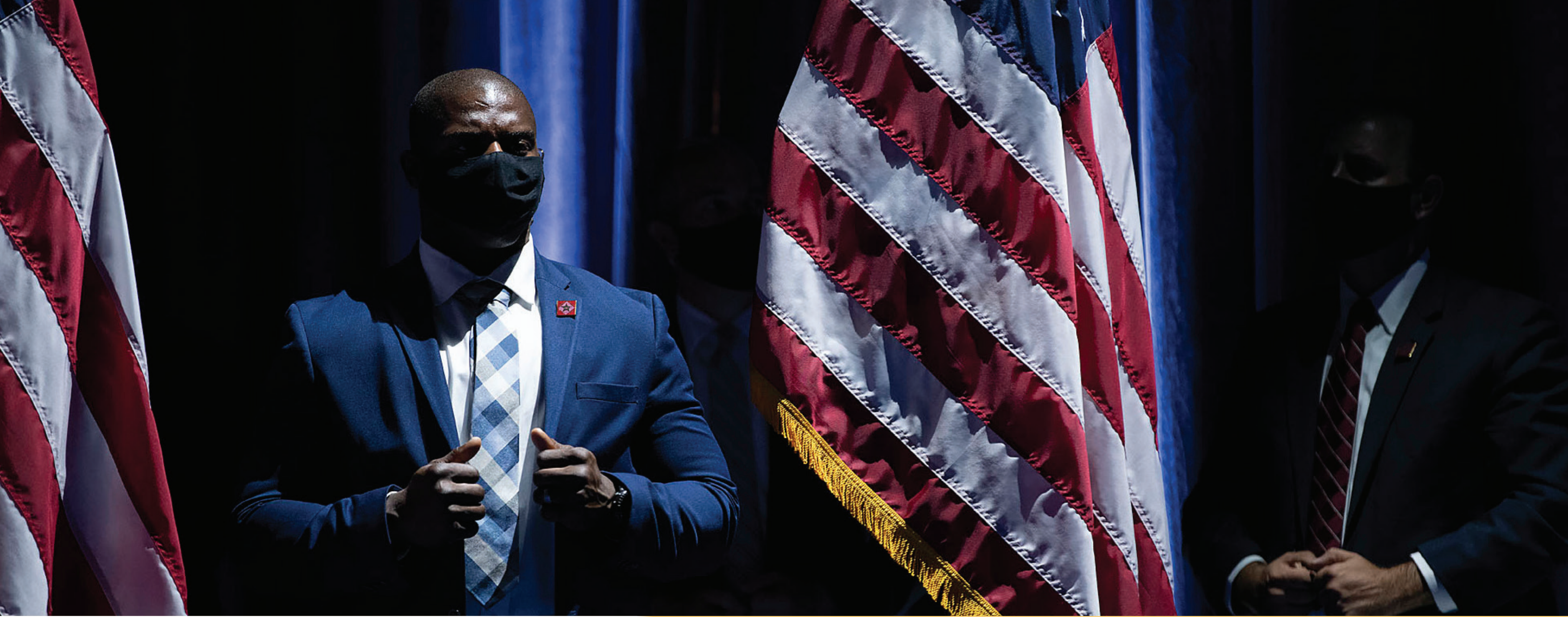


U.S. Department of Homeland Security  
**UNITED STATES SECRET SERVICE**



**FY 2020**

**ANNUAL  
REPORT**



THE ELITE.  
THE WORTHY.



## MESSAGE FROM THE DIRECTOR

The United States Secret Service works diligently each year to achieve its integrated mission of protecting our nation's leaders and financial infrastructure. Fiscal Year (FY) 2020 was certainly unprecedented, as we navigated through the global COVID-19 pandemic, nationwide civil unrest, a Presidential Campaign and a historically high number of protectees. In spite of these challenges, the Secret Service remained resilient and adapted to achieve continued mission success. This Annual Report reflects the accomplishments of the Secret Service during FY 2020.

The Secret Service is entrusted with providing protection to key leaders, locations, and events. In FY 2020, we continued executing our protective responsibilities with 100% incident-free protection. The emergence of the COVID-19 pandemic presented additional operational complexity, and we worked swiftly to adopt new measures to safeguard our protectees and personnel. Our workforce successfully led the planning, coordination, and implementation for three National Special Security Events (NSSEs): the 2020 State of the Union Address and the 2020 Democratic and Republican National Conventions. While continuing to protect the President, Vice President, and their families, the Secret Service also provided protection for the presidential and vice presidential candidates and their spouses.

The Secret Service is also responsible for protecting the integrity of the U.S. financial system. This past year, employees across the globe prevented more than \$2.6 billion in cyber financial crime losses and seized more than \$505 million in counterfeit currency. These achievements were a direct result of our innovative training, cutting-edge technologies, and robust investigative partnerships. Further, in FY 2020 the COVID-19 pandemic led to a proliferation and diversification of financial crimes, preying on the fears of an anxious public and targeting various pandemic economic relief programs. Countering this fraud has become, and will continue to be, a major focus of Secret Service investigations.

The Secret Service is one of the preeminent law enforcement organizations in the world. Maintaining this distinction requires a culture of training and ongoing professional development for all employees. In FY 2020, we graduated nearly 400 Agents and Officers from basic training. In light of COVID-19, we also vastly increased virtual continuous and specialized training opportunities. Our agency's success would also not be possible without a cadre of dedicated mission support professionals. During the pandemic, these personnel quickly pivoted to an environment relying heavily on telework. Even while largely remote, we effectively continued business processes, secured proper resources, hired new employees, and ensured a safe working environment.

I am pleased to issue the FY 2020 Annual Report, which represents our commitment to excellence. I know this pattern of success will endure in the coming years, reflecting the high standard of the Secret Service and our people.

***Mission first.  
People always.***

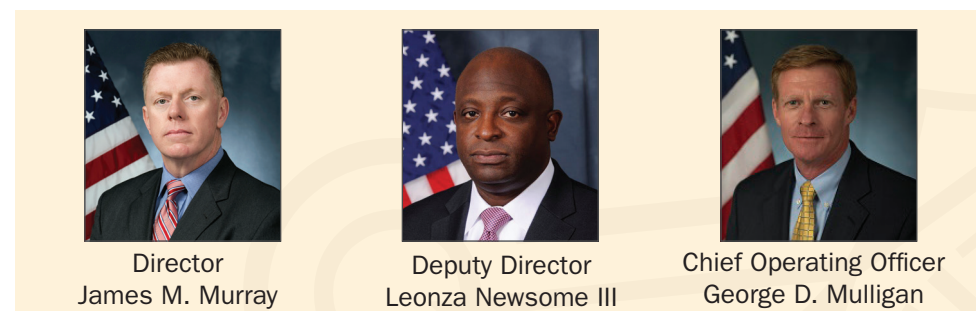


*James M. Murray*  
James M. Murray  
Director

## THE SECRET SERVICE AT-A-GLANCE

The Secret Service works diligently each year to achieve its no-fail, integrated mission of protecting our nation's leaders and financial infrastructure. Accomplishments detailed in this report were realized by the dedicated Secret Service workforce who serve in offices across the globe, working together to achieve integrated mission success. Throughout the pages of this report, work conducted by Secret Service personnel across 16 offices is organized into four primary categories: Protective Operations, Investigative Operations, Mission Support, and Training.

### AGENCY LEADERSHIP



Director  
James M. Murray

Deputy Director  
Leonza Newsome III

Chief Operating Officer  
George D. Mulligan

### PROTECTIVE OPERATIONS



Office of Protective Operations

Office of Strategic Intelligence and Information

Office of Technical Development and Mission Support

### MISSION SUPPORT



Office of Intergovernmental and Legislative Affairs

Office of Human Resources

Office of Professional Responsibility

Office of the Chief Counsel

Office of the Chief Financial Officer

Office of Strategic Planning and Policy

Office of the Chief Information Officer

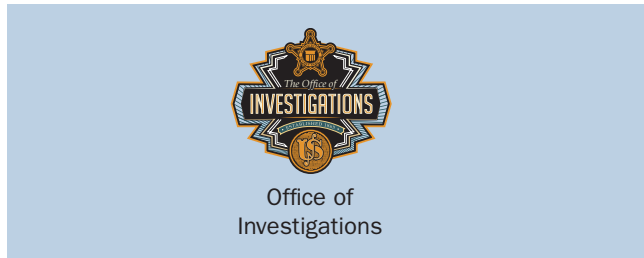
Office of Enterprise Readiness

Office of Communication and Media Relations

Office of Integrity

Office of Equity and Employee Support Services

### INVESTIGATIVE OPERATIONS



Office of Investigations

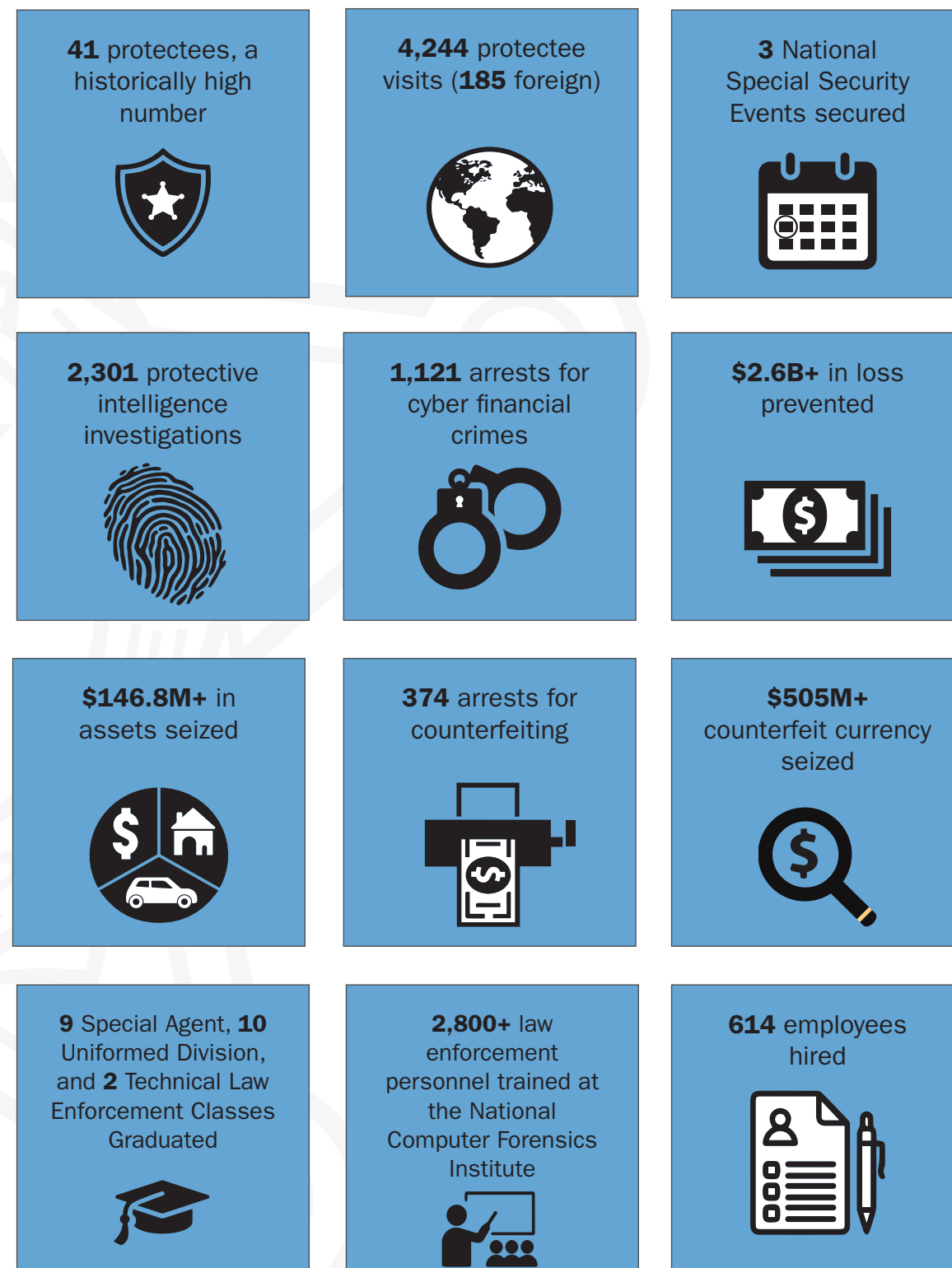
### TRAINING



Office of Training

## UNITED STATES SECRET SERVICE FY 2020 YEAR-IN-REVIEW

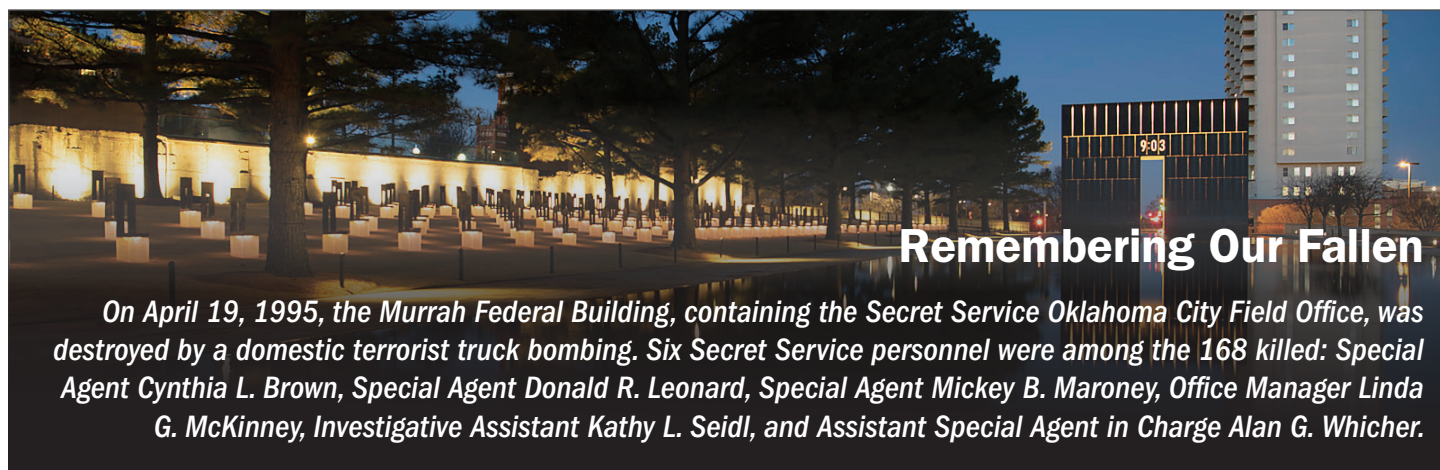
The people of the Secret Service work hard each year to keep our nation's leaders, foreign dignitaries, and other protectees safe as they work and travel around the world. Further, this dedicated workforce protects the nation's economy through cyber and financial crime investigations and related activities. Take a look at what they have



**Thanks to our dedicated workforce, the Secret Service had a busy and successful FY 2020.**



- November 28, 2019** | President Trump’s Thanksgiving trip to visit members of the U.S. military in Afghanistan
- February 4, 2020** | State of the Union Address (NSSE)
- March 17, 2020** | Presidential Candidate Biden Receives Protective Detail
- June 9, 2020** | Assistant Director Michael D’Ambrosio delivered testimony to U.S. Senate Committee on the Judiciary regarding COVID-19 fraud investigations
- August 13, 2020** | Vice Presidential Candidate Harris Receives Protective Detail
- August 17-20, 2020** | Democratic National Convention (NSSE)
- August 24-27, 2020** | Republican National Convention (NSSE)
- September 9-10, 2020** | Launch of the Cyber Investigations Advisory Board
- September 29, 2020** | First Presidential Debate



**Remembering Our Fallen**

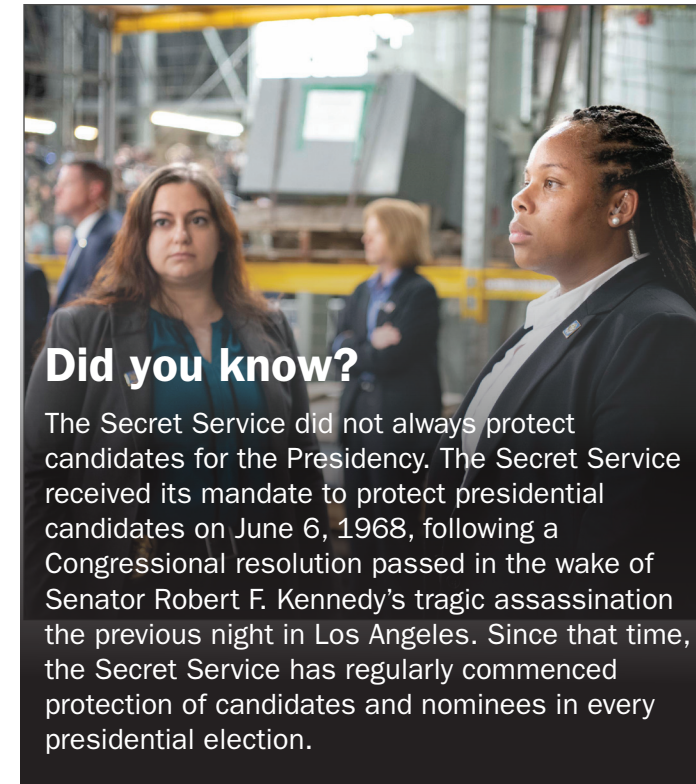
*On April 19, 1995, the Murrah Federal Building, containing the Secret Service Oklahoma City Field Office, was destroyed by a domestic terrorist truck bombing. Six Secret Service personnel were among the 168 killed: Special Agent Cynthia L. Brown, Special Agent Donald R. Leonard, Special Agent Mickey B. Maroney, Office Manager Linda G. McKinney, Investigative Assistant Kathy L. Seidl, and Assistant Special Agent in Charge Alan G. Whicher.*

**PROTECTIVE OPERATIONS**

accomplished in FY 2020. The Secret Service provides physical protection for the President and Vice President of the United States; their families; presidential and vice presidential candidates; former Presidents and First Ladies; several high-level Administration officials; visiting foreign dignitaries; and designated National Special Security Events (NSSEs). With fewer than 8,000 personnel in FY 2020, the Secret Service conducted protectee visits to more than 4,000 domestic travel locations and 185 international travel destinations from Afghanistan to Vietnam.

The pace and procedures for operations this year, set against a global pandemic, amongst volatile protests and demonstrations on the perimeters of the White House, as well as during a presidential campaign year, proved to be a unique challenge which the Secret Service overcame with resilience. Within the last year, the Secret Service increased the number of its permanent protectees to 41, which included initiating the temporary protective coverage for four presidential campaign candidates and their spouses.

In addition to regular travel locations and visits, the Secret Service also coordinated security for three NSSEs: the 2020 State of the Union Address, the 2020 Democratic National Convention in Milwaukee, and the 2020 Republican National Convention in Charlotte.



**Did you know?**

The Secret Service did not always protect candidates for the Presidency. The Secret Service received its mandate to protect presidential candidates on June 6, 1968, following a Congressional resolution passed in the wake of Senator Robert F. Kennedy’s tragic assassination the previous night in Los Angeles. Since that time, the Secret Service has regularly commenced protection of candidates and nominees in every presidential election.

**Fully Armored Vehicle Upgrades**

In FY 2020, the Secret Service joined with government partners to develop the next generation of fully armored vehicle (FAV) platforms. The partnership will result in cost savings through a combined development effort, economies of scale, and maximizing the usage of common original equipment manufacturer parts. This research and development effort will deliver a modern, upgraded design that will serve as the foundation for the next generation of safe and reliable transportation for Secret Service protectees.

**Protection of People and Facilities**

Special Agents, Uniformed Division Officers, and Technical Law Enforcement personnel provide an around-the-clock operational footprint devoted to the safeguarding of our protectees. In an evolving threat environment, this protective effort requires personnel and technological resources drawn from across the Secret Service. Operational personnel conduct protective security surveys and numerous special projects in support of Presidential and First Family protection. Technical Security Specialists ensure that the Secret Service deploys cutting-edge technology and capabilities to meet any threat directed at world leaders and their families. Upgrades to protective technology assets, including the enhanced Fully Armored Vehicle Program, provide an augmented security profile to our protectees.

In addition to people, the Secret Service also protects facilities and venues secured for its protectees. Throughout its history, the Uniformed Division has accomplished this mission through a tradition of honor, integrity, and a commitment to excellence. Today, the Uniformed Division has grown both in size and scope of responsibility and is mandated by law to provide physical security for the White House Complex and the Vice President's Residence at the Naval Observatory. The Officers also provide security and police services for foreign diplomatic missions in Washington, D.C.

## White House Mail Screening Facility

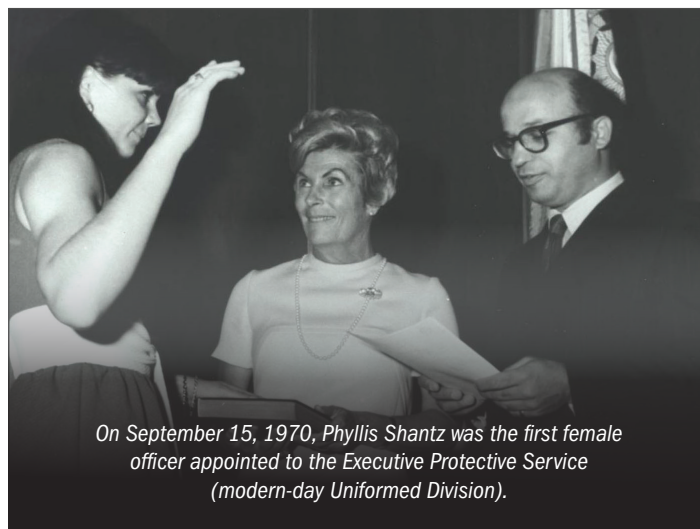
The White House Mail Screening Facility receives mail from the United States Postal Service and commercial carriers, screening these items for chemical, biological, radiological, nuclear, and explosive hazards to ensure material sent to Secret Service protectees is safe. In FY 2020, the Facility processed 2.2 million pieces of mail that were sent for delivery to the White House Complex and the residences of protectees.

At the end of FY 2020, the White House Mail Screening Facility successfully detected and mitigated a letter laced with the poison ricin. The Secret Service team's coordinated response ensured the health and safety of all Mail Screening Facility personnel and prevented a serious attack on White House protectees.

## Protection and COVID-19

In FY 2020, the Secret Service also implemented COVID-19 mitigation, screening, and testing at our protective sites to maintain a safe work environment for our personnel and protectees. This response included the timely issuance of personal protective equipment (PPE) as a front line defense and strong coordination with the White House Military Office and the White House Medical Unit to institute appropriate procedures.

As a result, the Secret Service continued its success in executing its zero-failure global protective mission. Despite its size, the Secret Service innovatively deployed resources to successfully meet growing operational demands, which in FY 2020 included protecting a historically high number of protectees.



On September 15, 1970, Phyllis Shantz was the first female officer appointed to the Executive Protective Service (modern-day Uniformed Division).



In March 2019, Officer Alta Gunawan was selected to participate in the Motorcade Support Unit training, later becoming the first female to be on the unit.

## Trailblazers in the Secret Service

On September 15, 1970, Phyllis Shantz was sworn in as the United States Secret Service's first female Uniformed Division Officer, then known as the Executive Protective Service. Her appointment represented a fundamental shift for women in federal law enforcement and paved the way for many to come. Her selection as a Uniformed Division Officer at the time filled a gap in securing the Secret Service's female protectees. Initially, the thought was that Officers like Phyllis would protect the First Lady and her children, and also accompany the First Lady to areas which were prohibited to male Agents. Officer Shantz demonstrated excellence in her position and later her role was expanded to include the protection of foreign dignitaries who resided in or visited the United States. Officer Shantz continued her duties with the Executive Protective Service until December 15, 1971, when she and four other women were sworn in as the Service's first female Special Agents – collectively dubbed as "The First Five".

Reflecting back on her career, Special Agent Shantz exclaims, "I tried to do my best, for myself, colleagues and for women that would follow, and the sake of the Secret Service. There was a lot of pride." She certainly made a substantial impact that is still felt today. Fifty years since her initial appointment, the number of female Officers has grown exponentially. Approximately 230 women now serve as Uniformed Division Officers. Barriers, however, are still being broken.

Officer Alta Gunawan, one of the 230 female Officers in the Uniformed Division, is the Secret Service's first woman to join the Foreign Missions Branch's Motorcade Support Unit (MSU). It was during her Uniformed Division Training Class at the James J. Rowley Training Center where she learned about the MSU – a unit that primarily rides on motorcycles when conducting official duties. As an avid motorcyclist herself, she set her sights on joining the unit after her initial assignment at the White House. At the time, she understood her placement in the MSU would be a first for the agency.

"I think one of the hardest things for me was breaking that barrier. And every day that weighed on me. It was like, this is the day you're going to do it. And so, finally I got the opportunity to put in for it."

She completed motorcycle training, which involved learning to ride in the chaotic streets of Washington, D.C. Her duties now include patrolling, protecting visiting dignitaries, and conducting motorcycle motorcades on her Harley-Davidson FLHTP Electra Glide. Officer Gunawan recognizes the significance of her new role, and credits the Secret Service for allowing her to pursue her dreams.

"I think the biggest thing for me is that, the Secret Service has given me so much. And I hope that everybody continues to work hard, achieve their goals, and know that anything that you want to do [is possible] – just keep moving forward and keep inspiring others, because that is what this agency is all about."

Phyllis Shantz broke barriers 50 years ago, but women like Alta Gunawan are still blazing a trail for the brave Secret Service men and women today, and for those who will join tomorrow.

If you want to hear more about their amazing stories, please go to [www.soundcloud.com/standingpost](http://www.soundcloud.com/standingpost).





## National Special Security Events

When a high-profile event is designated as a National Special Security Event (NSSE), the Secret Service takes the lead on building a protective blueprint to protect thousands of attendees and leaders from around the world. NSSEs include Presidential nominating conventions, Presidential Inaugurations, the United Nations General Assembly, and other major events. They are typically planned at least a year in advance, requiring massive logistical coordination of assets and Secret Service personnel, as well as collaboration with federal, state, and local law enforcement partners. In FY 2020, for example, NSSE planning for the Democratic and Republican National Conventions involved frequent adjustments for pandemic conditions and ultimately involved the deployment of hundreds of Secret Service personnel and nearly four miles of perimeter fencing.



## A 75 Year First

Since it was established in 1945, the United Nations General Assembly (UNGA) has never been canceled, but has been postponed on two separate occasions: in 2001 because of the 9/11 terrorist attacks and in 1964 because of the financial crisis. For the first time in its 75 year history, the assembly was held virtually and carried out with prerecorded speeches by world leaders due to the ongoing coronavirus pandemic. As a result, this year's UNGA was not designated as a National Special Security Event due to the lack of in-person dignitary attendance.

UNGA 75 marks the 50th anniversary of the Secret Service providing protection for foreign dignitaries at this event. In 1970, President Richard Nixon assigned the Secret Service to provide, on a temporary basis, protection for 47 foreign dignitaries visiting New York City to attend the United Nations 25th Anniversary Celebration. Since that time, the United States Secret Service has provided dignitary protection at every UNGA.

## Protective Intelligence

Protective operations are bolstered by Secret Service analysts, social science research specialists, and Special Agents who continuously assess protective intelligence data to proactively identify, investigate, and mitigate potential threats to persons, facilities, and events protected by the Secret Service both domestically and internationally. In FY 2020, our personnel investigated more than 2,875 protective intelligence cases and provided 2,672 protective intelligence products to support mission operations. Further, our protective intelligence personnel work with other law enforcement partners (at the international, federal, state, local, and tribal levels), military services, civilian security personnel, and first responders regarding the evolving threat environment and significant incidents by adversaries. In FY 2020, 100 briefings and/or presentations were provided to 1,847 internal and external partners across the globe.

## National Threat Assessment Center

The Secret Service's National Threat Assessment Center (NTAC), as authorized by the Presidential Threat Protection Act of 2000, conducts operationally relevant research, training, consultations, and information sharing on threat assessment and prevention of targeted violence. In FY 2020, NTAC released two reports: *Protecting America's Schools: A U.S. Secret Service Analysis of Targeted School Violence* and *Mass Attacks in Public Spaces - 2019*. Findings from NTAC's research projects have identified behaviors, motives, and triggers of individuals who engage in various forms of targeted violence. These forms of violence include school violence, workplace violence, terrorism, attacks against government officials and facilities, and mass attacks in public spaces. These research efforts build on existing best practices in the field of threat assessment by offering operational considerations for investigations and security practices that directly support the Secret Service protective mission and protective intelligence investigations.



NTAC experts also offer technical consultative services on the assessment of potential threats and the development of threat assessment programs. NTAC further partners with community organizations with the goal of providing knowledge and resources to enhance community threat assessment and prevention efforts. To achieve this goal in FY 2020, NTAC hosted 126 events, in which the attendees included law enforcement, school, and government agency officials.

Despite the challenges posed by the COVID-19 pandemic, more participants received training from NTAC in FY 2020 than in any other fiscal year in the center's history through virtual programming. In FY 2020, 26,700 public safety professionals participated in NTAC training events, representing a 27% increase from FY 2019, and a 993% increase from FY 2015.





## Workforce Spotlight: Dr. Lina Alathari on Threat Assessment and Public Service



Dr. Lina Alathari's phone vibrates; she reaches for it to see who the notification is from. It's a message from one of the parents who lost a child in the Marjory Stoneman Douglas High School shooting in Parkland, FL. He's reaching out to see how she's doing during the pandemic.

"We actually have a group chat," she explains. "Me, along with several of the parents who lost children that day. We reach out to each other often."

Dr. Alathari has this personal relationship with many people across the country who have suffered from similar traumatic experiences, and those at the front lines working to prevent tragedies. It's one of the byproducts of being the Chief of NTAC at a time when the center has expanded its public-facing analysis of violent attacks. "It's particularly heartfelt and touching to work with and support the families and loved ones of the victims of school shootings."

NTAC released its latest report, "Protecting America's Schools" in November of 2019. To promote the report and the concrete recommendations for threat assessment within it, Dr. Alathari formed a coalition with several of the parents of school shooting victims from Parkland, FL and Newtown, CT, and along with NTAC researchers, embarked on a nationwide rollout of the findings, conducting public training events in Chicago, Miami, Los Angeles, and Washington, D.C. "We had a bigger audience with each stop. We had over 500 people at our event in DC, over 700 in Chicago, and nearly 1,100 in Los Angeles." Copies of Protecting America's School were also mass produced and mailed directly to more than 40,000 school districts and private schools across the country.

The Los Angeles event was scheduled for December 2019. Just about two weeks earlier, as the NTAC team landed at the airport in DC following the Chicago event, they learned of yet another high school impacted by a school shooting in Santa Clarita, CA. "Two students lost their lives in this tragedy. Staff from the high school, as well as the father of one of the victims attended our training in Los Angeles. All were dealing with the aftermath of this devastating event and seeking answers on why something like this can happen, and how to prevent future attacks."

The pandemic has not stopped this outpouring of public interest in NTAC's work. At a recent event for the release of Mass Attacks in Public Spaces, which was held virtually, more than 10,000 teachers, law enforcement, government officials, and other security professionals participated – making it the largest Secret Service training event in history. An encore replay of the virtual event was viewed by an additional 2,700 participants.

"This sort of widespread participation speaks to the importance of our work and in the Secret Service's ability to continue to help our communities in spite of outside challenges like the pandemic. I see a blend of in-person and online trainings in the future to reach even more people and have a greater impact in our communities around United States."

For Dr. Alathari, the journey to this work was not so clear. As a pre-med student at George Washington University, working at the hospital was enlightening – even if a career in medicine wasn't for her. "I wanted to do psychology," she notes looking back. After receiving her PhD and prior to joining the Secret Service, she did clinical work at the Northern Virginia Mental Health Institute, an in-patient state psychiatric facility in Falls Church, VA.

"I would meet with patients, conduct an assessment on their behavior, and work with treatment teams to create a support plan for them. It was immeasurably rewarding work, but also quite emotionally exhausting. There were some long and chaotic days." Her clients represented many of the most challenging cases including individuals experiencing severe psychosis, pathological personality and behavioral issues, and not-guilty-by-insanity patients; often these individuals found themselves within the Institute, because the state would be the only entity to admit them.

"After eight years of working at the Institute, and following a particularly challenging day, I remember going online and applying for various positions. I wanted a change but also to see how I can use my education and work experience to help people on a broader basis. One of the positions I found happened to be at the Secret Service." She ended up getting the position she applied for and began her career at the Secret Service as a research psychologist in 2006.

"In my new role, I worked to inform the threat analysis process pioneered by the Secret Service in the late 1990s. Previously, incidents required a specific threat to be issued for cases to be analyzed and acted upon. However, utilizing behavioral analysis and intervention before a threat was even issued proved to be a more successful strategy to prevent attacks from occurring." NTAC was created in 1998 to further this research and, since she became its Chief in 2017, Dr. Alathari expanded efforts to utilize the center's findings to publish reports and create programs for federal, state, and local law enforcement agencies and other organizations on how to identify, assess, and intervene before an attack occurs.

For Dr. Alathari, that is the difference between public service and other careers. "[When in public service] you can make a direct impact on communities. For instance, recently, we were contacted by a state to assist with creating standardized threat assessment protocols. Another state government reached out to NTAC to create school safety training videos for local law enforcement... Not only are the staff who work at NTAC helping our own agency keep people safe, but we're impacting nationwide policy and practices. No other job is more rewarding than one where you save lives... Hearing the stories of fathers and mothers whose children were victims of school shootings continue to move me to tears. It always puts things into perspective, and reinforces for me the incredible work that NTAC does and how honored I am to be part of this mission."

It is this commitment to public service and willingness to embrace the emotions experienced by survivors and communities impacted by targeted violence that makes Dr. Alathari so effective at her job.

This is further exemplified by the personal relationships she has fostered with those directly affected by her work. She messages the group chat with parents often, checking in on how everyone is holding up. "Usually we send each other jokes or memes," she explains. "If I can make them laugh at least once that day, I know I've done my job."



## Safeguarding America's Children

In addition to enabling the success of the protective and investigative mission, the expertise developed by Secret Service personnel provides an opportunity to assist communities in preventing violence against children through threat assessment at the Secret Service's National Threat Assessment Center (NTAC), investigative support through partnership with the National Center for Missing and Exploited Children (NCMEC), and community outreach conducted through programs, such as Operation Safe Kids and the Childhood Smart Program.

### FY 2020 By the Numbers

- 79** cases related to child exploitation opened
- 51** cases related to child exploitation closed
- 72** individuals arrested
- 84+** terabytes of digital forensic data analyzed
- 188** outreach events conducted with **19,320** individuals

#### The Secret Service uses its expertise to help safeguard America's children through three primary means:

- **Threat Assessment.** NTAC applies its research expertise to analyze the rising tide of school violence, publishing comprehensive reports such as *Protecting America's Schools: A U.S. Secret Service Analysis of Targeted School Violence*, and conducting trainings with community partners. NTAC resources serve as powerful tools for school districts to spot the early warning signs of violent student behavior and take steps to avoid tragedies.
- **Investigative Support.** The Secret Service provides forensic and technical assistance to NCMEC, as well as federal, state, local, and tribal law enforcement agencies in cases involving missing and exploited children. Such assistance brings powerful law enforcement tools to bear upon these crucial investigations, including leveraging expertise in recovering and forensically analyzing media devices.
- **Community Outreach.** The Childhood Smart Program works in partnership with NCMEC to educate parents and children regarding internet and real world safety issues. Operation Safe Kids was established by the Secret Service to bring safety awareness to the public and provide parents with a document containing biographic data, including a current photograph and digitized, inkless fingerprints. These reports are not kept as a Secret Service record; they are provided to parents for safekeeping.



## INVESTIGATIVE OPERATIONS

When established in 1865 within the Department of the Treasury, the Secret Service's founding mandate was to preserve the integrity of the U.S. dollar by investigating and disrupting counterfeiters. While the anti-counterfeiting mission continues to this day, the role of the Secret Service has expanded greatly in the century and a half since its founding. This has included the addition of protective responsibilities to safeguard our nation's leaders, as well as taking on a more expansive role in protecting the nation's financial system.

Today, combatting counterfeit remains a key investigative responsibility, but rapid changes in technology and the associated growth of complex, cyber-enabled financial crimes have led the Secret Service to shift its investigative focus to cyberspace, where the majority of financial crimes occur.

To accomplish this expanded mission, Secret Service investigators leverage a global network of field offices that combine investigative expertise, digital forensic knowledge, and partnerships across industry and government. In FY 2020, the agency continued to provide a significant return on investment to American taxpayers by seizing hundreds of millions of dollars in counterfeit currency, cryptocurrencies, and other illicit profits, and by relentlessly investigating the most costly and damaging cybercrimes, including COVID-19 scams and CARES Act fraud.

### FY 2020 By the Numbers

**1,121** cyber financial crime arrests



**\$2.6B** loss prevented by cyber financial crime investigations

**\$1.0B** actual cyber financial crime loss



**3.3M** financial accounts recovered



**\$146.8M+** assets seized



**374** arrests for counterfeiting



**\$505M+** counterfeit currency seized



## Cyber-Enabled Financial Crime

Secret Service investigations brought numerous high-profile cyber criminals to justice in FY 2020. With a sustained investigative focus by dedicated Special Agents and analysts, Secret Service investigators closed cases amounting to \$1.0 billion in victim losses. By arresting individuals before they could fully realize the gains from their crimes, Secret Service investigations also prevented a further \$2.6 billion in potential fraud loss.

The most frequently encountered cyber financial crime investigation types include business email compromises (BECs), card skimming, network intrusions, and ATM unlimited cash-out schemes. Since the onset of the COVID-19 pandemic, Secret Service investigators have seen a rapid proliferation and diversification of financial crimes preying on the fears of an anxious public and targeting various economic relief programs. Countering this fraud has become a core focus of Secret Service investigations and will likely continue to be for years to come.

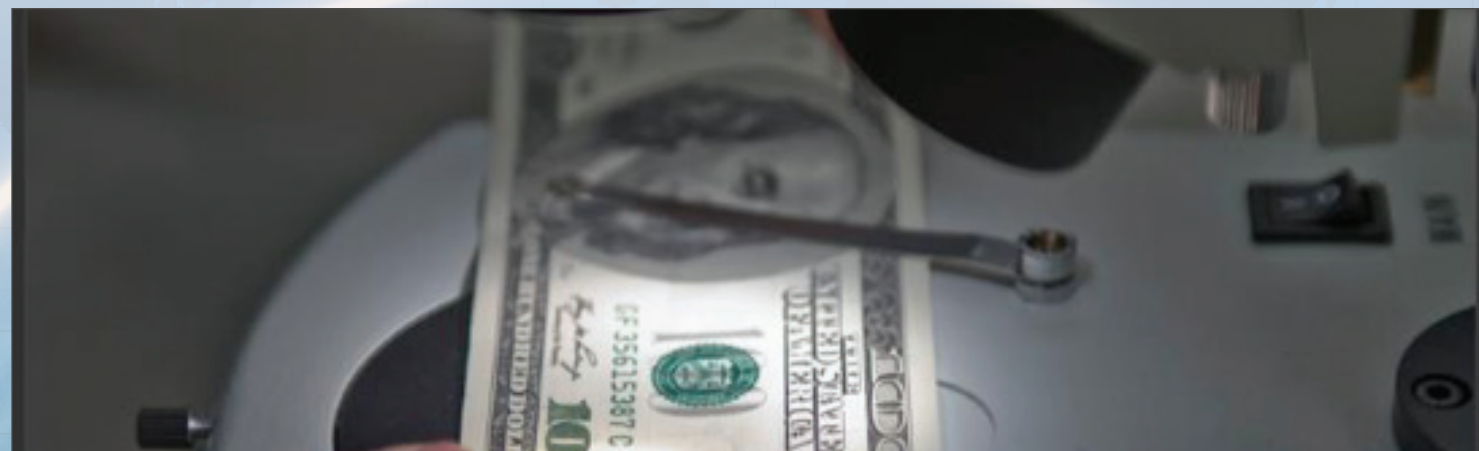
### Recovering Financial Accounts

*The Secret Service recovered more than 3.3 million financial accounts, which include bank accounts, credit card accounts, digital payment accounts, and other online money transfer accounts. This measure has exceeded the annual target due to a large access device fraud case that closed near the end of FY 2020 and included the recovery of more than 3 million credit cards.*

## Counterfeit

The Secret Service's role and skill in preventing counterfeiting of U.S. currency, obligations, and securities is a foundational and distinguishing aspect of investigative operations. The unique ability of Secret Service forensics specialists to detect, identify, and trace counterfeiting to its source remains unmatched globally. Even as financial systems digitize, disrupting counterfeiting will continue to be a core element of the investigative mission.

In FY 2020, the Secret Service seized more than \$505 million in counterfeit currency across the globe, preventing it from being used to defraud businesses and individuals. This marked an almost 40% increase from FY 2019 in counterfeit currency seized.



## Types of COVID-19 Fraud in Your Neighborhood: What forms of attack are on the rise?

Over the course of the COVID-19 pandemic, the Secret Service has observed a clear evolution of the types of frauds being perpetrated against institutions, communities, and individuals.

**Phishing/Smishing** - As early as February 2020, law enforcement observed an increased use of COVID-19 themes in “phishing”/“smishing” campaigns. Phishing is the practice of sending emails, purporting to be from reputable companies or organizations, in order to entice individuals to reveal personal information, such as passwords and credit card numbers, or to unknowingly download malicious software. Smishing is the texting (SMS) equivalent of phishing.

**Fraudulent medical equipment, non-delivery scams** - As communities sought out legitimate medical equipment to treat and prevent the spread of COVID-19, criminals began to peddle fraudulent medical equipment. Fraudsters engaged in “non-delivery” scams, in which payment is sent for goods and/or services, but no goods or services are ever delivered.

**Fake testing sites, fake cures, counterfeit masks, and fraudulent tests** - As anxious citizens sought out COVID-19 testing, criminals set up sham testing sites, both to collect “fees” for fraudulent testing and to collect personal information that could later be used in identity theft and other frauds. They also began peddling fake cures, substandard masks, and fraudulent tests.

**Cyber threats** - As workers across the country increasingly turned to telework to increase social distancing, criminals began deploying ransomware, software designed to extort money by locking a computer system until a ransom is paid, and business email compromise (BEC) scams, sophisticated frauds designed to deceive businesses into sending large sums of money into the bank accounts of criminals. Workers being out of the office made organizations especially susceptible to BECs, because many of the normal oversight mechanisms that might have otherwise prevented an organization from becoming a victim, such as in-person approval for wire transfers, were modified for remote operations.

**Stimulus fraud** - Finally, as the U.S. Federal Government began to dispense stimulus funds, primarily through CARES Act programs, criminals launched a new wave of schemes aimed at defrauding federal and state government agencies, financial institutions, businesses, and even individuals. The fraud related to the CARES Act is perhaps the most costly of the emerging COVID-19 criminal threats.

“Congress has appropriated nearly \$3 trillion to support the American economy, the largest-ever economic stimulus package in U.S. history. Even if we assume a very low rate of fraud, of just 1%, we should still expect more than \$30 billion will end up in the hands of criminals. And that is likely an underestimation of the risk, and just one portion of the full range of risks at play. This is why countering criminal schemes seeking to exploit the COVID-19 pandemic has become a primary investigative focus for the U.S. Secret Service, and will remain so over the coming years.”

– Assistant Director Michael D’Ambrosio, Office of Investigations  
Prepared Testimony before the United States Senate Committee on the Judiciary (June 9, 2020)

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## Workforce Spotlight: SAIC David Smith on COVID-19 Fraud Investigations

*Special Agent In Charge (SAIC) David M. Smith is originally from Miami, FL and earned both his bachelor's and master's degrees from the University of Central Florida. He entered the Secret Service as a Special Agent in 2001 and was first stationed in the San Francisco Field Office. Throughout his almost twenty-year career, SAIC Smith has served in numerous positions and divisions, including the Dignitary Protective Division, the Presidential Protective Division, the Office of Investigations Special Projects, and the Los Angeles Field Office.*



SAIC Smith currently leads the Criminal Investigative Division, his latest role in his almost twenty years at the Secret Service. FY 2020 was an unusual time for not only him or the Secret Service, but for the entire United States as a nation; the COVID-19 pandemic brought about great uncertainty and changed nearly every facet of life. SAIC Smith's primary focus early on was to prioritize the health and wellbeing of the Secret Service workforce. He said once that was settled, his personnel were able to do what they do best: investigate financial crimes.

"COVID did not create new criminals; it just gave them a nice, clean environment to play," says SAIC David Smith. Because of the COVID-19 pandemic, many Americans found themselves at home due to rising unemployment and full-time telework. This isolation led to drastically increased time online, which fueled crisis-induced panic and left many Americans concerned for the health and financial wellbeing of their family and friends. "Any time there is a heightened element of fear, such as with the coronavirus, criminals are going to exploit that." Scammers are using the coronavirus outbreak and people's fears to steal their money and personal information.

The types of fraud brought on by COVID-19 have evolved over the past several months. At the beginning of this pandemic, SAIC Smith says the Secret Service investigators saw a spike in "non-delivery scams" that promised medical supplies, such as masks and gloves. With the passage of the CARES Act, new and more lucrative criminal targets were exposed, such as Small Business Administration loans, where fraudsters could net millions of dollars in a single transaction.

In FY 2020, the Secret Service opened 557 investigations related to the pandemic and arrested 38 individuals as a result of these investigations; these numbers continue to grow. Conducting these investigations requires substantial collaboration across federal agencies, including the Department of Justice, the Department of Health and Human Services, the Department of Labor, the Small Business Administration, the Department of the Treasury, the Financial Crimes Enforcement Network, the United States Postal Inspection Service, the Federal Bureau of Investigation, and Homeland Security Investigations.

The pandemic impacted Secret Service operations in a variety of ways. In a typical election year, the operational tempo of the protective mission sees a sharp uptick due to additional presidential candidate protectees and increased campaign travel; this has an inverse effect on the agency's investigative tempo. However, the pandemic curtailed typical campaign year patterns, allowing the Secret Service to increase investigative efforts during this election year, even when compared to non-election years. In FY 2020, Secret Service investigators logged more than 2.4 million hours, up from

more than 2.2 million hours in FY 2019, a 9% increase. COVID-19 has also changed how investigations are conducted, often moving investigation teams from a collaborative office setting to telework status, and what investigations are conducted, shifting the focus further away from counterfeit crimes to cybercrime, such as BECs.

The world around us is changing, and so is the way criminals are conducting their business. So what can individuals do to better protect themselves from becoming victims of financial fraud? SAIC Smith suggests, "You should always verify and then trust. Be skeptical. And keep your personal details to yourself." Criminals are constantly looking to garner your personally identifiable information from any and all sources. It is more important than ever to properly safeguard your digital footprint and financial assets, even when it comes at the cost of personal convenience (e.g., two-step authentication and credit freezes). The Secret Service has developed a number of guides and factsheets to help individuals avoid being taken advantage of by criminals during the COVID-19 pandemic.

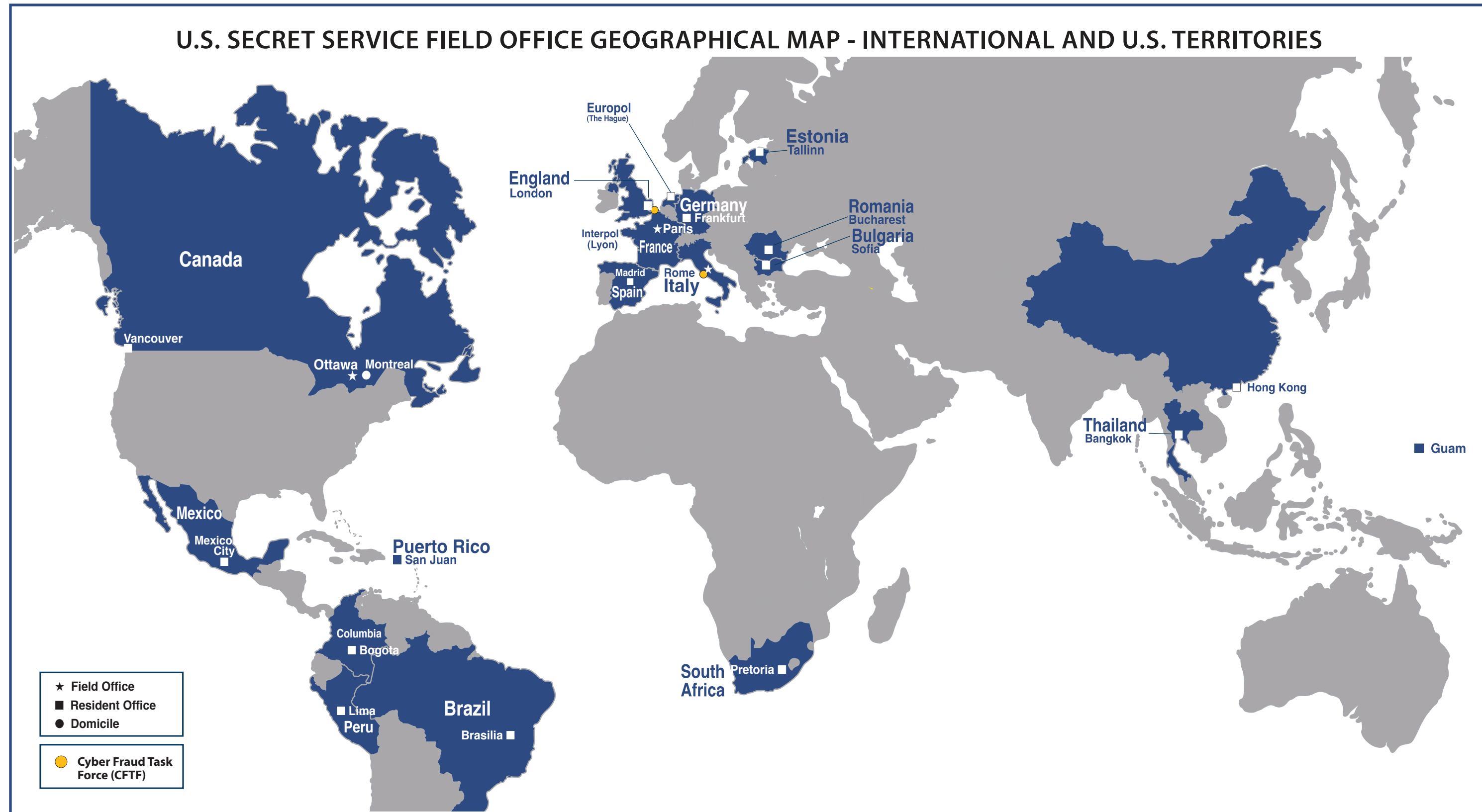
Visit <https://www.secretservice.gov/coronavirus/> for more information.

## The Secret Service and the 1918 Influenza Pandemic



The Webster School adjacent to the Secret Service Headquarters Building played an essential role during the 1918 Influenza Pandemic. It served as the primary transportation hub for automobiles to transport nurses, doctors, and good Samaritans from the medical stations to the homes of those suffering.





## The National Computer Forensics Institute (NCFI)

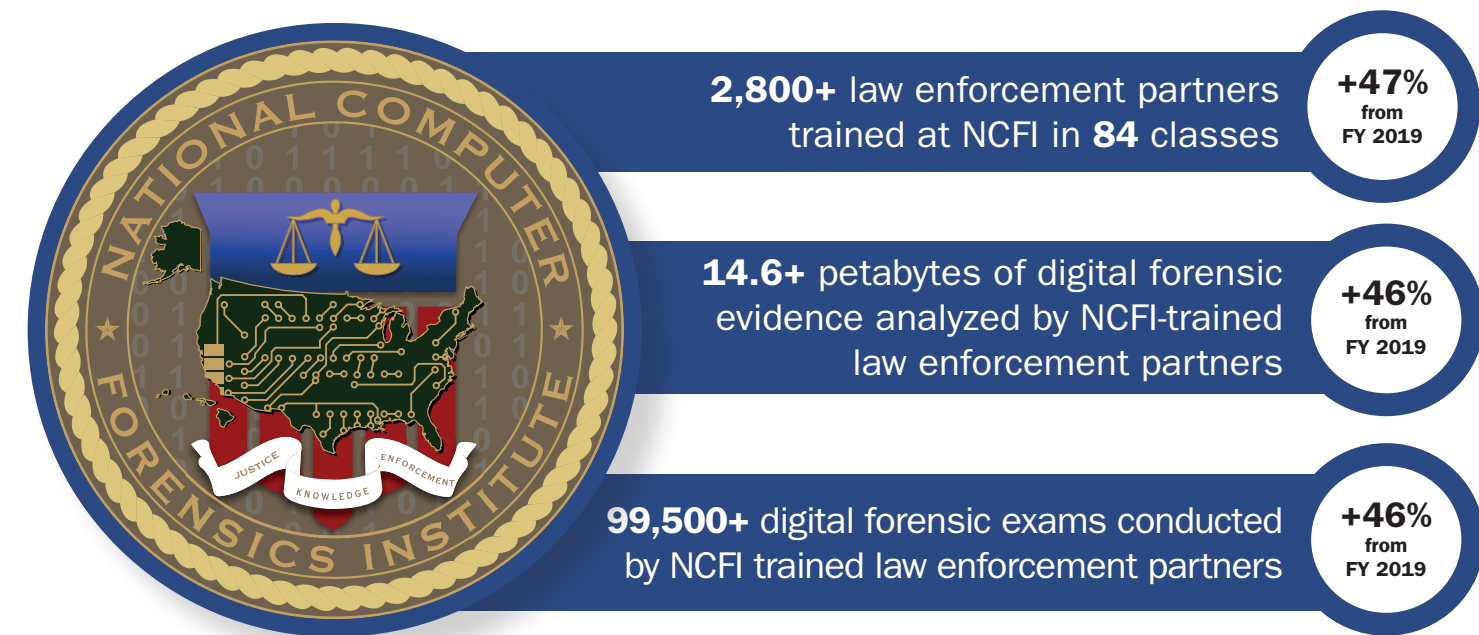
The National Computer Forensics Institute (NCFI) is the nation's premier federally-funded training center for digital forensics. NCFI leverages innovative technology and seasoned instructors to train state and local law enforcement officers, prosecutors, and judges on digital evidence collection and analysis. In doing so, the Secret Service works to ensure that the nation is equipped to conduct modern law enforcement operations and that our judicial system can effectively process such cases.

NCFI rose to the challenges presented by the COVID-19 pandemic, establishing and deploying the NCFI Virtual Training Platform to conduct online training and briefings, which enabled quick dissemination of information to Secret Service field offices and its network of Cyber Fraud Task Forces, including state and local law enforcement investigative partners. This was a notable year of NCFI training achievements with tremendous growth of individuals trained and the development of new curriculum.

### NCFI Course Spotlight

NCFI conducts a five-day equipment training course, *Digital Evidence Investigations*, for first responders and investigators. Participants develop a working knowledge in the identification, extrapolation, and analysis of digital evidence obtained from computers and other electronic devices. They also engage in hands-on training with forensic analysis tools, legal issues, and report generation techniques. For the first time ever, this course was offered in an online format during FY 2020.

## NCFI FY 2020 By the Numbers:



## MISSION SUPPORT

The Secret Service is the world's most elite protection agency with the unique mission of protecting our nation's leaders and financial infrastructure. The Secret Service supports its mission skillsets by integrating enterprise-level best practices, including rigorous training, skilled financial management, innovative human capital programs and services, and robust strategic planning. These business processes are most often carried out by Administrative, Professional, and Technical (APT) personnel, including but not exclusive to analysts, human resources specialists, attorneys, engineers, and statisticians working to create a culture of empowered, decisive, and effective employees and leaders. The professionalism, adaptability, and excellence demonstrated by Secret Service APT personnel, especially in light of the challenges faced during COVID-19, exemplify why the Secret Service remains a premier federal law enforcement agency in the United States.

### Did you know?

The Secret Service has four workforce categories:



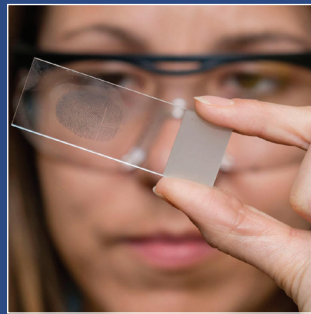
Special Agents



Uniformed Division Officers



Technical Law Enforcement Personnel



Administrative, Professional & Technical Personnel

### Adapting in the Face of Adversity

FY 2020 presented a unique challenge to the Secret Service, a worldwide pandemic during an election year. Even in the face of a pandemic, the integrated mission of the Secret Service did not falter; the protection of the nation's financial critical infrastructure, the President, Vice President, their families, and other protectees continued without fail. Within a matter of weeks, the agency's APT personnel shifted to nearly 100% telework. The Secret Service's policy personnel were able to quickly and effectively provide agency-wide guidance and make necessary adjustments to teleworking and leave policies for the entire agency, in addition to increasing work schedule flexibilities.

Our information technology personnel increased network bandwidth and acquired sufficient equipment, allowing Secret Service employees to telework safely and securely, while also expanding secure video conferencing capabilities. Utilizing these tools, many business processes adapted to a new virtual workflow. For example, our human resources personnel began conducting virtual panel interviews for job candidates and established a virtual new employee orientation. Additionally, they attended more than 780 virtual recruiting events, received more than 38,000 law enforcement position job applications, and onboarded more than 250 new employees.

### Prioritizing our People

During the pandemic, the Secret Service's safety and health professionals constantly communicated valuable and up-to-date information to all agency employees, especially those who continued their daily protective and investigative missions despite the risks associated with COVID-19. The team organized and led numerous information sessions with influential public and private sector medical professionals at the forefront of the nation's COVID-19 response, including webinars attended by hundreds of Secret Service employees. Additionally, an internal Secret Service COVID-19 resources webpage containing helpful health, teleworking, and other relevant reference information was made available to employees. Employees' health and safety questions were also addressed by the team's skilled medical staff. The team worked with private businesses and coordinated with Secret Service and DHS procurement professionals to authorize, order, and distribute personal protective equipment (PPE) for the entire workforce.

Our medical personnel forged strategic partnerships with federal, state, and local medical specialists to refine and implement a comprehensive COVID-19 testing plan. To support testing processes for the agency's geographically dispersed workforce, the team analyzed testing metrics, evaluated changing COVID-19 regional trends, built a COVID-19 contract tracing application, implemented a robust contact tracing program, and performed personal medical follow-ups for employees who required extra care. Training classes were offered to ensure offices were prepared on topics such as prevention and best practices, proper PPE usage, reporting responsibilities, and the Secret Service Pandemic Plan. Agency personnel worked diligently around the clock to mitigate supply chain difficulties and procure the necessary PPE to ensure the safety of our workforce and the continuity of the protective and investigative mission.

### Representing the Secret Service Through Outreach and Communications

Secret Service employees support the integrated mission through a variety of outreach and communication activities. Key elements of these efforts are sharing the agency's mission successes, fiscal needs, and legislative priorities with our stakeholders including the public, media, the Department of Homeland Security, other law enforcement partners, and Congress.



## Developing and Retaining Our Talent

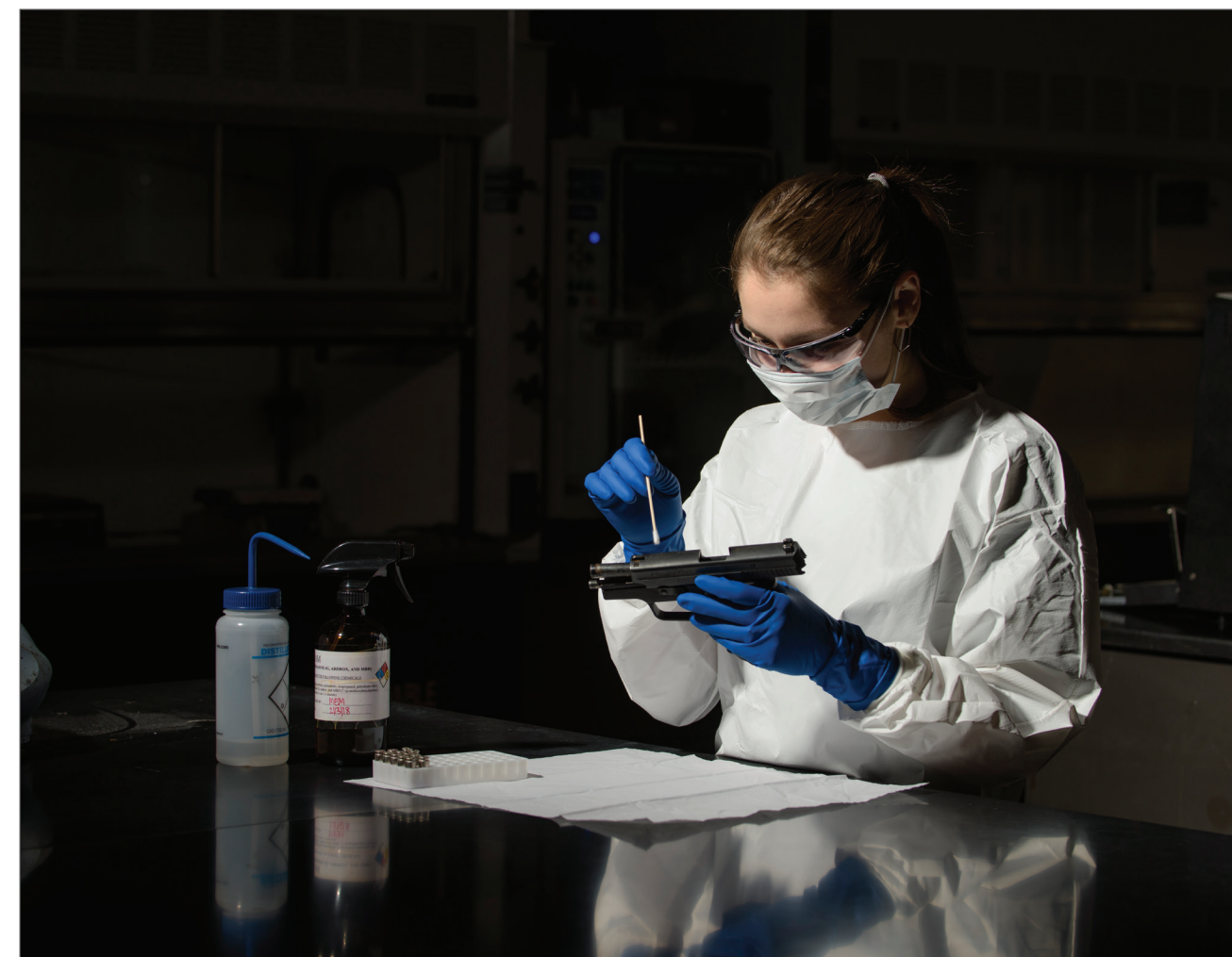
The Secret Service recently deployed a formal leadership coaching program, which encourages the enhancement of employee strengths and improves engagement for individuals across all job categories. As part of this accredited leadership coaching program, Secret Service personnel undergo a rigorous selection process. Upon graduation, these individuals use their newly acquired skillsets to develop the next generation of Secret Service talent. The Secret Service also utilizes a number of work-life balance and retention programs to reward and retain our dedicated workforce.



## Striving Towards Excellence

The Secret Service continues to strive towards excellence by engaging in efforts to help the organization improve, grow, advance its mission, and serve our employees. Such efforts include the modernization of our budgetary system and acquiring automated technology to optimize business and human capital processes. An example of this optimization includes job applicant tracking and employee testing for professional advancement. Our IT professionals continue to improve the Secret Service's Joint Operations Center by updating communications systems and mission sharing technologies. These improvements enhance our ability to interface with local radio, weather, traffic cameras, and other sources, thereby increasing our ability to execute the protective mission.

**Did you know?**  
The Secret Service provides up to 12 weeks of paid leave to new parents, recognizing that employees' families come first.



### DHS Excellence Award

DHS recognized the Secret Service Personnel Security Improvement Team as the Security Team of Excellence for 2020.



## TRAINING

The Secret Service is an elite law enforcement organization comprised of a highly skilled workforce. A culture of training and ongoing professional development is key to Secret Service employees obtaining and maintaining the specific knowledge and skills required to carry out their responsibilities. Training personnel and the James J. Rowley Training Center (RTC) develop and deliver a broad range of basic and advanced training programs on a continuous basis, and initiate, as necessary, long-term developmental training programs for all employees.

### FY 2020 Training by the Numbers

- 9 Special Agent basic training classes  
**182** Special Agent graduates
- 10 Uniformed Division basic training classes  
**152** Uniformed Division Officer graduates
- 2 Technical Law Enforcement basic training classes  
**42** Technical Law Enforcement Officer graduates
- 155,353** online training completions

### Basic Training

After undergoing training at the Federal Law Enforcement Training Center, both Special Agent and Uniformed Division Officer trainees return to RTC to complete specialized training.

Special Agent trainees attend 18 weeks of training comprising of approximately 740 hours of training at RTC.

**Sample Classes**

- Chem/Bio Awareness
- Protective Transportation
- Combat Drills
- Tactical Movement
- Basic Fire Suppression
- Evidence and Processing
- Interviewing and Interrogation
- Surveillance Evaluation
- Basic Introduction to Computer and Electronic Crimes Program

Uniformed Division Officer trainees attend 17 weeks comprising of approximately 700 hours of training at RTC.

**Sample Classes**

- Control Tactics
- Emergency Services (Shock Trauma, Resuscitation)
- Legal (DC Court Procedures, DC Code)
- White House Practice Scenarios
- Quick Decision Drills
- Access Control

### Continuous Training

The Secret Service recognizes that maintaining highly skilled employees requires continuous education and training in the latest law enforcement developments, new technologies, and operational capabilities. This training is provided through multiple programs such as Regional In-Service Training, On-the-Job Training, online courses, and traditional classroom training. These programs provide professional growth and development in a wide array of subjects, such as firearms requalification, control tactics, career development, investigative and protective tactics, legal, and emergency medicine. In FY 2020, RTC recorded 178,355 instances of completed continuous training across all programs.

In FY 2020, the Uniformed Division and RTC developed the Field Training Officer (FTO) Program to embed field-based trainers at the Uniformed Division operational branches. FTO's serve to train new and transferring personnel, ensuring they receive a robust On-the-Job-Training period. FTOs also serve as an extension of RTC to develop and deliver Regional In-Service Training.

Since the program's inception, nine Uniformed Division Officers have successfully completed the Field Training Officer Course and were selected for the specialized role of a Field Training Officer. The development of this specialized training intervention has improved engagement in training, ensured consistency in delivery, and enhanced accountability over results. FTOs were notably impactful in ensuring continuity of training operations during COVID-19.

In FY 2020, RTC developed The Mobile Field Force (MFF) Program to ensure that during gatherings and assemblies, the Secret Service protective mission is preserved, while the safety and civil liberties of participants and non-participants are not compromised. This program enhances Secret Service personnel's ability to effectively and efficiently respond to civil unrest. To ensure they can successfully adapt, engage, and respond to crowd control scenarios, 243 Uniformed Division Officers and 24 Special Agents completed MFF training. Additionally, RTC procured civil disturbance equipment to outfit frontline personnel, ensuring they are properly protected and adequately equipped to address such situations in the future.



### Specialized Training

In addition to basic and continuous training, many Special Agents and Uniformed Division Officers engage in additional annual training. Specialized training is designed to update, enhance, or provide further specialized skills to proactively adapt and respond to changing contexts in a rapidly shifting and increasingly uncertain 21st century threat landscape. Operational capabilities resulting from such training enhance organizational readiness and maximize organizational effectiveness. Example specialized training opportunities include: Cyber Investigations and Critical Systems Protection, Counter Assault Team, and Canine Officer/Technician.



## Developing Leaders

The Secret Service understands the value of continuous learning to prepare the next generation of leaders to take on successively greater levels of responsibility. Ongoing leadership development is a critical element in the successful execution of the Secret Service integrated mission. In FY 2020, 15 employees completed prestigious external leadership academic programs at institutions, such as the Marine Corps University, the National Defense University, and the Naval Postgraduate School. Continuous investment in the modernization of internal leadership development training remains a top priority. Additionally, more than 400 employees completed internal leadership development courses, ranging from Foundational to Keystone leadership development.

## State-of-the-Art Facilities



RTC leverages the Secret Service’s most important asset, our people, by helping develop, maintain, and advance their skill sets; enabling them to meet the challenges of an ever evolving 21st century threat environment. RTC continually strives to provide Secret Service employees state of the art training facilities, processes, technologies, and equipment.

In FY 2020, RTC completed multiple projects to increase firearms range capacity. RTC’s outdoor ranges underwent renovations, allowing for a greater diversity of rifle training. Additionally, a Modular Firing Range was installed. This new “container range” allows operational personnel to train on a variety of weapons systems, regardless of environmental conditions outside.

## COVID-19 Impact on Training

During the COVID-19 pandemic, RTC remained steadfast in its dedication to provide current and relevant training to the workforce. After a two-and-a-half month closure prompted by the global pandemic, RTC re-opened in June 2020 – the second federal law enforcement training facility to safely do so.

During RTC’s two-and-a-half month closure, the Distributive Learning Section (DLS) was created to provide virtual training platforms to offset impact of COVID-19 on in-person training. DLS began facilitating virtual instruction in March of 2020, creating 81 courses consisting of 669 hours of training. In FY 2020, 1,021 students completed 683,049 hours of training in DLS-provided virtual training courses.

To resume onsite training in an orderly, safe, and phased-in approach, RTC leadership established several COVID-19 working groups to address training, safety, and employee concerns. Additionally, to ensure continuity of on-campus operations, RTC partnered with Johns Hopkins and the Academy Operations working group to develop a COVID-19 Recovery Plan. This Recovery Plan, designed to mitigate risks associated with COVID-19, outlined use of PPE, thorough sterilization of facilities and equipment, and health screening procedures. Adherence to the COVID-19 Recovery Plan, to include contact tracing protocols, and aggressive sanitization of on-campus facilities has notably yielded no known evidence of COVID-19 transmission on campus during FY 2020.

## Workforce Spotlight: Canine Hurricane Demonstrates Skills Excellence



In October 2014, an intruder jumped the White House Fence and sprinted across the lawn towards the White House while President Obama and his family were inside. Canine Hurricane was deployed by his handler to stop the intruder. A struggle broke out between Hurricane and the intruder, in which the canine was kicked, punched, and swung through the air. Despite being battered, Hurricane refused to let go of the intruder and knocked him to the ground, allowing Officers to take custody of the man. This act exemplifies the success of the extensive and rigorous training handlers and canines complete at the Secret Service.

For his heroic act that night, Secret Service Canine Hurricane was the first American canine to be awarded prestigious Order of Merit from the People’s Dispensary for Sick Animals (PDSA). The PDSA Order of Merit is known as the animals’ Order of the British Empire, and recognizes animals that display outstanding devotion to their owner or wider society, above and beyond normal companionship, and represents an exceptional example of the special relationship between animals and humans. Canine Hurricane was presented his award at the House of Lords in London, England, on October 4, 2019.





# THE ELITE. THE WORTHY.

## THE UNITED STATES SECRET SERVICE

The achievements catalogued in this report were only possible through the hard work and dedication of Secret Service personnel in a range of job categories.

### **Special Agents (SA)**

The job of a Special Agent offers qualified individuals a challenging and fulfilling opportunity. Special Agents investigate complex cyber and financial crimes, serve on protective details, and conduct specialty assignments throughout their careers.

### **Uniformed Division (UD)**

The Uniformed Division protects Secret Service secured facilities and the diplomatic community in the Washington, DC area. As UD Officers progress in their careers, they can participate in specialized groups, such as the Canine Unit, Emergency Response Team, Crime Scene Search Unit, and Counter-Sniper Team.

### **Technical Law Enforcement (TLE)**

Technical Law Enforcement supports the Secret Service integrated mission of protection and investigation. TLE positions include: investigative protection officer, technical security investigator, and protective armor specialist.

### **Administrative, Professional, and Technical (APT)**

The Secret Service offers a myriad of career opportunities such as: information technology specialist, statistician, management and program analyst, social science research specialist, engineer, chemist, contract specialist, attorney, and human resources specialist, to name a few.

### **Student Employment Opportunities**

The Secret Service offers high school, college, and graduate students unique opportunities to learn, grow, and build your career in a variety of roles across the agency through world class programs, including the Pathways Program, the Recent Graduates Program, the Presidential Management Fellows Program, and the Student Volunteer Program.

Find out more at

[www.secretservice.gov](http://www.secretservice.gov)

or call us at **888-813-USSS**

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