

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

ANNUAL REPORT

F Y 2 0 1 9





THE ELITE.
THE WORTHY.

MESSAGE FROM THE DIRECTOR

This Annual Report reflects the achievements of the United States Secret Service during Fiscal Year 2019. The successes outlined in this report demonstrate the detailed planning, coordination, and dedication of the men and women who carry out our integrated mission. I am proud as I reflect on a year of noteworthy achievements.

The Secret Service is entrusted with providing protection to key leaders, locations, and events. This year the Secret Service continued its excellence in executing our protective responsibilities with 100% incident-free protection. Our workforce successfully led the planning, coordinating, and implementing of security operations for three National Special Security Events (NSSEs): the State of the Union Address, the State Funeral of former President George H. W. Bush, and the 74th United Nations General Assembly. In addition to providing protection to NSSEs and the First and Second Families, the Secret Service also provided protection to 17 additional domestic protectees, 195 visiting heads of state, heads of government, and over 100 of their spouses.

Secret Service personnel are also responsible for protecting the integrity of the U.S. financial system. In FY 2019 Secret Service employees, stationed globally, prevented roughly \$7 billion in cyber financial crime losses and seized more than \$367 million in counterfeit currency notes. These achievements speak to the robust digital forensics training our personnel receive and the cutting-edge investigative technologies we deploy. The Secret Service continues to support our domestic and international law enforcement partners in the fight against cyber-financial crime. In FY 2019, the National Computer Forensics Institute trained nearly 2,000 state and local law enforcement partners from across the United States.

The Secret Service continues to be one of the preeminent law enforcement organizations in the world due to our brave and dedicated workforce. To maintain this status, we strive to provide a culture of training and ongoing professional development for all employees. Thanks to increased recruitment efforts, coupled with effective work-life balance and retention policies, the Secret Service ended FY 2019 with over 7,600 employees, representing a 5.3% increase from FY 2018.

I am pleased to issue the FY 2019 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.

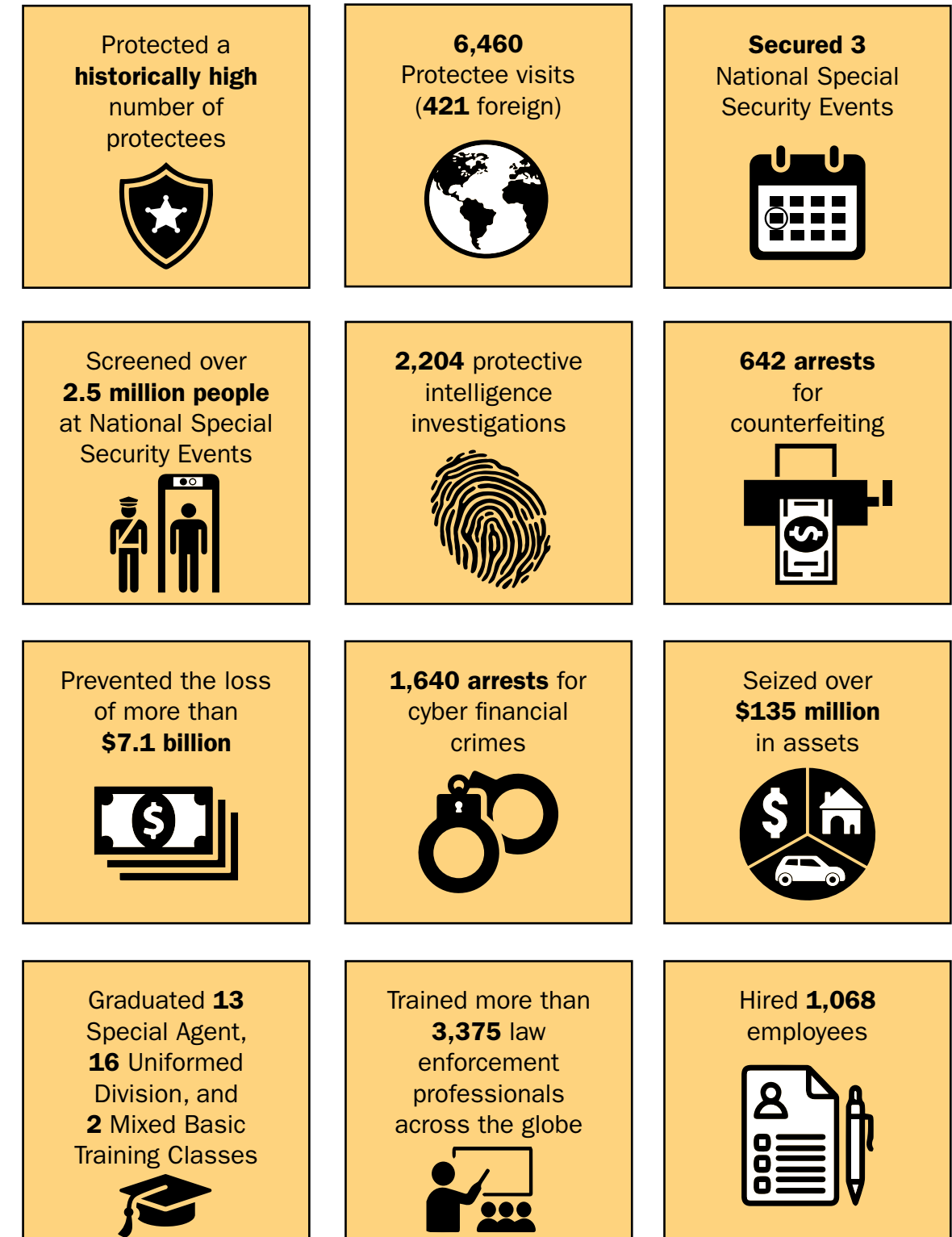
*Mission first.
People always.*



James M. Murray
James M. Murray
Director

UNITED STATES SECRET SERVICE FY 2019 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've accomplished in FY 2019.



Thanks to our dedicated workforce, the Secret Service had a busy and successful FY 2019.

DECEMBER 5, 2018
State Funeral of President George H.W. Bush (NSSE)



FEBRUARY 5, 2019
State of the Union Address (NSSE)



MAY 1, 2019
James M. Murray appointed as 26th Director



JULY 8, 2019
Construction began on new White House fence



AUGUST 4, 2019
Leonza Newsome III appointed as Deputy Director



SEPTEMBER 12, 2019
Opening of the new Maloney Canine Training Facility



SEPTEMBER 17-30, 2019
United Nations General Assembly (NSSE)



PROTECTIVE OPERATIONS

The Secret Service provides physical protection for the President and Vice President of the United States; their families; 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 2019, our personnel conducted protectee visits to approximately 6,000 domestic travel locations and over 400 international travel destinations from Armenia to Vietnam. While doing so, the Secret Service also coordinated security for three NSSEs: the 2019 the State of the Union Address, the 74th United Nations General Assembly, and the State Funeral of former President George H.W. Bush.

Did you know?
The Secret Service did not receive its protective mandate until 1901, after the assassination of three U.S. Presidents: Abraham Lincoln (1865), James Garfield (1881), and William McKinley (1901).



Protection of People and Facilities

Special Agents, Uniformed Division Officers, and Technical Law Enforcement personnel provide an around-the-clock operational footprint devoted to safeguarding protectees. In an evolving threat environment, this protective effort requires personnel and technological resources drawn from across the agency. Operational personnel conduct protective security surveys and numerous special projects in support of Presidential and Vice Presidential 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.



- SPECIALIZED UNITS**
- COUNTER ASSAULT TEAM
 - COUNTER SNIPER TEAM
 - EMERGENCY RESPONSE TEAM
 - EXPLOSIVE DETECTION UNIT
 - HAZARDOUS AGENT MITIGATION, MEDICAL EMERGENCY RESPONSE TEAM
 - MAGNETOMETER OPERATIONS



In FY 2019, the Secret Service continued its success in executing its zero-failure global protective mission. Despite being one of the smallest agencies in the federal government, we innovatively deploy resources to successfully meet growing operational demands, which in FY 2019 included protecting a historically high number of protectees. In addition to protecting the current President, Vice President, and their families, our personnel protect former Presidents and First Ladies, several high-level Administration officials, and visiting foreign dignitaries.

The protective mission also includes securing facilities and venues for our 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. In addition to these core responsibilities, Uniformed Division Officers also provide security and police services for foreign diplomatic missions in Washington, D.C. In FY 2019, the Uniformed Division screened over 1.9 million individuals visiting the White House Complex, Naval Observatory, in addition to other protective venues across the country, while supporting the travel of the President of the United States.

When a high-profile event is designated as a National Special Security Event, 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 fellow law enforcement entities. However, in the case of sudden events, such as the State Funeral for former President George H.W. Bush in December 2018, the Secret Service and its counterparts had to quickly plan, coordinate, and implement a safe and secure event for all attendees, which also included the protection of twenty-two full-time protectees who were in attendance.

White House Fence Project

First installed in the 1800s, the perimeter fence that surrounds the White House Complex has been a part of the visual landscape for over 200 years. In response to recent perimeter breaches and congressional recommendations, construction began to replace the existing 6.5 foot fence with a 14 foot fence, while preserving the visual aesthetic of the historic landscape. When complete, the new White House fence will not just be taller; based on its anti-climb and other engineering features, it will enhance the security of the White House Complex for generations to come.

In partnership with the National Park Service, construction at the White House Complex began in July 2019. For its work, the joint White House Fence Team received the 2018 Department of Homeland Security Secretary's Award for Excellence.



Protective Intelligence

Protective operations are bolstered by Secret Service analysts 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. Additionally, protective intelligence personnel identify, report, and mitigate risks of unwanted outcomes that exist outside of the protective perimeter at the White House. In FY 2019, our personnel investigated more than 2,200 protective intelligence cases.

National Threat Assessment Center

The Secret Service National Threat Assessment Center (NTAC), as authorized by The Presidential Threat Protection Act of 2000, conducts operationally relevant research, training, consultation, and information sharing on threat assessment and the prevention of targeted violence. Findings from NTAC's research projects have identified behaviors, motives, and triggers of individuals who engage in various forms of targeted violence, including 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 practice that directly support the USSS protective mission and protective intelligence investigations.

NTAC experts also offer technical consultative services on threat cases and the development of threat assessment programs to support public and private sector organizations. NTAC further partners with communities with the goal of providing knowledge and resources to enhance community threat assessment and prevention efforts. To achieve this goal in FY 2019, 169 trainings were provided to multi-disciplinary organizations including law enforcement agencies, schools, mental health providers, faith-based organizations, government agencies, and private sector entities.



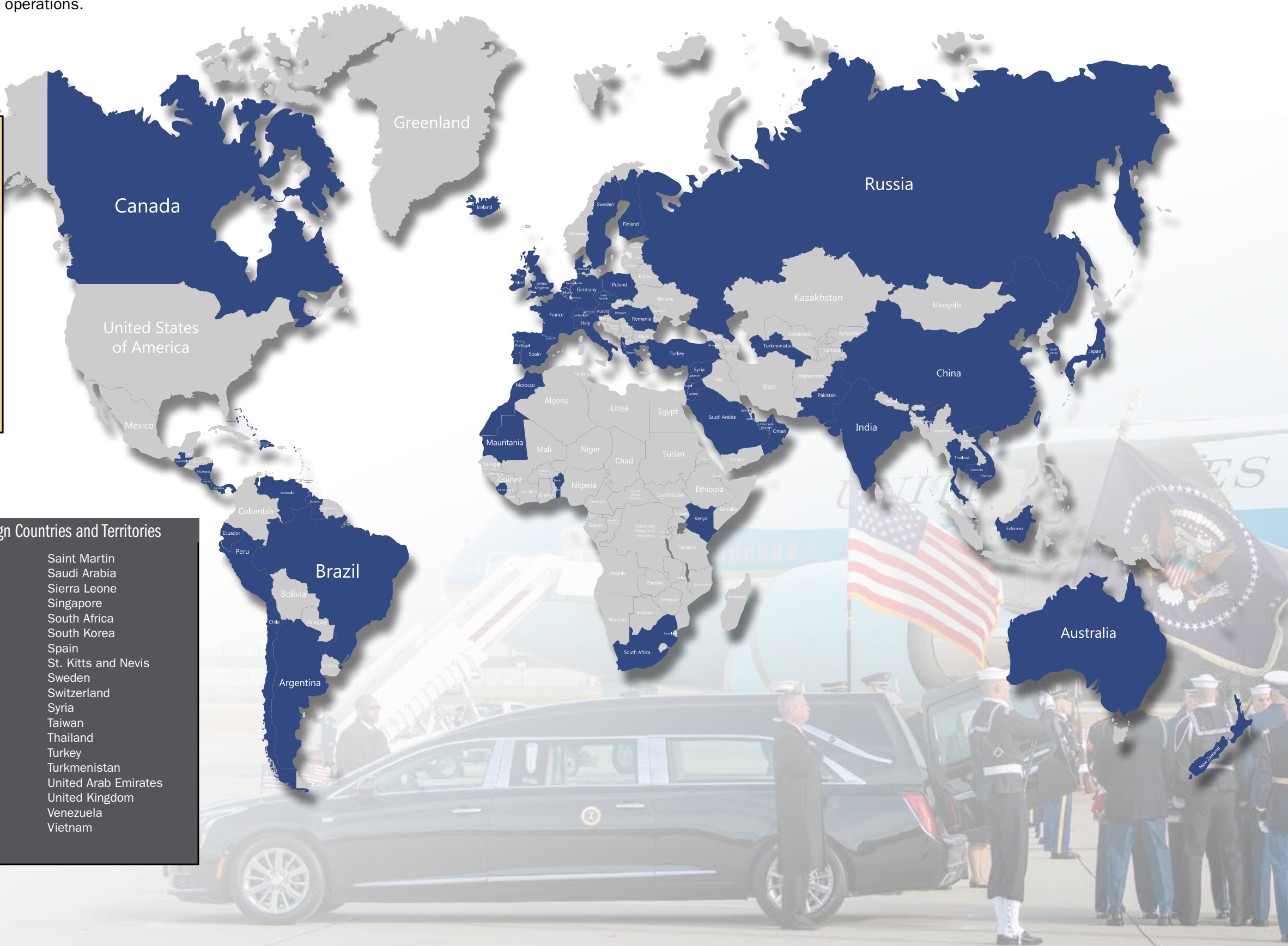
Steven Driscoll, Supervisory Social Science Research Specialist (left);
Dr. Lina Alathari, Chief of the U.S. Secret Service National Threat Assessment Center (right)

Protection is a Complex, Detail-Oriented Mission

The Bush Protective Division was formed in 1993 upon President George H.W. Bush's departure from the White House. From 1993 to 2019, Secret Service personnel on this detail have traveled the world, from Bahrain to Gibraltar to Sierra Leone, providing protective operations.

The George H.W. Bush Protective Division: 1993 – 2019

- 7,426 domestic travel visits
- 804 foreign travel visits to 79 countries and territories
- 9,768 domestic travel days
- 1,855 foreign travel days
- Almost 2.5 million hours logged by Secret Service personnel



George H.W. Bush (41) Protective Division Visits - 79 Foreign Countries and Territories

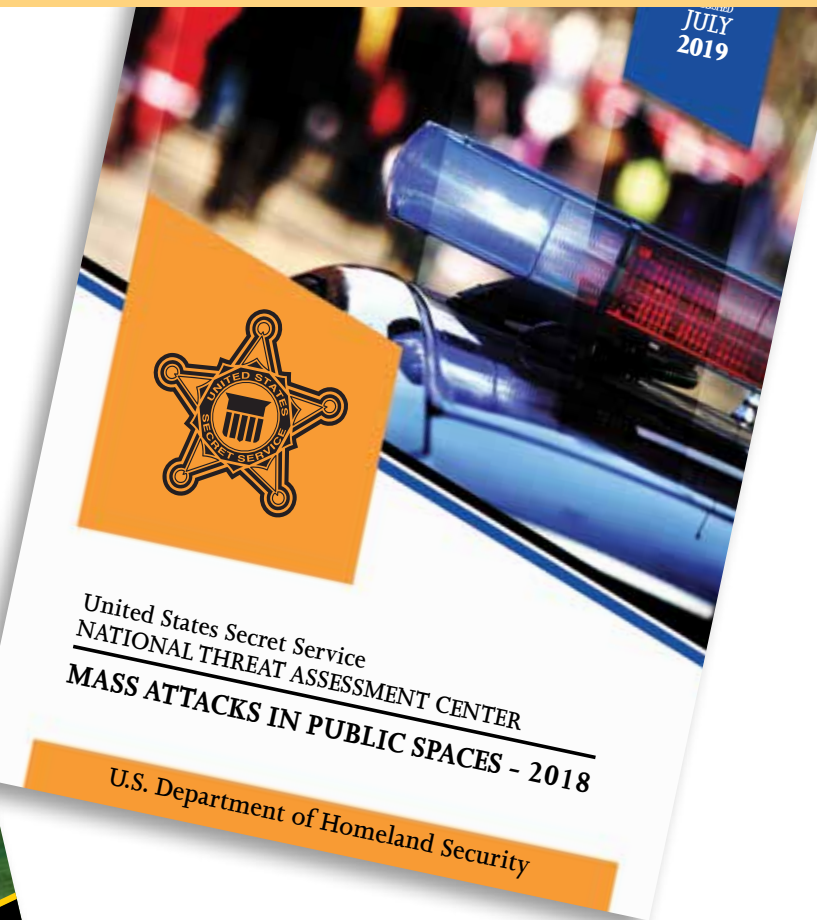
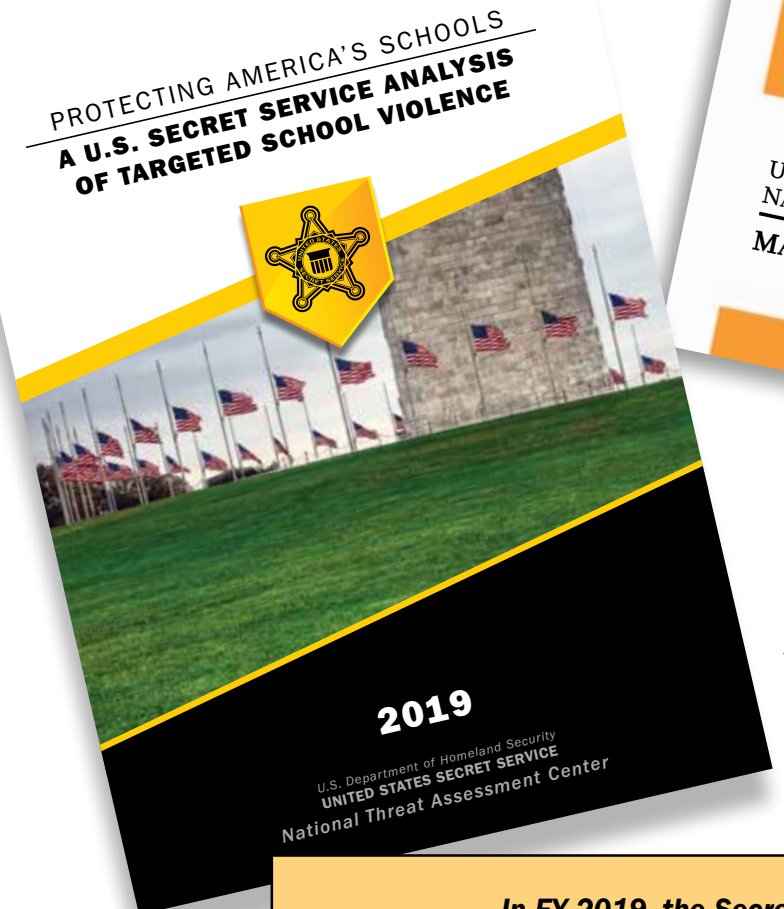
Albania	Ecuador	Kenya	Saint Martin
Andorra	Egypt	Kuwait	Saudi Arabia
Argentina	Finland	Lebanon	Sierra Leone
Australia	France	Mauritania	Singapore
Austria	French Southern Is.	Mexico	South Africa
Bahamas	Germany	Monaco	South Korea
Bahrain	Gibraltar	Morocco	Spain
Belgium	Greece	Myanmar	St. Kitts and Nevis
Benin	Guatemala	Netherlands	Sweden
Bermuda	Guyana	New Zealand	Switzerland
Brazil	Hong Kong	Nicaragua	Syria
Cambodia	Hungary	Oman	Taiwan
Canada	Iceland	Pakistan	Thailand
Cape Verde	India	Panama	Turkey
Chile	Indonesia	Peru	Turkmenistan
China	Ireland	Poland	United Arab Emirates
Costa Rica	Israel	Portugal	United Kingdom
Czechoslovakia	Italy	Qatar	Venezuela
Denmark	Japan	Romania	Vietnam
Dominican Republic	Jordan	Russia	

Safeguarding America’s Children

Secret Service community outreach and assistance continues to combat threats of child exploitation and school violence. Our agency has developed deep expertise in threat assessment, biometrics, and digital forensics. In addition to enabling successful protection and investigation, this expertise also provides an opportunity to assist communities in preventing violence against children.

- **Threat Assessment.** Pioneered by the Secret Service, threat assessment is the best practice for preventing incidents of targeted violence. In addition to supporting protective operations with threat assessments, Secret Service analysts in the National Threat Assessment Center have brought the same methodology to analyzing the rising tide of school violence. Protecting America’s Schools, an NTAC Report released in FY 2019 requested as part of the federal response to Parkland High School shooting, provides a comprehensive look at school shootings in K-12 settings from 2008-2017. When paired with the Secret Service Enhancing School Safety Using a Threat Assessment Model report released in FY 2018, school districts are provided with powerful tools and guidance to spot the early warning signs of violent student behavior and take steps to avoid tragedies which have become all too common across the nation.
- **Investigative Support.** A valuable partnership with The National Center for Missing and Exploited Children (NCMEC) began in 1994 with the passage of the Omnibus Crime Bill, also called the Violent Crime Control and Law Enforcement Act. Our agency provides forensic and technical assistance to NCMEC, and federal, state, local, and tribal law enforcement agencies in cases involving missing and exploited children. Secret Service involvement in these cases can bring powerful law enforcement tools to bear upon these crucial investigations, including leveraging expertise in recovering and forensically analyzing media devices such as phones, computers, and even vehicle electronic systems.
- **Community Outreach.** In addition, Operation Safe Kids was established to bring safety awareness to the public. In the event a child goes missing, it is essential to have their biometric information readily available, such as fingerprints and a DNA sample. Operation Safe Kids promotes the safety of children by providing parents with a document containing biographical data, a current photograph, and digitized, inkless fingerprints. These reports, which are not kept as a Secret Service record, are provided to parents for safekeeping. The Secret Service, through the Childhood Smart Program, also educates parents and children about internet safety and abduction prevention.

In July 2019, NTAC released “Mass Attacks in Public Spaces – 2018”, which focuses on 27 incidents that occurred between January and December 2018, in which three or more persons were harmed in attacks in public places (e.g., school, workplace, house of worship) within the United States.



The NTAC November 2019 publication, “Protecting America’s Schools: A U.S. Secret Service Analysis of Targeted School Violence”, examines targeted attacks that occurred in K-12 schools from 2008-2017 during which at least one person was harmed.

In FY 2019, the Secret Service:

- Closed 56 cases related to child exploitation,
- Arrested 66 individuals in connection with these cases,
- Conducted 52 Operation Safe Kids events, and
- Held 209 Childhood Smart Program events

“For 150 years, the men and women of the Secret Service have carried out our no-fail mission to protect the Nation’s leaders and financial infrastructure. Our relationships across the federal, state, and local levels have been instrumental to our success. The agency is committed to carrying on this collaborative approach to better protect our children and our schools.”

– James Murray, Director of the U.S. Secret Service, Protecting America’s Schools 2019 Report



INVESTIGATIVE OPERATIONS

“We are still actively fighting counterfeit, just as we did back in 1865, but cybercrime has quickly become and will no doubt remain our key investigative focus for the foreseeable future. We continue to believe that the most effective way to improve the security of cyberspace is to take cybercriminals’ hands off keyboards and place them into handcuffs.”
 – James Murray, Director of the U.S. Secret Service, October 2019

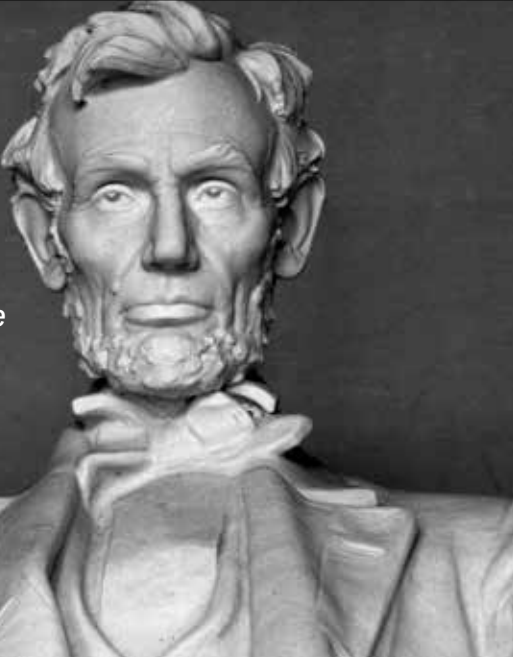
When established in 1865 within the Department of the Treasury, the Secret Service’s founding mandate was to preserve the integrity of U.S. currency by investigating and disrupting counterfeiters. The mission has expanded greatly in the century and a half since its founding, both with the addition of 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 evolving technologies have led the Secret Service to investigate an array of complex, cyber-enabled financial crimes. To accomplish this expanded mission, our investigators leverage a global network of field operations that combines investigative expertise, digital forensic knowledge, and partnerships across industry and government. In FY 2019, our agency continued to provide a significant return on investment to American taxpayers by seizing hundreds of millions of dollars in counterfeit currency and investigating the most costly and damaging cybercrimes.

Did you know?

President Abraham Lincoln approved the creation of the U.S. Secret Service on the day of his assassination (April 14, 1865). However, this action would not have saved him if he had he done it earlier. The agency was originally established as a part of the Department of the Treasury during the Civil War to combat the then-wide-spread counterfeiting of U. S. currency.

Photo courtesy of: iStockphoto.com/Maverick_lee.



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 our forensics specialists to detect, identify, and trace counterfeiting to its source remains unmatched. Even as financial systems digitize, countering counterfeiting will continue to be a core element of the investigative mission.

In FY 2019, the Secret Service seized over \$325 million in counterfeit currency domestically and over \$42 million abroad, preventing it from being used to defraud businesses and individuals. This marked a two-fold increase in counterfeit seized domestically in FY 2018.

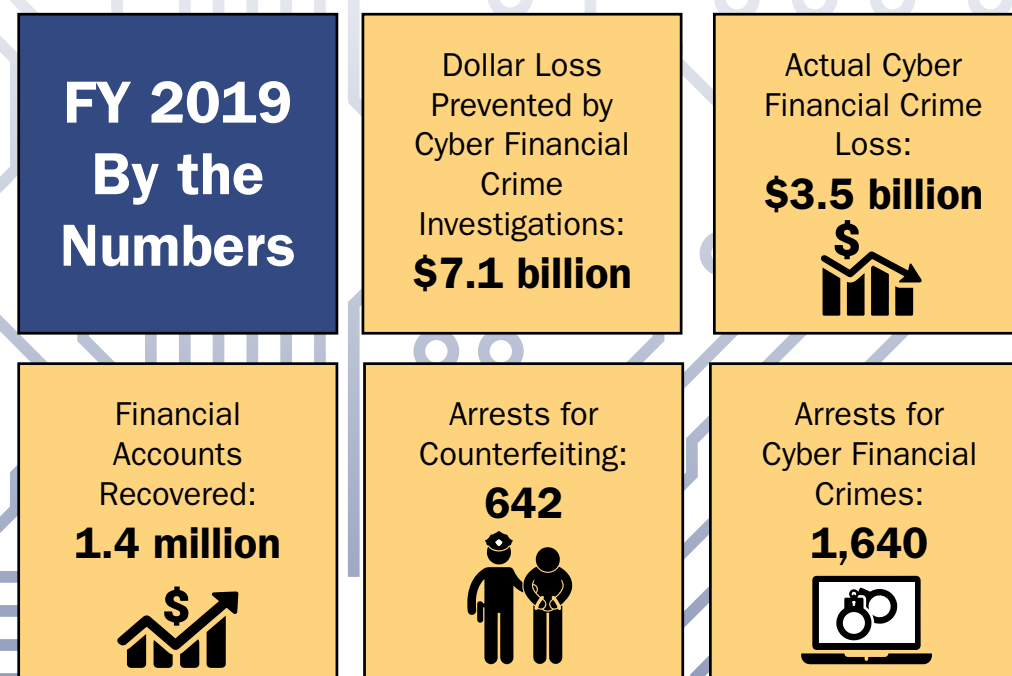
Did you know?

At the time the Secret Service was established over 50% of the currency in circulation was counterfeit, compared to 0.0060% today.



Cyber-Enabled Financial Crime

Secret Service investigations brought numerous high-profile cyber-criminals to justice in FY 2019. With a sustained investigative focus by dedicated Special Agents and analysts, the our investigators closed cases amounting to \$3.5 billion in victim losses. By arresting individuals before they could fully realize the gains from their crimes, Secret Service investigations also prevented a further \$7.1 billion in potential fraud loss. The types of cases investigated in FY 2019 provide a window into the cyber threat environment. Examples include business email compromises (BECs), card skimmers, network intrusions, and ATM unlimited cash-out schemes.



Types of Cyber Financial Crimes in Your Neighborhood

Business Email Compromise (BECs)

The schemes generally begin with a social engineering attack, such as a spear-phishing email sent to an organization's IT or sales department. This is done to gain access to a firm's computer network. Once inside, scammers collect vast amounts of business-sensitive and personal information.

Card Skimmers

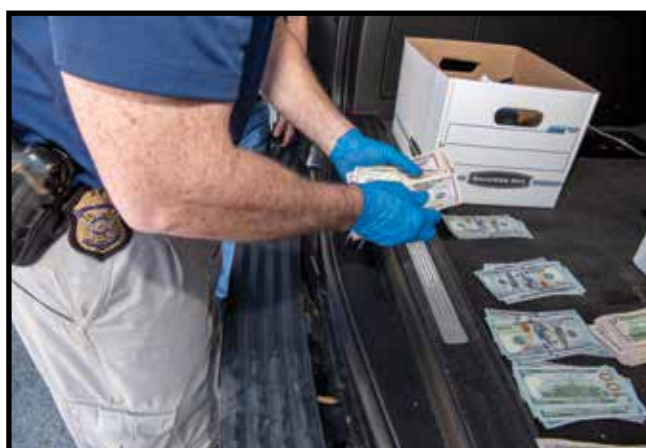
Card skimmers are a pervasive scheme used by criminal actors to acquire a range of credit and debit card numbers. Skimming devices, placed on card readers, employ sophisticated technology to conceal criminals' actions, including odd encoding, modulation, and encryption.

Network Intrusions

The Secret Service provided 416 network intrusion responses in FY 2019, marking a 53% increase from the prior year. The Secret Service – leveraging resources including the Electronic Crimes Task Force (ECTF) network – worked to raise awareness and ensure businesses engage in proper planning to safeguard their networks and develop relationships with law enforcement in the event of a network intrusion.

ATM Unlimited Cash-Out Schemes

A "cash-out attack" is just one type of threat that has targeted ATMs in recent years. Other criminal schemes include "jackpotting," involving the manipulation of an ATM's controls to allow criminals to empty the machine's cash stock.



Case Spotlight

International Hacker Guilty of Financial Sector Network Intrusion

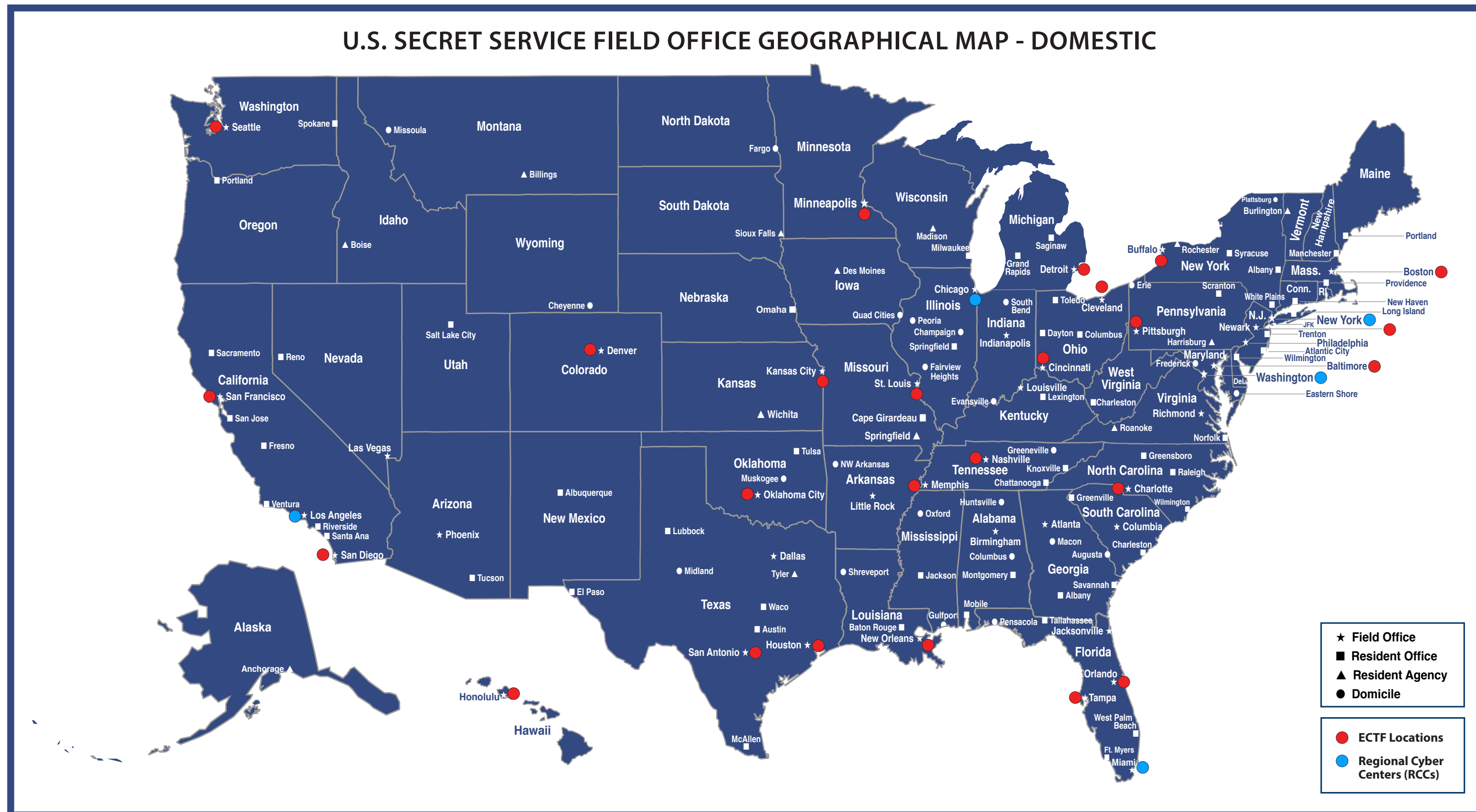
From 2012 to mid-2015, Andrei Tyurin and his co-conspirators engaged in an extensive computer hacking campaign targeting financial institutions, brokerage firms, and financial news publishers in the U.S. In one instance, they broke into the corporate network of a major U.S. financial institution. They navigated the network, using compromised user credentials, and stole approximately 40GB of data – one of the largest thefts of customer data from a U.S. financial institution in history. Ultimately, Tyurin gathered customer PII data from over 84 million victims. He monetized stolen records through a targeted advertising campaign in furtherance of illicit online gambling.

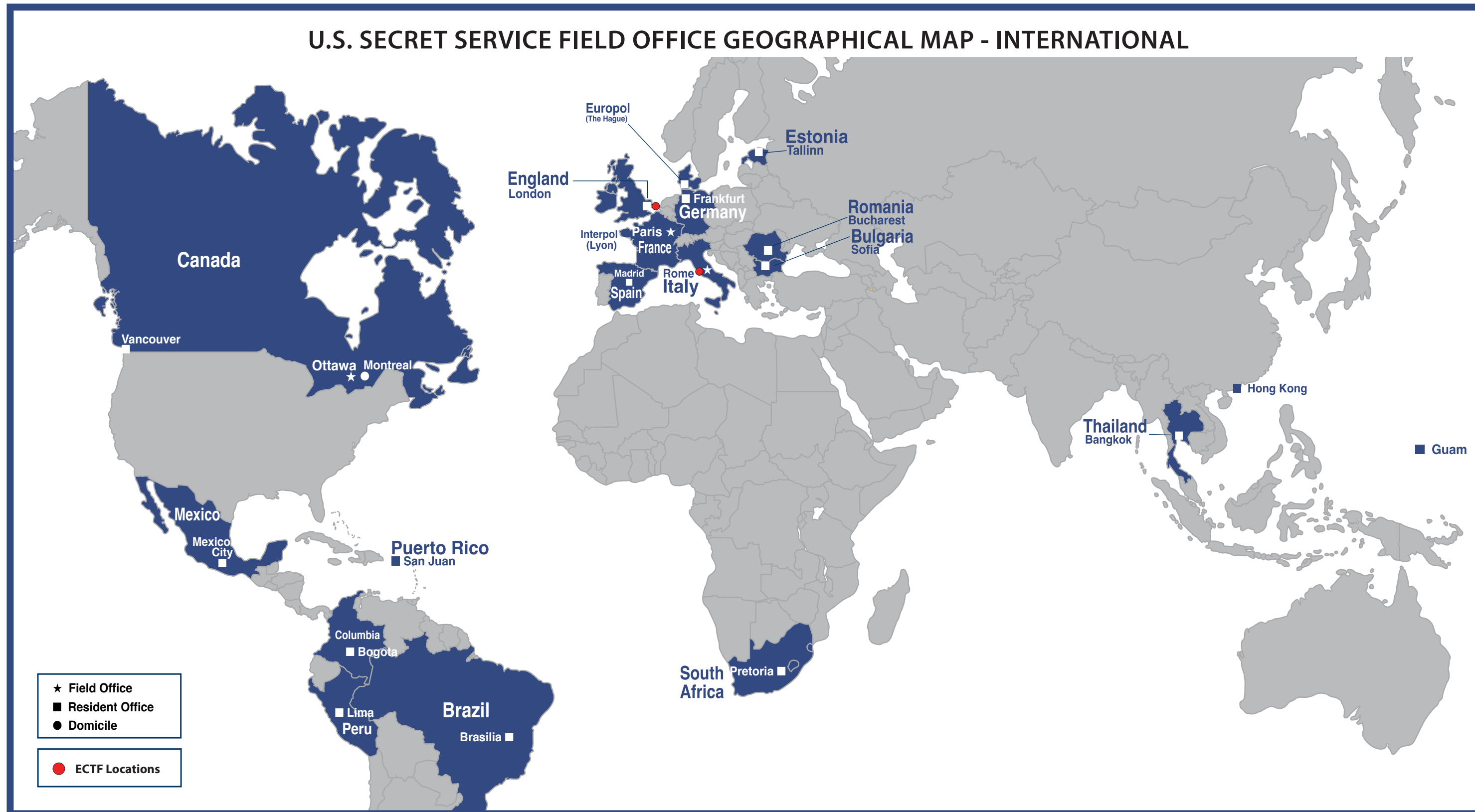
Andrei Tyurin's enterprise extended to all manner of other illicit digital activity, including identity theft, online sales of counterfeit pharmaceuticals and malicious software, as well as laundering money through Bitcoin exchange.

On December 11, 2017, Andrei Tyurin was arrested in Tbilisi, Georgia by the Georgian authorities for a slew of crimes, including computer fraud, identity theft, securities fraud, illegal online gambling, operation of an unlicensed money transmitting business, money laundering, wire fraud, bank fraud, bribery, and conspiracy. The investigative team seized approximately \$100M in illegal proceeds. Participating in the arrest were Secret Service Special Agents from the Sofia Resident Office and New York Field Office. On September 12, 2018, Tyurin was successfully extradited to the United States.

In FY 2019, Andrei Tyurin pled guilty to the Secret Service charges of conspiracy to commit computer intrusion, wire fraud, conspiracy to commit wire fraud, bank fraud, and conspiracy to violate the Unlawful Internet Gambling Act. Tyurin is awaiting sentencing and faces between 15-20 years in prison. He was ordered to forfeit over \$19 million. Eleven federal arrests have been made during this investigation. Additionally, the United States has successfully completed three extraditions related to the case. Of the eleven arrests, five await sentencing and six have previously been sentenced.

U.S. SECRET SERVICE FIELD OFFICE GEOGRAPHICAL MAP - DOMESTIC





Electronic Crimes Task Force: Collaborating to Prevent, Detect, and Investigate Cyber Crime

In 1995, the Secret Service opened its first Electronic Crimes Task Force (ECTF) in New York City. Comprised of federal, state, local, and tribal law enforcement partners, along with academia and the private sector, the ECTF functions both as a vehicle to conduct criminal investigations and as an information-sharing forum. ECTFs operate out of Secret Service field offices, where they are equipped with forensic laboratory space and state-of-the-art tools to process recovered evidence during investigations. In the aftermath of September 11, 2001, the ECTF model was deployed across numerous cities in the United States and abroad. The 40 strategically located ECTFs boast a strong alliance of over 4,000 private sector partners, 2,500 international, federal, state, local, and tribal law enforcement partners, and 350 academic partners.

In FY 2019, the Secret Service accelerated the modernization of ECTFs to ensure that Task Forces receive a periodic refresh of infrastructure and equipment necessary to maintain an edge over cybercriminals. Forensic laboratory space within ECTFs in six field offices received technical infrastructure modernization, including expanded physical space, forensic tools to process more digital evidence, and circuits to speed the transfer of large volumes of evidence. In addition, ECTFs increased their collaboration with non-law-enforcement partners in their districts, convening additional discussions with private sector partners on the latest cyber threat trends and strategies to mitigate vulnerabilities. For example, the Atlanta ECTF hosted the inaugural Secret Service National Seminar for Cyber Incident Response, which included a uniquely designed cyber incident simulation, followed by a seminar featuring subject matter experts in the field of cybersecurity and cybercrime.

The agency's ECTFs have greatly strengthened the agency's investigative operations and led to several high profile successes. ECTF performance demonstrates their vital role in Secret Service cybercrime investigations. In FY 2019, ECTFs were involved in closing cases which prevented \$1.2 billion in potential fraud loss and resulted in over 170 arrests. With continued support, the modernization plan will ensure that ECTFs remain at the cutting edge of cybercrime enforcement and provide a strong mechanism across the world for collaboration.



National Computer Forensics Institute (NCFI): Increasing America's Capacity to Conduct Cybercrime Investigation

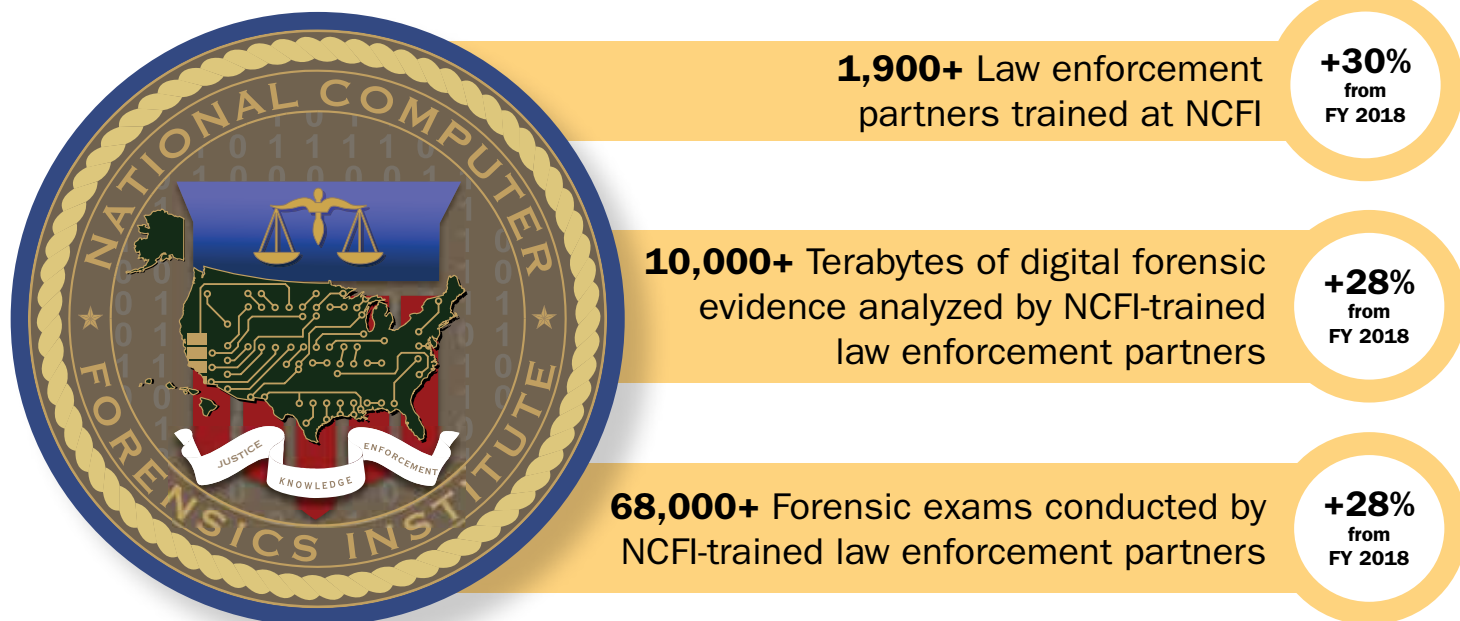
In a digital world, the vast majority of crimes – both cyber-enabled and traditional – involve electronic evidence: fraudsters save incriminating information onto locked cellphones; child exploiters communicate over encrypted messaging platforms; and hackers compile stolen credit card data on hard drives. To navigate this increasingly complex environment, law enforcement must be adept at conducting digital forensic examinations and collecting evidence to build leads, make arrests, and close cases.

In 2008, the Secret Service formed a partnership with the State of Alabama, the City of Hoover, and the U.S. Department of Homeland Security, to establish NCFI – 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.

State and local officers who are nominated to attend NCFI receive training at no-cost. After completing their time at NCFI, these officers return to their police departments armed with powerful equipment and cyber-skillsets. As a result, they are able to partner with the Secret Service on cybercrime investigations, as well as help their departments tackle cases requiring the use of digital forensic evidence. Similarly, state and local prosecutors and judges who attend NCFI receive training at no-cost and, upon return to their judicial districts, are better positioned to present and evaluate digital evidence in the courtroom.

In FY 2019, NCFI continued to deliver results, training almost 500 more law enforcement partners than in the previous fiscal year by adding almost 20 additional classes. The Secret Service was also able to partner with the Department of Justice to provide the first NCFI training course to federal prosecutors. These successes have been assisted by dedicated appropriations and authorization for NCFI through FY 2022, which enables the Secret Service to increase overall capacity for training. The cumulative impact NCFI graduates have on increasing the nation's ability to apprehend and prosecute criminals is significant and continues to provide a tangible return on investment to the American taxpayer.

NCFI FY 2019 Accomplishments:



MISSION SUPPORT

Supporting the Agency's Most Valuable Asset: Our People

The Secret Service is the world's most elite protection force and is at the cutting edge of investigating complex, cyber-enabled financial crime. To be able to execute on these mission skill-sets, the Secret Service – like any enterprise – integrates rigorous training, skilled financial management, continuous human capital efforts, and robust strategic planning. These elements are typically carried out by Administrative, Professional, and Technical (APT) personnel, such as analysts, attorneys, engineers, and statisticians, who work to create a culture of empowered, decisive, and effective leadership.

Did you know?
The Secret Service has four workforce categories:

			
Special Agents	Uniformed Division Officers	Technical Law Enforcement Personnel	Administrative, Professional & Technical Personnel

How Can Mission Support Professionals Have an Impact on Operations?

In FY 2019, Secret Service legal professionals developed the Executive Policy and Development Symposium on International Financial Enforcement Strategies course for the International Law Enforcement Academy. This course introduced executive, political, judicial, and law enforcement officials to the tools the Secret Service uses to successfully combat financial crimes. Officials from around the world were taught how to develop strategies, policies, directives or draft new laws that they can use to fight transnational crime in their countries. This new tool has significantly enhanced efforts in fighting international financial crimes as foreign officials adopt new provisions to their policies.

Growing the Workforce

The Secret Service continues to meet hiring goals to ensure the agency is properly sized to combat the multitude of evolving threats it faces. This hiring, in line with the Secret Service Human Capital Strategic Plan, is part of data-driven management, which results from staffing allocation models for all workforce categories.

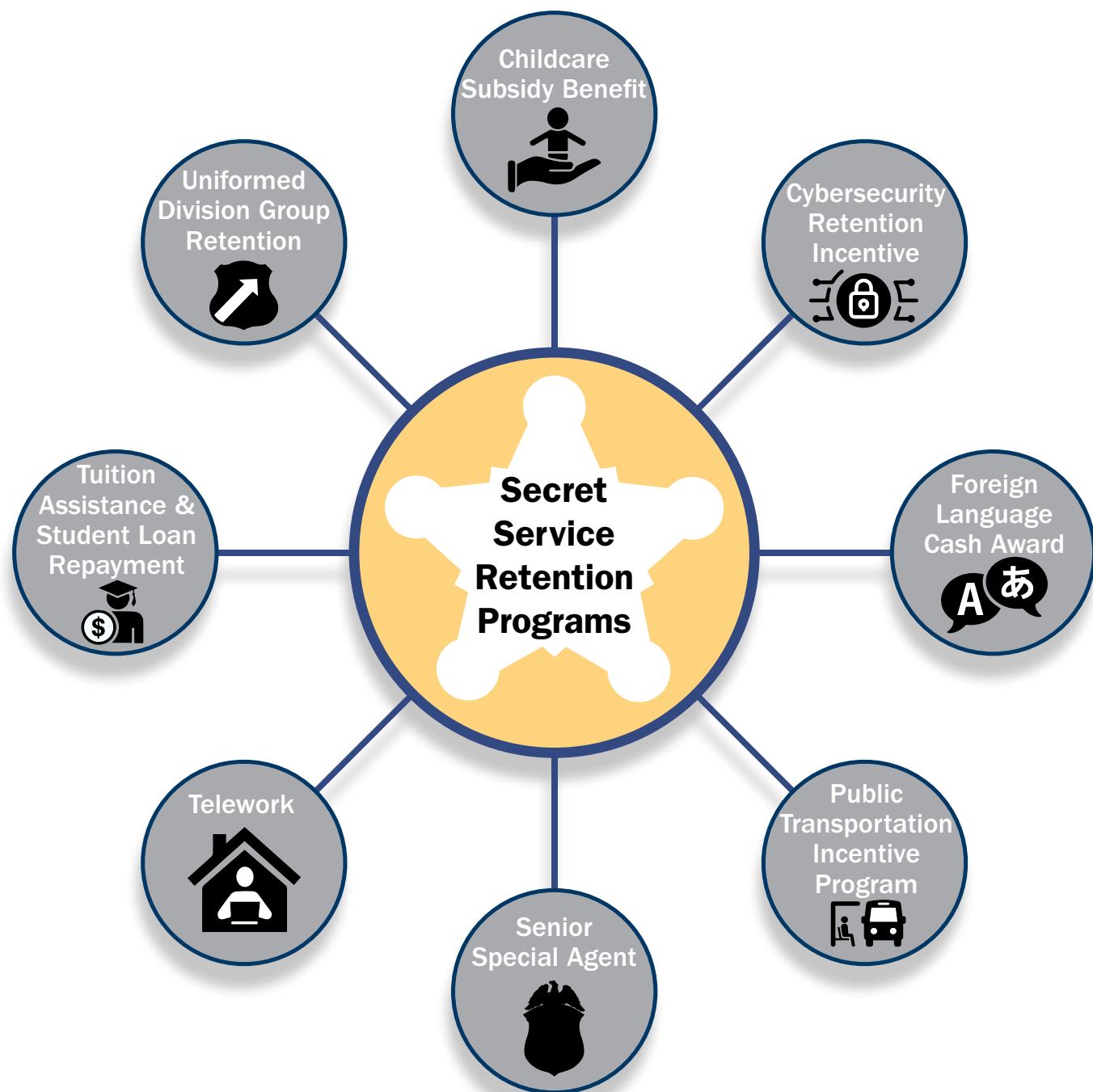
Met the FY 2019 goal: 1,068 hires

This includes 387 growth hires to help expand our workforce

Retaining Our Top Talent

The Cybersecurity Retention Incentive (CRI) is the newest Secret Service retention program. It was established to retain qualified cybersecurity employees who possess, employ, and utilize their cyber expertise in the performance of their official duties. The CRI program finished out its first year by retaining 316 participants who received incentive payments totaling \$1.9 million. The program expects participation to increase in the coming years.

Student Loan and Tuition Assistance programs collectively retained over 534 employees, totaling a payout of over \$4 million in FY 2019. The Student Loan Retention program has proven to be one of the most valuable retention programs offered. Since it launched in 2016, it has had a positive impact on morale and retains employees for the longest period of time.



Enhancing the Promotion Process

The Secret Service implemented a newly-enhanced Uniformed Division Merit Promotion Process in FY 2019 as a means of selecting Uniformed Division personnel for promotion to the ranks of Sergeant and above. The goals of this process were to increase transparency of the promotion process, improve the evaluations used to assess candidate qualifications, and ensure selection of the most qualified candidates. The update modernizes promotion practices, aligns with industry best practices, and leverages state-of-the-art testing technology.

“People Always...”

Our agency believes effective mission support encompasses the well-being of our diverse workforce, many of whom work in high-stress, zero-failure environments. Employees are provided with a variety of resources, such as the Chaplain Program, counseling services, resource location assistance for a variety of needs, and other mental health services. Each year on Unity Day employees gather to celebrate our similarities and differences.



Striving Toward Excellence

The Secret Service continues to strive towards excellence by engaging in efforts to help the organization improve, grow and advance the agency’s mission. Such efforts include the modernization and transformation of legacy business systems and processes, a new automated financial system, and an applicant tracking processing system. Additionally, routine procedures, such as quadrennial compliance inspections of all offices and divisions ensures there is adherence to all agency policies and procedures; these inspections advance the enterprise and enable operational mission areas to function more effectively. In FY 2019, the Secret Service emphasized organizational improvement and worked to ensure that employees operate in an environment that stresses accountability, efficiency, and success.

The implementation of various personnel security initiatives enhance the ability and timeliness of conducting background investigations. For example, the Secret Service made the background investigation process more technologically advanced by expanding the use of various digital tools to improve vetting for Secret Service personnel. Each of these accomplishments improve the security posture of the agency, while also reducing the time required to onboard new talent.

The availability of personal and public information that is readily accessible today is unprecedented. The Secret Service works to promote a strong culture of privacy awareness, data governance, and personal data stewardship. In FY 2019, senior leadership took significant steps to strengthen privacy operations,

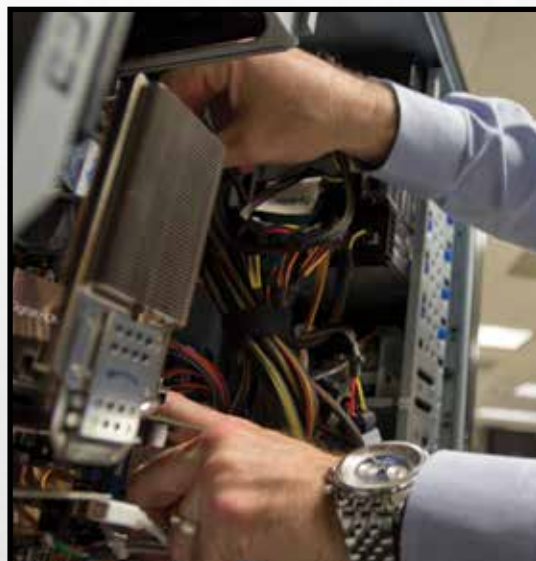
including the hiring of a dedicated Privacy Officer (PO). As a part of the PO's new Privacy Services Program, a Secret Service Breach Response Team was established to enable efficient and effective response to victims of a major privacy incident. The Secret Service also complies with the Freedom of Information Act (FOIA) and the Privacy Act (PA). The FOIA/PA Program processes incoming FOIA requests, maintains the electronic FOIA site, conducts final content review of all court filings, provides interpretation and guidance in the application of the regulations, and works closely with leadership in processing appeals and preparing litigation documents. In FY 2019, the FOIA process was streamlined by removing redundancies and inefficiencies, reducing the backlog of requests from a 5 year high of 1,314 requests in FY 2018 to 510 requests at the end of FY 2019. This improvement resulted in the lowest backlog for the Secret Service FOIA Office since FY 2012.

Equipping Our People

The Secret Service strives to leverage seamless, secure, and reliable information technology (IT) enterprise capabilities. The Secret Service continually enhances, designs, implements, and evaluates emerging technologies, while maintaining a synchronized IT strategy to provide the capabilities required for mission success.

A goal for the Secret Service is to have the capability and capacity to seamlessly interact from any location, with any person, agency, or organization with real-time information to ensure mission success. Working toward this goal, a Voice-Over Internet Protocol (VoIP) convergence project offered new office phone capabilities to over 2,500 Secret Service employees, reduced the number of circuits, and established the foundation for future modernization efforts. The Secret Service commitment to run anywhere applications, such as VoIP, ensures the agency can deliver command and control and decision support capabilities beyond centralized operations centers, empowering individual leaders to achieve operational objectives. Leveraging enterprise infrastructure enables highly-trained personnel to fuse real-time information with investigative tactics and protective methodologies. These efforts complement continual IT development and enhancements to support our workforce, including innovative mobile capabilities for communication, collaboration, and travel, among others.

Additionally, our IT personnel continue to improve cybersecurity tools and policies to provide a defense-in-depth architecture, prevent intrusions and the exfiltration of data, and build a resilient enterprise architecture to withstand cyberattacks. The Secret Service was the only DHS component agency to meet or exceed all DHS Federal Information Technology Acquisition Reform Act performance metrics for FY 2019.



TRAINING

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. The Secret Service James J. Rowley Training Center (RTC) develops and delivers a broad range of basic and advanced training programs on a continuous basis and initiates long-term developmental training programs for all employees.

FY 2019 Training by the Numbers:

- Special Agent (SA) Basic Training Classes: 13
- Uniformed Division (UD) Basic Training Classes: 16
- Mixed Basic (SA/UD) Training Classes: 2
- Completions of In-Service Training Classes: 28,000+
- Completions of Online Training: 94,000+

Basic Training

After undergoing approximately 500 hours of training at the Federal Law Enforcement Training Center, both Special Agent and Uniformed Division Officer trainees return to RTC to complete specialized basic training.

Special Agent trainees take approximately 1,100 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 (BICEP)

Uniformed Division Officer trainees take 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

Continuous Training

The Secret Service recognizes that well-trained employees require continuous education and training to stay current with the latest law enforcement developments, new technologies, and operational capabilities by maintaining and enhancing skills. In its first year, the Regional In-Service Training program conducted 196 classes, providing professional growth and continued development to personnel in areas such as firearms, career development, investigative and protective tactics, legal, and emergency medicine.

Specialized Training

In addition to basic and continuous training, many Special Agents and Uniformed Division Officers engage in additional annual training to acquire and update specialized skills needed to keep pace with the evolving threat environment. Some examples of specialized training include:

- Polygraph Examinations
- Advanced Cyber Investigations and Critical Systems Protection
- Canine and Counter Assault Teams



Developing Leaders

The Secret Service understands the value of continuous leadership development to prepare the next generation of leaders to take on greater levels of responsibility. The Secret Service Leadership Development Framework is designed to complement rigorous skills training with outstanding leadership, supervisory and managerial offerings. In FY 2019, 61 agency employees were accepted into prestigious external programs offered by our academic and leadership training partners.

State-of-the-Art Facilities

RTC continually strives to provide Secret Service employees with state-of-the-art training facilities, processes, technologies, and equipment. On September 12, 2019 the Secret Service opened the new Maloney Canine Training Facility. The 20,423 square foot facility, almost triples the size of the old facility, accommodating both operational and training program growth and providing space for additional trainers and kennels. In addition to the new kennels providing an enhanced environment for canines, the new administration and training building allows handlers and canines to train better together.

State-of-the-Art Equipment

In FY 2017, the Secret Service recognized the need to modernize the Secret Service duty weapon, specifically, to find the best match between advances in firearms technology and current and future Secret Service mission demands. First delivery of the new Glock handguns was received in FY 2019 and exemplifies the commitment to provide the highest quality tools and equipment to our law enforcement personnel.





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.

Do you have what it takes?

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's dual missions 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, budget analyst, social science research specialist, engineer, chemist, contract specialist, attorney, and human resources specialist, to name a few.

Find out more at

www.secretservice.gov

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

202-406-5370 (Deaf and Hard of Hearing) | EOE

Follow us on social media





A special thanks to our Forensic Photography Branch.
Donnie Bullock, Linda Underhill, John Twomey, Amanda Rowe,
Scot Munz, Jonathan Garcia, & Carlos Guerra.



Mission first. People always.