



# United States Secret Service

Fiscal Year 2012 Annual Report



U.S. Department of Homeland Security  
United States Secret Service

“WORTHY OF TRUST AND CONFIDENCE”



# United States Secret Service

*“Worthy of Trust and Confidence”*

## FISCAL YEAR 2012 ANNUAL REPORT

U.S. Department of Homeland Security  
**United States Secret Service**



**JUSTICE▪DUTY▪COURAGE▪HONESTY▪LOYALTY**

# MESSAGE FROM THE DIRECTOR



In March, I had the honor of being sworn in as the 23rd Director of the United States Secret Service. I am humbled by the trust and confidence placed in me by the President and Secretary of Homeland Security to lead the men and women of this great agency.

What I have learned in my career with the Secret Service is that our employees are our greatest asset. We are the best at what we do, thanks to the hard work and commitment our employees bring to our unique dual mission each day.

Throughout our 148-year history, our core values have guided this organization and are demonstrated on a daily basis through the professional conduct of the Secret Service workforce. I believe that by embracing these values, our diversity and our history, and using them as a foundation, each of our employees can do their part to build a stronger agency and continue our successes.

What follows in the pages of this Fiscal Year 2012 Annual Report are our successes from October 2011 through September 2012. These achievements are a direct reflection on the dedication of our entire workforce. It is on behalf of these mission-driven men and women that I present this report.



A handwritten signature in blue ink, which appears to read 'Julia Pierson'. The signature is fluid and cursive.

Julia Pierson



**JUSTICE▪DUTY▪COURAGE▪HONESTY▪LOYALTY**

# CONTENTS

<b>1</b>	<b>U.S. SECRET SERVICE DEFINED .....</b>	<b>1</b>
	Introduction	2
	Strategic Planning and Objectives	3
<b>2</b>	<b>YEAR IN REVIEW .....</b>	<b>5</b>
<b>3</b>	<b>PROTECTION .....</b>	<b>15</b>
	How Protection Works	16
	Protective Accomplishments in FY 2012	17
	Strategic Intelligence and Technical Development	23
<b>4</b>	<b>INVESTIGATIVE MISSION .....</b>	<b>27</b>
	Criminal Investigations	28
	Asset Forfeiture	35
	International Programs	36
	Forensic Services	38
	Investigative Support	40
	Partnerships and Outreach	41
<b>5</b>	<b>MISSION SUPPORT .....</b>	<b>43</b>
	Technical Development and Mission Support	44
	Mission Assurance	45
	Administrative, Management and Financial Operations	46
<b>6</b>	<b>HUMAN CAPITAL .....</b>	<b>51</b>
	The James J. Rowley Training Center	52
	Human Resources Research and Assessment	53
	Diversity Programs and Outreach	55
	Recruitment	56
<b>7</b>	<b>APPENDIX.....</b>	<b>59</b>
	Glossary of Terms	60
	Acknowledgments	62







3502

1

U.S. SECRET  
SERVICE DEFINED

# INTRODUCTION

Many things have changed throughout the U.S. Secret Service's 148-year history, but through it all there is one constant that has always remained – the unwavering commitment and devotion of our employees to successfully accomplish our unique dual mission. Fiscal Year 2012 was no exception, as our employees endured a very demanding and challenging year. We successfully completed a long presidential campaign, coordinated the G-8 and NATO Summits, the Republican National Convention, the Democratic National Convention, the presidential debates and successfully investigated numerous criminal cases.

In the 10 years since the Secret Service left the Department of the Treasury and became a part of the Department of Homeland Security (DHS), we have continued to look to the future and have helped shape a new department dedicated to securing our homeland. At the same time, we have continued to build upon our own historical sense of duty and strive to be the best at accomplishing our investigative and protective mission.

Highlights of our accomplishments for the year include:

- Providing protectees 100 percent incident free protection during 3,976 travel stops for permanent domestic protectees, 686 travel stops for candidates and 2,132 travel stops for visiting foreign dignitaries throughout the fiscal year, an increase in total stops of 13 percent over FY 2011
- Providing protection for National Special Security Events (NSSEs) including the Democratic and Republican National Conventions, the 2011 Asia-Pacific Economic Cooperation Summit, the 2012 G-8 Summit, the 2012 North Atlantic Treaty Organization Summit and the annual United Nations General Assembly. At these events, the Secret Service protected nearly 330 heads of state/government and their spouses, from 142 foreign countries.
- Arresting 8,513 suspects and closing 9,472 criminal investigations, and in partnership with U.S. Attorneys' Offices achieved a near perfect conviction rate of 99.7 percent for all cases that went to trial
- Opening the Lima Resident Office strategically positioned the Secret Service to oversee the Peruvian Counterfeit Task Force and combat the Peruvian produced counterfeit note family, which has transcended traditional regional borders and appeared in more than 100 field office districts nationwide

- Seizing \$9.7 million in counterfeit currency domestically, (the highest since FY 2008) and \$56.8 million abroad while also suppressing 307 counterfeit plant operations
- Closing 4,939 non-cyber financial crime cases, a 2.34 percent increase from FY 2011, in turn preventing \$2 billion in potential loss to the public. Cybercrime investigations prevented an additional \$1.2 billion in potential losses and resulted in 1,383 arrests, an increase of 12.4 percent over FY 2011.

These accomplishments, and many others, are detailed in the pages of this Fiscal Year 2012 Annual Report. We are proud of them and of the contributions our agency makes to the mission of DHS. Our success and gratitude extend to our partners within DHS, the federal government, the local and state level, the private sector and academic institutions with whom we collaborate every day.

The onset of a new fiscal and calendar year brought another change to our agency, as Mark Sullivan retired after nearly seven years as Director and nearly three decades as a Secret Service agent. Praised by the President for his "steadfast leadership," Director Sullivan, in the words of Secretary Janet Napolitano, "epitomizes 'public service,' and has devoted his life to the safety of our first families, our nation's leaders, and the public at large." The FY 2012 Annual Report highlights the achievements of the agency during the final year of his tenure.

On March 26, 2013, President Obama appointed Chief of Staff Julia Pierson as the 23rd Director of the U.S. Secret Service. "Over her 30 years of experience with the Secret Service, Julia has consistently exemplified the spirit and dedication the men and women of the service demonstrate every day," President Obama said. "Julia is eminently qualified to lead the agency that not only safeguards Americans at major events and secures our financial system, but also protects our leaders and our first families."

The appointment of Director Pierson builds upon the leadership, diversity and experience of the executive staff. As an agency, we realize our challenges are great, but our commitment to excellence in protecting our highest elected leaders and preserving the integrity and stability of our nation's financial infrastructure has never been stronger.

## STRATEGIC PLANNING

### MISSION

The mission of the United States Secret Service is to safeguard the nation's financial infrastructure and payment systems to preserve the integrity of the economy, and to protect national leaders, visiting heads of state and government, designated sites and National Special Security Events.

### VISION

The vision of the United States Secret Service is to uphold the tradition of excellence in its investigative and protective mission through a dedicated, highly-trained, diverse, partner-oriented workforce that employs progressive technology and promotes professionalism.

### CORE VALUES

Each point of the Service Star represents one of the agency's five core values: justice, duty, courage, honesty and loyalty. These values, and the Secret Service motto "Worthy of Trust and Confidence," resonate with each man and woman who has sworn the oath to uphold them. To reinforce these values,

Secret Service leaders and employees promote and measure personal accountability and program performance across the agency. By holding each person to the highest standards of personal and professional integrity, the Secret Service ensures the preservation of its core values, the fulfillment of its vision and the success of its mission.

## STRATEGIC OBJECTIVES

### GOAL 1

Protect the nation's financial infrastructure by reducing losses due to counterfeit currency, financial and electronic crimes and identity theft.

### GOAL 2

Protect national leaders, visiting heads of state and government, designated sites and National Special Security Events.

### GOAL 3

Enhance the administrative, professional and technical infrastructure, as well as the management systems and processes that sustain the investigative and protective mission.



At Secret Service Headquarters' Criminal Investigative Operations Center, special agents monitor the progress of arrest teams nationwide during Operation Open Market.

# LEADERSHIP OF THE SECRET SERVICE



Director

JULIA PIERSON



Deputy Director

A.T. SMITH



Assistant Director

FARON PARAMORE  
Administration



Assistant Director

VICTOR EREVIA  
Protective Operations



Assistant Director

PAUL MORRISSEY  
Investigations



Assistant Director

CORNELIUS TATE  
Technical Development  
& Mission Support



Assistant Director

DALE PUPILLO  
Human Resources  
& Training



Assistant Director

GREGORY MARCHIO  
Professional  
Responsibility



Assistant Director

JANE MURPHY  
Government &  
Public Affairs



Assistant Director

CRAIG MAGAW  
Strategic Intelligence  
& Information



Chief

KEVIN SIMPSON  
Uniformed Division



Chief Counsel

DONNA CAHILL



2

YEAR IN REVIEW

## OCTOBER 2011

### First Lady Michelle Obama Visits U.S. Secret Service Headquarters

October 5, 2011

First Lady Michelle Obama visited the U.S. Secret Service Headquarters Memorial Building to thank employees for their service. She began her visit with an hour-long tour of the Protective Intelligence and Assessment Division and other Headquarters offices.

At a gathering in the Wood Conference Center, Director Mark Sullivan welcomed the First Lady to Secret Service Headquarters and expressed how much the visit meant to the agency. “Your kind and thoughtful gestures towards our personnel, which you bring no attention to, are indeed noticed by us and are greatly appreciated,” the Director said. “We, as an agency, enjoy a great cooperative relationship with the White House staff who truly understands what we do from a security standpoint and why we do it. But we are also aware that this tone of collaboration, of which we as an agency have benefited, starts at the top and we thank the President and you for that confidence.”

The First Lady thanked the crowd of hundreds of employees for the warm welcome. Following her remarks, the First Lady spent some time greeting agency employees.

### Hispanic American Police Command Officers Association Conference

October 17 - 20, 2011

The 2011 Hispanic American Police Command Officers Association conference was held in Norfolk, Virginia. Deputy Director Keith Prewitt delivered remarks at the opening ceremony of the conference.

### Director Sullivan in Sofia, Bulgaria

October 20, 2011

Director Mark Sullivan visited Sofia, Bulgaria, to attend a cybercrime conference hosted by the Bulgarian Ministry of Interior. During the visit, Director Sullivan met with Prime Minister Boyko Borissov, Deputy Prime Minister and Minister of Interior Tsvetan Tsvetanov, National Protection Service General Dimitar Dimitrov and other high-level Bulgarian officials, as well as American Ambassador James Warlick. Citing the strong partnership that exists between the Secret Service and the Bulgarian Ministry of Interior, the Director addressed the media on the two agencies’ joint role in investigating criminal activity involving counterfeit U.S. currency and cybercrimes originating in Bulgaria.

*“The President and I always say about our work with this agency is that it is always 100 percent on point — truly. I mean, not just in terms of how you all do your job, but how you all make us feel. And that is important when you’re trying to live a normal life and raise a couple of girls in the White House. You all have really made us feel at home and safe, and there is no amount of thanks that I could convey that would give you a sense of how important you all are to us.”*

-First Lady Michelle Obama  
October 5, 2011





## IACP Conference in Chicago

*October 22 - 26, 2011*

On Monday, October 24, and Tuesday, October 25, Director Mark Sullivan joined Secret Service supervisors and other law enforcement officials from around the world at the 118th annual International Association of Chiefs of Police (IACP) Conference in Chicago, Illinois. The 2011 annual conference featured training seminars, presentations and the annual Law Enforcement Exposition. The Secret Service was represented at the expo with an exhibit booth featuring the Polygraph Branch from the Forensic Services Division, the Criminal Investigative Division and recruiters from the Chicago Field Office.

## NOVEMBER 2011

### Honoring a Fallen Officer

*November 1, 2011*

In a somber pre-dawn ceremony at the Blair House, the Secret Service honored a fallen hero who sacrificed his life 61 years before, while protecting the President of the United States. On November 1, 1950, Officer Leslie W. Coffelt made the ultimate sacrifice when two Puerto Rican nationalists attacked the Blair House in an assassination attempt on President Harry S. Truman.

“We reserve our deepest respect and admiration for those who make the ultimate sacrifice for our nation,” said Secret Service Uniformed Division Chief Kevin Simpson to an audience of more than 250 law enforcement members, including Director Sullivan and Assistant Director of Protective Operations Mickey Nelson.

On that fateful day, after an exchange of gunfire, Officer Coffelt, who lay mortally wounded, drew his revolver and killed one of the terrorists. He died a few hours later at a hospital. Officer Coffelt is buried in Arlington National Cemetery and his sacrifice is forever inscribed at the National Law Enforcement Memorial in Washington, D.C.

### Asia Pacific Economic Cooperation Summit

*November 8 - 11, 2011*

Thirty-four visiting heads of state and spouses attended the 2011 Asia-Pacific Economic Cooperation (APEC) leaders’ meeting in Honolulu, Hawaii. The APEC meeting, a designated National Special Security Event (NSSE), was the 38th NSSE held since the designation was created. The Secret Service chaired a 26-member executive steering committee with oversight of 22 security subcommittees, and led more than 400 operational security planning participants representing more than 30 local, state, military and federal law enforcement agencies.



## Fugitive Caught After Shooting Near White House

*November 16, 2011*

Based on information generated by Secret Service agents from the Pittsburgh Field Office, the Pennsylvania State Police located and arrested Oscar Ramiro Ortega-Hernandez at a hotel near Indiana, Pennsylvania. Ortega-Hernandez was wanted in connection with a shooting on Constitution Avenue near the White House on November 11, 2011.

## DECEMBER 2011

### Police Chief Magazine Publishes Cybercrime Article

*December 2011*

The December issue of Police Chief magazine featured an article on Secret Service cybercrime initiatives by Deputy Director A.T. Smith, who was at the time the Assistant Director for Investigations. The article highlighted the agency's worldwide network of electronic crimes task forces and financial crimes task forces, as well as cyber training opportunities the Secret Service provides for local and state law enforcement, prosecutors and judges.



Former special agents in charge of the Presidential Protective Division attended a meeting with current Secret Service leadership on December 7, 2011.

## Secret Service Disrupts Multimillion Dollar Scheme

*December 8, 2011*

In its continuing effort to combat trans-national cybercrime, the Secret Service disrupted a multimillion dollar scheme to remotely hack into and steal credit card data from hundreds of U.S. merchants' computer systems. A federal indictment unsealed in the District of New Hampshire identified four Romanian nationals and charged them in a four-count indictment with conspiracy to commit computer fraud, wire fraud and access device fraud.

From approximately 2008 until May 2011, the suspects conspired to remotely hack into more than 200 U.S.-based merchants' point-of-sale or "checkout" computer systems in order to steal customers' credit, debit and gift card numbers and credit card data, according to the indictment. The indictment alleges members of the conspiracy compromised the credit card data of more than 80,000 customers and made millions of dollars of unauthorized purchases using the compromised data.



During a December 19, 2011 visit to the James J. Rowley Training Center, Department of Homeland Security Secretary Janet Napolitano is briefed on Secret Service investigations, counterfeit operations and protective programs.

## JANUARY 2012

### State of the Union Address

*January 24, 2012*

The Secret Service coordinated the development of comprehensive security plans to protect those in attendance, including the majority of the nation's leadership from the executive, legislative and judicial branches of government, the President and Mrs. Obama, and Vice President and Dr. Biden.



## FEBRUARY 2012

### Annual Charity Hockey Match

*February 11, 2012*

After taking an early lead, but falling behind in the second period, the Secret Service hockey team capitalized on strong play in the late third period to defeat the FBI 7-5 at the annual charity hockey game. A sellout crowd attended the annual fundraising event at the Kettler Capitals Iceplex in Arlington, Virginia. This year's game benefitted the Efforts 4 Ellie Fund, established in honor of the daughter of a Washington Field Office special agent.

Ellie was born with glycogen storage disease, a genetic disorder that makes it impossible for her liver to process glucose into the blood. Efforts 4 Ellie was established in 2008 in coordination with the University of Florida to raise money for Ellie's

medical treatment, as well as research and to support the financial needs of other families who have children with glycogen storage diseases.

## MARCH 2012

### House Budget Committee Testimony

*March 8, 2012*

Director Sullivan testified before the House Appropriations Subcommittee on Homeland Security regarding the FY 2013 Secret Service budget. In his testimony, the Director highlighted the President's FY 2013 budget request for the Secret Service as reflective of the resources needed to protect the President, Vice President and other protectees; the White House complex and other critical infrastructure; and events of national significance in a heightened threat environment.

## DEPUTY DIRECTOR PREWITT RETIRES, A.T. SMITH NAMED DEPUTY DIRECTOR

Deputy Director Keith L. Prewitt, a veteran of 29 years with the Secret Service, retired on April 7, 2012.

"It's truly been an honor to work with the dedicated men and women of the Secret Service and serve as Director Sullivan's deputy," said Prewitt. "It's been a privilege to contribute to the rich tradition and history of the most respected law enforcement agency in the world."

"Keith's contribution to the agency has been invaluable," said Secret Service Director Mark Sullivan. "His experience, judgment and management skills have brought our agency much growth and success through the years. His outstanding leadership and friendship have meant a lot to me."



Deputy Director  
Keith Prewitt



Deputy Director  
A.T. Smith

A.T. Smith was named to succeed Keith Prewitt as Deputy Director. Deputy Director Smith is a 26-year veteran of the Secret Service and was serving as the Assistant Director of the Office of Investigations.

"A.T. has a well-deserved reputation as a focused and consummate professional. From his supervisory assignments, he has demonstrated not only the ability, but also the values, spirit and character to effectively lead. He is well-respected within the Secret Service, as well as by all our external partners," Director Sullivan said.

The Deputy Director's responsibilities include oversight of the agency's daily operations, including approximately 6,700 personnel and a \$1.7 billion budget. He also develops and implements policy as it relates to the agency's investigative and protective mission.

The FY 2013 budget request was strategically aligned with the goals and objectives set forth in the Department of Homeland Security's 2010 Quadrennial Homeland Security Review, with funding specifically targeted to preventing terrorism and enhancing security; protecting critical infrastructure; protecting government leaders, facilities and special events; safeguarding and securing cyberspace; and, preventing cybercrime and other malicious uses of cyberspace.

## Most Wanted Fugitive Captured

March 10, 2012

Police officers in Peabody, Massachusetts, arrested Secret Service "Most Wanted" fugitive Miguel Jesurum. Jesurum, 30, had been charged with access device fraud, aggravated identity theft and conspiracy to commit wire fraud for his involvement in a \$250 million cell phone cloning scheme. Those participating in the scheme allegedly stole information from cell phone accounts and used this information to run a lucrative black market in international calling.



A representative from Kaiser Permanente speaks with a Secret Service employee on the effects of smoking during the Health Fair on April 4, 2012.

## MAY 2012

### Wall of Honor Ceremony

May 14, 2012

The Secret Service hosted a Wall of Honor Memorial Ceremony, taking time to recognize the dedication and sacrifice of the 36 men and women who have given their lives in the line of duty. A plaque dedicated to late Assistant Special Agent in Charge Christopher J. Smith was added to the Wall of Honor.

*"It is important for all of us to pause in our busy schedules to reflect and remember those heroes we have lost. Heroes like Chris Smith, a role model agent, whose devotion to duty and country was matched only by his devotion to [his family]."*

-Director Sullivan

May 24, 2012 at the Wall of Honor Memorial Ceremony

### G-8 Summit

May 18 - 19, 2012

The United States hosted the 2012 G-8 Summit at Camp David, Maryland. President Obama and 13 world leaders, including the European Union president and commissioner, attended this event. Though originally scheduled in conjunction with the NATO Summit, the G-8 was relocated to Camp David. The Secret Service undertook extensive security preparations to ensure the success of this event.

### North Atlantic Treaty Organization Summit

May 20 - 21, 2012

The United States hosted the 2012 North Atlantic Treaty Organization Summit in Chicago, Illinois. More than 40 world leaders attended the 2012 summit. The Secret Service chaired an 11-member Executive Steering Committee with oversight of 25 security subcommittees comprised of membership from the more than 50 local, state, federal, military and private sector partners who worked together for more than 10 months to secure the event. Summit events were held at nine venues throughout Chicago.

### Secret Service Honors Military Veterans

May 24, 2012

Director Sullivan, Deputy Director Smith and the agency's executive staff paid tribute to Secret Service employees, who have served or are presently serving in the United States Armed Forces.

Out of nearly 6,700 employees, almost 17 percent have prior military service. The Director also noted that the Secret Service could not accomplish its protective mission without the valuable support of today's members of the military.

## JUNE 2012

### Women in Federal Law Enforcement Conference

*June 25 - 28, 2012*

The Women in Federal Law Enforcement's (WIFLE) 13th Annual Leadership Training Conference was held in Buena Vista, Florida. Director Mark Sullivan hosted a town hall meeting with employees to discuss the state of the Secret Service. Chief of Staff Julie Pierson introduced the keynote speaker for the session on law enforcement, security and technology. WIFLE's immediate past president, Secret Service Diversity Program Manager Jessie Lane, participated in a workshop on diversity and inclusion.

## JULY 2012



Secret Service employees discuss the Native American Heritage exhibit during Unity Day on July 12, 2012.

### Lima Resident Office Opens in Peru

Since 2003, the Secret Service has tracked more than \$131 million in Peruvian-produced counterfeit. To combat this trend, the Secret Service formed the Peruvian Counterfeit Task Force, a collaborative effort between the Secret Service and Peruvian law enforcement, and in July 2012, opened the Lima Resident Office. In FY 2012, the task force seized approximately \$4.8 million in counterfeit U.S. currency, assisted with the arrests of 20 individuals in Peru and suppressed one significant counterfeit operation.

### National Organization of Black Law Enforcement Executives Conference

*July 21 - 25, 2012*

The National Organization of Black Law Enforcement Executives hosted its 36th Annual Training Conference and Exhibition in Little Rock, Arkansas. Assistant Director Keith Hill represented the Secret Service during the conference's opening ceremony and hosted a diversity meeting with the agency's attendees.

## AUGUST 2012

### National Asian Peace Officers Association Conference

*August 20 - 24, 2012*

The National Asian Peace Officers Association hosted its 25th Annual Training Conference in Chicago, Illinois. Chief of Staff Julie Pierson held an interactive question and answer session with Secret Service employees in attendance at the conference.

### Republican National Convention

*August 26-30, 2012*

The 2012 Republican National Convention was held in Tampa, Florida, from August 26 - 30, 2012. The Secret Service was responsible for the development and execution of a security plan designed to ensure the safety and security of three designated NSSE venues, delegate hotels and delegates, as well as approximately 50,000 accredited representatives of the media. More than 75 federal, state, local, tribal and private sector partners worked more than 15 months to develop and implement the comprehensive security plan.

## SEPTEMBER 2012

### Democratic National Convention

*September 4 - 6, 2012*

The 2012 Democratic National Convention (DNC) was held in Charlotte, North Carolina, from September 4 - 6, 2012. Over the three-day period, an estimated 83,000 delegates, media and guests/VIPs attended DNC events. More than 50 federal, state, local, tribal and private sector partners worked more than 15 months to develop and implement the comprehensive security plan.



A Uniformed Division officer sweeps the stage at the Democratic National Convention.

## National Native American Law Enforcement Association Conference

*September 18 - 20, 2012*

The 20th Annual National Native American Law Enforcement Association Conference was held in Las Vegas, Nevada. Deputy Director A.T. Smith was one of the keynote speakers at the conference's opening ceremonies. Diversity Program Manager Jessie Lane also participated in the diversity and inclusion strategies panel discussion.

## 67th United Nations General Assembly

*September 18–October 5, 2012*

The Secret Service staffed protective details for 106 foreign heads of state/heads of government and 50 spouses, developing and executing a comprehensive security plan in conjunction with the New York Police Department and the United Nations Department of Safety and Security.

## IACP Conference in San Diego *September 29 – October 3, 2012*

The Secret Service participated in the 2012 International Association of Chiefs of Police Annual Conference and Law Enforcement Education and Technology Exposition in San Diego, California. Agency representatives delivered three presentations during the IACP: Law Enforcement Capabilities in Mobile Device Forensics; Current State of Protecting the Infrastructure; and Using Virtual Environments for Site Security Planning and Training. The Secret Service also hosted an exhibit booth highlighting programs from the Criminal Investigative Division and the Forensic Services Division.

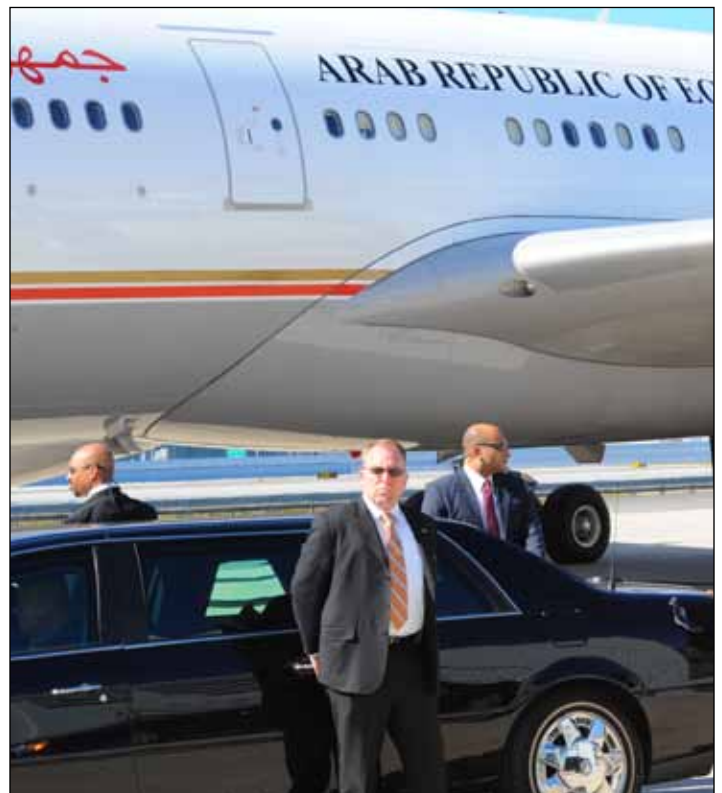




During the 67th United Nations General Assembly, special agents work in a coordinating center in charge of logistics for personnel in the field.



Special agents man one of many checkpoints at the outer perimeter of the secure zone for the 67th United Nations General Assembly.



Special agents await the arrival of the president of Egypt during the 67th United Nations General Assembly.

# VOTE EARLY



EDUCATORS FOR OBAMA

FORWARD

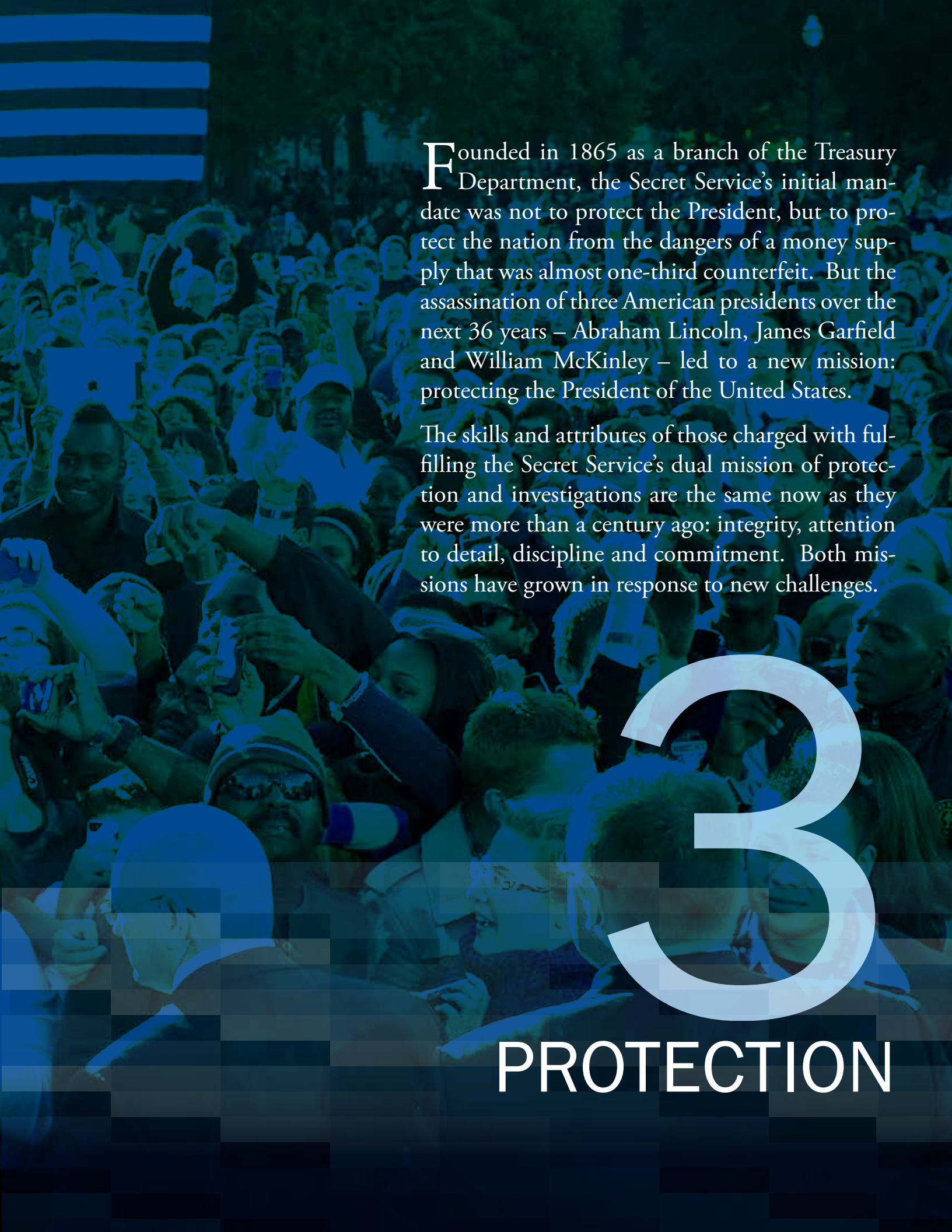
FORWARD

FORWARD

FORWARD

ONE

VOTE



Founded in 1865 as a branch of the Treasury Department, the Secret Service's initial mandate was not to protect the President, but to protect the nation from the dangers of a money supply that was almost one-third counterfeit. But the assassination of three American presidents over the next 36 years – Abraham Lincoln, James Garfield and William McKinley – led to a new mission: protecting the President of the United States.

The skills and attributes of those charged with fulfilling the Secret Service's dual mission of protection and investigations are the same now as they were more than a century ago: integrity, attention to detail, discipline and commitment. Both missions have grown in response to new challenges.

3

PROTECTION

Today, the Secret Service protects:

- The President, the Vice President (or other individuals next in order of succession to the Office of the President), the President-elect and Vice President-elect
- The immediate families of the above individuals
- Former Presidents and their spouses for their lifetime (except when the spouse remarries) and the children of former Presidents who are under 16 years of age
- Former Vice Presidents, their spouses and their children who are under 16 years of age, for a period of not more than six months after the date the former Vice President leaves office
- Visiting heads of foreign states or governments and their spouses
- Other distinguished foreign visitors to the United States and official representatives of the United States performing special missions abroad as directed by the President
- Major presidential and vice presidential candidates, and within 120 days of a general presidential election, the spouses of such candidates
- Other individuals as designated by the President
- National Special Security Events (NSSEs)

## HOW PROTECTION WORKS

As the number of visiting world leaders, facilities and major events the Secret Service is mandated to safeguard grows, so do the innovative methods used to ensure safety and proximity. Ensuring a safe environment for each of its protectees requires the Secret Service to integrate a variety of technologies into its protective operations, in addition to the use of a highly skilled and motivated workforce.

Personnel train on a continuing basis so that each individual remains prepared to respond to the unexpected. The regimen combines classroom training with realistic practical exercises.

In today's threat environment, Secret Service employees are challenged more than ever before. The Secret Service is committed to using its resources to provide the most effective protection possible and, in doing so, seeks to integrate technology and highly trained personnel within its protective mission.

Using state-of-the-art countermeasures, the Secret Service executes security operations that deter, minimize and decisively respond to identified threats and vulnerabilities. The protective environment is enhanced by specialized resources within the Secret Service, including the Airspace Security Branch, the Counter Sniper Team, the Emergency Response Team,







First Lady Michelle Obama addresses the 2012 Democratic National Convention. The Secret Service coordinated security planning for the event.

the Counter Surveillance Unit, the Counter Assault Team, the Hazardous Agent Mitigation and Medical Emergency Response Team and the Magnetometer Operations Unit. Other specialized resources serve to provide protection from threats including chemical, biological, radiological and nuclear materials and explosive devices.

## PROTECTIVE ACCOMPLISHMENTS IN FY 2012

To safeguard Secret Service protectees, the agency does not generally discuss its security operations. However, each year, the men and women working protective assignments successfully complete the agency's mission to protect designated individuals, facilities and events.

### Summary of Protective Accomplishments

In FY 2012, the Secret Service:

- Met established protective performance measures by achieving a 100 percent success rate in safe arrivals and departures by Secret Service protectees
- Provided protection during 3,976 travel stops\* for permanent domestic protectees, 686 travel stops for candidates and 2,132 travel stops for visiting foreign dignitaries
- Successfully designed and implemented comprehensive security plans for five National Special Security Events, and utilized its highly successful NSSE planning model for one additional major event, the G-8 Summit
- Coordinated protective measures for 865 visits of foreign heads of state/heads of government and 280 spouses to the United States
- Prepared security plans for the 67<sup>th</sup> Session of the United Nations General Assembly, including protective detail staffing for 106 heads of state/heads of government and 50 spouses
- Began security planning activities for significant protective events occurring in early FY 2013, including the presidential and vice presidential debates, and the Presidential Inauguration
- Screened nearly 1.2 million pieces of mail (letters, flats and parcels) at the White House Mail Screening Facility

*\*Protective stops are defined as the entirety of a visit to one geographic location. In other words, if the President visits three sites in New Orleans, Louisiana, the visit is only considered one stop, not three. As a result, the actual Secret Service workload within a geographical location is typically far greater than these numbers reflect.*

- Provided protection for former Presidents and spouses for a combined total of 1,304 stops and 2,288 calendar days
- Continued developing new technologies for programs such as the presidential limousine program, to provide the latest security enhancements for the President and other protectees
- Completed more than 800 magnetometer/X-ray operations assignments, successfully screening nearly 3 million members of the public at protective venues, including the White House

### National Special Security Events

The Secret Service is mandated to lead the planning, coordination and implementation of operational security plans at high-profile events designated by the Secretary of Homeland Security as National Special Security Events. This mission is accomplished by relying on a core protective strategy that leverages partnerships with all participating law enforcement, security, military and public safety officials.

In FY 2012, the Secret Service successfully secured five NSSEs: the 2011 APEC Summit, the 2012 State of the Union Address, the NATO Summit, the Republican National Convention and the Democratic National Convention.

### Asia Pacific Economic Cooperation Summit November 2011

The United States hosted the 2011 Asia Pacific Economic Cooperation Summit in Honolulu, Hawaii, from November 12-13, 2011. This summit was attended by 21 world leaders. The event presented unique security challenges as it was the first such summit to be hosted by the U.S. outside of the continental United States. The Secret Service chaired a 26-member executive steering committee with oversight of 22 subcommittees, and led more than 400 operational security planning

participants representing more than 30 local, state, military and federal law enforcement and public safety agencies.

### State of the Union Address January 24, 2012

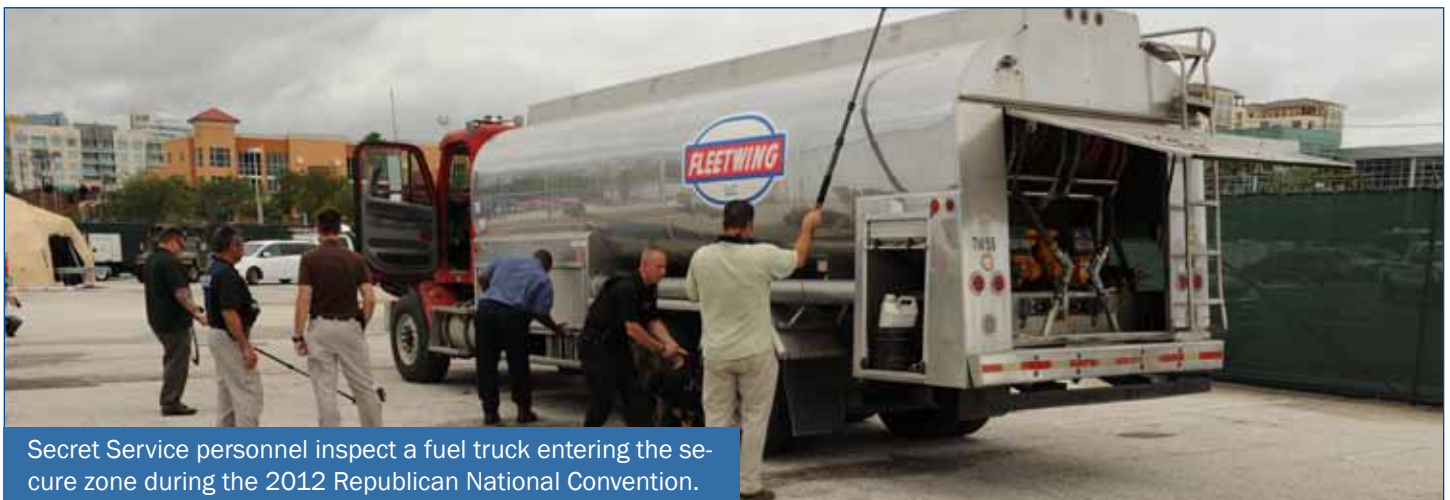
The Secret Service coordinated the development of comprehensive security plans to protect those in attendance, including the majority of the nation's leadership from the executive, legislative and judicial branches of government, as well as President and Mrs. Obama, Vice President and Dr. Biden and designated administration officials.

### North Atlantic Treaty Organization Summit May 2012

The United States hosted the 2012 North Atlantic Treaty Organization (NATO) Summit in Chicago, Illinois. Hosted by the President, the 2012 NATO Summit was attended by 40 world leaders. The Secret Service chaired an 11-member executive steering committee with oversight of 25 security subcommittees comprised of membership from the more than 50 local, state, federal, military and private sector partners who worked together for more than 10 months to secure the event. Summit events were held at nine venues throughout Chicago.

### Republican National Convention August 2012

The 2012 Republican National Convention (RNC) was hosted by the cities of St. Petersburg and Tampa, Florida, from August 26-30, 2012. A "welcome event" for approximately 15,000 delegates, media and guests was hosted by the 2012 Tampa Bay Host Committee on August 26, 2012 at Tropicana Field in St. Petersburg. The nominating convention and associated RNC business sessions took place in the Tampa Bay Times Forum in Tampa from August 28-30, 2012. In addition to securing the venues, organizers dealt with Tropical Storm Isaac, which forced the rescheduling of convention events originally



Secret Service personnel inspect a fuel truck entering the secure zone during the 2012 Republican National Convention.



President Obama delivers remarks during the 2011 Asia Pacific Economic Cooperation Summit in Hawaii.

scheduled to take place on August 27. The Secret Service was responsible for the development and execution of a security plan designed to ensure the safety and security of three designated NSSE venues, 34 delegate hotels, 2,286 delegates and 2,125 alternate delegates, as well as approximately 50,000 accredited representatives of the media. More than 75 federal, state, local, tribal and private sector partners worked for at least 15 months to develop and implement the comprehensive security plan.

### *Democratic National Convention* September 2012

The 2012 Democratic National Convention (DNC) was held in Charlotte, North Carolina, from September 4-6, 2012, at the Time Warner Cable Arena. Approximately 6,000 delegates and alternates, 15,000 accredited media and nearly 20,000 guests and VIPs received credentials to participate in DNC related activities. Over the three-day period, an estimated 83,000 delegates, media and guests/VIPS attended the events at the arena. In addition, President Obama, Vice President Biden and their families attended, along with former President Clinton, eight cabinet members, the prime ministers of Zimbabwe and Macedonia, 17 governors and representatives from the diplomatic corps.

## G-8 SUMMIT

### May 2012

Initially scheduled to be held in Chicago, Illinois, before the NATO Summit, the 2012 G-8 Summit was hosted May 18-19, 2012, at Camp David, Maryland. President Obama and 13 world leaders attended this event. Although this event did not retain its NSSE designation when it was relocated from Chicago to Camp David, the Secret Service undertook extensive security preparations, including the use of the NSSE planning model to ensure the event's success.

# CAMPAIGN 2012

The 2012 campaign season officially began for the Secret Service early in FY 2012 with the activation of candidate protection for Herman Cain in November 2011. One year and more than 1,100 travel stops later, campaign operations concluded with a 100 percent success rate in safe arrivals and departures by Secret Service protectees.

The Candidate Nominee Operations Section of the Dignitary Protective Division coordinates logistics and operations for those who have announced their candidacy for President and who qualify for protection. Title 18 USC 3056(a) authorizes the U.S. Secret Service to provide protection for major presidential and vice presidential candidates. Whether a candidate qualifies for protection is determined solely by the DHS Secretary after consultation with a congressional advisory committee that includes the Speaker of the House, House Minority Leader, Senate Majority Leader, Senate Minority Leader and one additional member selected by the others.

In the 2012 presidential campaign cycle, four candidates – Herman Cain, Mitt Romney, Rick Santorum and Newt Gingrich – qualified for protection through this process. Vice presidential nominee Paul Ryan, as well as the spouses of the presidential and vice presidential nominees, qualified for protection, pursuant to federal law.



## NUMBER OF MEMBERS OF THE PUBLIC SCREENED FOR THE 2012 CAMPAIGN

	FY2012	10/1-11/6, 2012	Total
<b>PRESIDENTIAL/VICE PRESIDENTIAL EVENTS</b> Includes screening numbers for events attended by the President, Vice President, First Lady and Dr. Biden.	1,267,916	590,600	1,858,516
<b>CANDIDATE/NOMINEE EVENTS</b> Includes screening numbers for events attended by the presidential candidates, the presidential and vice presidential nominees and the nominees' spouses.	349,422	505,742	855,164
Special Events ( <i>DNC, RNC</i> )	232,150		232,150
<b>Total</b>	<b>1,849,488</b>	<b>1,096,342</b>	<b>2,945,830</b>

The U.S. Secret Service Uniformed Division provided magnetometer support coverage for the 2012 campaign. Officers are responsible for detecting weapons and other items that may be deemed a threat. During FY 2012, the Secret Service screened more than 1.8 million members of the public attending presidential, vice presidential and campaign events. In the final five weeks of the campaign (FY 2013), another one million members of the public were screened while attending events featuring Secret Service protectees.



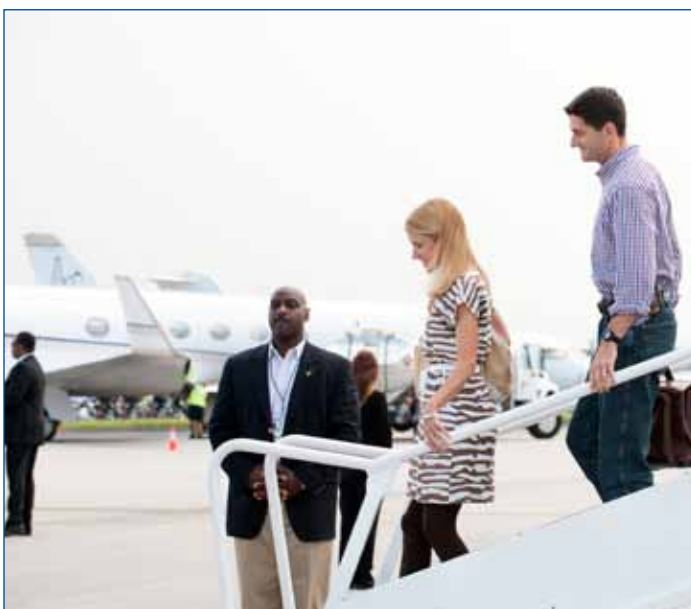
Presidential candidate Mitt Romney and his wife Ann are escorted by their Secret Service details through a security area at the Republican National Convention in Tampa.



Vice presidential candidate Paul Ryan is surrounded by his Secret Service detail as he greets guests during an event in Fredericksburg, Virginia.



The protective detail for Herman Cain watches closely as the presidential candidate greets supporters.



A special agent looks on as Vice Presidential Candidate Paul Ryan and his wife, Janna Ryan arrive for the Republican National Convention in Tampa.

## CANDIDATES RECEIVING SECRET SERVICE PROTECTION DURING CAMPAIGN 2012

Herman Cain  
*November – December 2011*

Mitt Romney  
*February – November 2012*

Rick Santorum  
*February – April 2012*

Newt Gingrich  
*March – May 2012*

Paul Ryan  
*August – November 2012*

Ann Romney  
*August – November 2012*

Janna Ryan  
*August – November 2012*

## Foreign Dignitary Protection

### *Protection for Visiting Foreign Dignitaries*

The Secret Service is mandated by law to provide protection for visiting heads of state or government, their spouses traveling with them, as well as for other distinguished foreign visitors to the United States and official representatives of the United States performing special missions abroad.

In FY 2012, the Secret Service:

- Coordinated protective measures for 1,145 visits of foreign heads of state/heads of government and spouses to the United States
- Provided protection for foreign heads of state/heads of government and spouses for a combined total of 2,132 travel stops

### *67<sup>th</sup> United Nations General Assembly, New York, New York*

The Secret Service, in conjunction with the New York Police Department and the United Nations Department of Safety and Security, developed and executed comprehensive security plans for the visiting heads of state/government and the United Nations complex. In all, the Secret Service staffed protective details for 106 foreign heads of state/heads of government and 50 spouses between September 18 and October 5, 2012.

## Major Initiatives

### *New White House Screening Facility*

In January 2012, the Temporary Visitors Entrance Building, which is the entry and screening point for all tours of the White House residence, instituted enhanced screening procedures. By the end of FY 2012, more than 300,000 visitors were successfully screened with minimal delay.

### *Critical Systems Protection*

The Critical Systems Protection (CSP) methodology recognizes the interaction between the physical and cyber environments. When applied to real-world situations, it provides a clear picture of potential impacts on physical security as a result of cyber activity. The Secret Service Office of Investigations coordinates the agency's CSP initiatives.

The CSP program oversees a systematic audit and technical assessment of critical infrastructure and/or utilities that support a protective visit, event or venue. CSP assessments seek to identify and assess computer networks, process-control systems or remotely controlled devices that could impact an operational security plan, if compromised. The result is situational awareness of the overall cybersecurity environment.



Uniformed Division officers work the magnometer at a checkpoint for the 2012 White House Easter Egg Roll.

The CSP program continued a collaborative effort with US-CERT, ICS-CERT and the intelligence community to support the Secret Service protective mission in working with private sector critical infrastructure owners at multiple events in FY 2012:

- APEC Summit in Honolulu, Hawaii, November 2011
- NATO Summit in Chicago, Illinois, May 2012
- Republican National Convention in Tampa, Florida, August 2012
- Democratic National Convention in Charlotte, North Carolina, September 2012
- 67<sup>th</sup> United Nations General Assembly in New York City, September 2012

Leveraging the unique strengths of outside agencies and the CSP program is critical to the overall effectiveness of the DHS cyber mission and supports the department's mission to create a safe, secure and resilient cyber environment.

In FY 2012, more than 300 CSP advances were conducted in support of protective events, including NSSEs, the 2012 presidential campaign and regular travel by Secret Service protectees.

### *White House Complex Major Events*

Every day at the White House, the Secret Service works closely with the White House Visitors Office, Social Office and other staff on facilitating tours and events. In FY 2012, major events at the White House included:

- Halloween trick or treat event - 3,600 invited school children and family members
- Holiday tours - 25,910 guests
- South Korea State Visit - 6,500 arrival ceremony guests and 220 state dinner guests
- Garden tours - 18,000 guests
- United Kingdom State Visit - 6,500 arrival ceremony guests and 380 state dinner guests
- Easter Egg Roll - 35,000 guests
- Congressional picnic - 1,700 guests, of which 300 were members of Congress
- Independence Day event - 4,500 guests

### *White House Mail Screening Facility*

The Secret Service's White House Mail Screening Facility receives and screens all mail, parcels and special gifts destined for the White House complex. Security personnel and technical specialists follow strict protocols to screen the mail for potentially hazardous substances. The White House mail screening program examined nearly 1.2 million pieces of mail and other items for hazards from October 1, 2011, to September 28, 2012.

In FY 2012, the Special Services Division further enhanced the level of mail screening protection by augmenting the existing screening practices and coordinating with the Uniformed Division, the Federal Protective Service, the Department of the Treasury and the Executive Office of the President.

## STRATEGIC INTELLIGENCE AND TECHNICAL DEVELOPMENT

The Secret Service employs a multi-layered approach to protection, providing more than just physical protection. Strategic intelligence, technical security, secure communications and information sharing are important elements of any security plan. Two of the agency's directorates – the Office of Strategic Intelligence and Information and the Office of Technical Development and Mission Support – provide high-level expertise in these areas.

### Office of Strategic Intelligence and Information

The Office of Strategic Intelligence and Information (SII) plans, directs and coordinates all efforts involving the collection, evaluation and dissemination of operational intelligence and information affecting the Secret Service's protective mission. SII also plans, directs and coordinates risk assessments, protective intelligence investigations and behavioral research. Within the SII organizational structure are the Protective Intelligence and Assessment Division and the National Threat Assessment Center.

### *Protective Intelligence and Assessment Division*

The Secret Service's core objective is preventing an incident before it occurs. To do so, the Protective Intelligence and Assessment Division (PID) engages in a multifaceted approach to support protective operations through information analysis, threat investigation, risk assessment and protective intelligence sharing. Each day, PID reviews information received from multiple sources such as state, local and federal law enforcement agencies, concerned citizens, the U.S. military and the intelligence community.

Protective intelligence research specialists and special agents assess, analyze and evaluate this information in relation to the agency's protective mission. This is accomplished through various risk assessment methodologies. The result is in an

In FY 2012, the Critical Systems Protection program sponsored a development effort with the Software Engineering Institute at Carnegie Mellon University. The remote sensing software monitors physical elements at protected venues and allows early detection of cyberattacks, in turn supporting a more rapid response by system owners and Secret Service forensic investigators. The Secret Service successfully debuted use of this technology at the 2012 Republican and Democratic National Conventions.

interpretive appraisal and risk assessment. Once completed, the results of this analysis, or “protective intelligence,” are disseminated to Secret Service management and operational components.

FY 2012 was a demanding year, as PID conducted hundreds of domestic and foreign intelligence advances for Secret Service permanent protectees and designated sites and events. These included the State of the Union Address, the 67th Annual United Nations General Assembly, the Summit of the Americas, the NATO Summit, the G-8 and G-20 Summits, the 2012 Summer Olympics, the Republican and Democratic National Conventions and the 2012 presidential campaign. With each of these events, PID personnel were responsible for the planning and coordination of all intelligence investigative matters, as well as the analysis and dissemination of the threat environment surrounding Secret Service protectees, protected facilities and protected events.

During FY 2012, PID:

- Reviewed nearly one million classified messages
- Produced more than 1,500 protective intelligence assessments
- Presented more than 270 external and internal briefings
- Managed numerous protective intelligence matters

### *National Threat Assessment Center*

The National Threat Assessment Center (NTAC) provides training to internal and external components concerning the prevention of targeted violence and identification of attack related behaviors. NTAC’s training is based on its own behavioral research, which continues to set the standard for threat assessment. NTAC also assists the Secret Service in evaluating the risk an individual may pose to protectees, protected facilities and protected events. In FY 2012, NTAC representatives traveled throughout the country and abroad to conduct 44 training/briefing sessions for more than 1,400 individuals.

### **Technical Development and Mission Support**

The Office of Technical Development and Mission Support (TEC) actively participates in the protective mission of the Secret Service. TEC is staffed by special agents, professional and technical personnel who provide protective countermeasures and information technology expertise for the Secret Service.

### *Technical Security Division*

The Technical Security Division (TSD) develops and deploys the technologies and countermeasures necessary to fulfill the Secret Service’s protective and investigative missions. TSD provides a technically secure environment for the President and

Vice President at the White House, the Vice President’s residence and wherever the President and Vice President may be temporarily located.

In its protective role, TSD personnel continually monitor and assess hazards and potential threats to protectees and facilities safeguarded and secured by the Secret Service. Threats may be explosive, chemical, biological, radiological, fire/life safety, structural or electronic in nature. TSD deploys the appropriate countermeasures to eliminate or mitigate the impact of these threats.

Due to operational sensitivities, the following is a limited sampling of specific TSD accomplishments in FY 2012:

- Implemented new state-of-the-art closed-circuit television systems at select protective sites
- Installed advanced communications/security infrastructure to new security posts
- Provided technical countermeasure support for the 2012 presidential campaign

On a daily basis, TSD provides technical and physical security protection for all designated Secret Service protectees, ensuring a safe environment by identifying threats and hazards at permanent and temporary sites and implementing countermeasures.



A member of the Hazardous Agent Mitigation Medical Emergency Response Team inspects equipment used for extrications.





Secret Service telecommunications specialists routinely work with other agencies and experts to ensure secure communications for events. This team prepares equipment for the 2012 Republican National Convention in Tampa.

### *Information Resources Management Division*

The Information Resources Management Division (IRM) plans, designs, acquires, develops, implements, operates and manages information technology (IT) solutions for the Secret Service, including its protective divisions. IRM supports the unique mission needs for voice communications, and is also responsible for developing and operating network infrastructure, equipment, and applications to meet critical mission requirements.

In FY 2012, IRM played an active and vital role in each of the major protective events and a number of protective mission projects, to include:

**Internet Protocol Technologies** – IRM has made significant progress in achieving the goal of a totally “converged” Internet protocol (IP) network. Recently deployed technologies allow the Secret Service the ability to deliver multiple forms of communications over the IP networks. This year IRM:


- Installed Voice over Internet Protocol (VoIP) telephone systems in field offices across the United States
- Installed Radio over Internet Protocol (RoIP), and Over the Air Rekeying (OTAR) in a number of field offices and protective event sites

**Protective Threat Management System** – In June 2012, IRM supported the Protective Intelligence and Assessment Division in the replacement of their legacy management system with a new web-based system designed to provide enhanced search and reporting capabilities.

**Credentialing System** – In July 2012, IRM launched CreDS, a web-based National Security Special Event attendee credentialing system. CredDS was built to enhance and streamline the credentialing of law enforcement, public safety and other personnel during some protective events.



**JUSTICE▪DUTY▪COURAGE▪HONESTY▪LOYALTY**



In 1865, President Lincoln and his Secretary of the Treasury, Hugh McCulloch, created the Secret Service to investigate and prevent counterfeiting. Today the agency's investigative mission has evolved from enforcing counterfeiting laws to safeguarding the payment and financial systems of the United States from a wide range of financial and computer-based crimes.

To combat these crimes, the Secret Service has adopted a proactive approach, using advanced technologies and capitalizing on the power of task force partnerships. Computer experts, forensic specialists, investigative experts and intelligence analysts provide rapid response and critical information in support of financial analysis, infrastructure protection and criminal investigations.

4

INVESTIGATIVE  
MISSION

## CRIMINAL INVESTIGATIONS

In addition to its original mandate to combat the counterfeiting of U.S. currency, the passage of federal laws in 1982 and 1984 gave the Secret Service primary authority for the investigation of access device fraud, including credit and debit card fraud, and parallel authority with other federal law enforcement agencies in identity crime cases. Since then, the Secret Service has also been given primary authority for the investigation of fraud as it relates to computers and concurrent jurisdiction with the U.S. Department of Justice regarding financial institution fraud. As a result, the Secret Service has evolved into an agency that is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes. The Criminal Investigative Division oversees these investigations.

### Counterfeit Investigations

The Secret Service is proud of its role and success in protecting the worldwide integrity of U.S. currency. In FY 2012, the Secret Service recovered approximately \$161.7 million in counterfeit U.S. currency passed and seized globally. Counterfeit investigations yielded more than 2,800 arrests worldwide and resulted in the suppression of more than 300 counterfeit manufacturing plants.

The threat of counterfeit U.S. currency to the financial system of the United States from criminal groups abroad has grown over recent years. Advances in technology, as well as “dollarization,” or the adoption of the U.S. dollar by a country as its legal tender, have exacerbated the threat. There are currently 15 dollarized countries and six countries operate semi-official dollarized economies. In these countries, the U.S. dollar is legal tender, and is preferred to the domestic currency for paying wages, taxes and everyday expenses. In response to these threats, the Secret Service has focused on strategic international



### Mobile Resident Office

#### Forensic Services Division

In November 2011, a suspect plead guilty to manufacturing counterfeit currency following an investigation by the Mobile Resident Office, who was assisted by the Forensic Services Division. Over a two-year period, the suspect manufactured more than \$1.2 million in counterfeit U.S. currency. He produced counterfeit \$100 and \$20 Federal Reserve Notes (FRNs) using bleached \$5 notes containing a Lincoln watermark image. Agents determined a criminal network was recruiting homeless individuals to distribute the notes throughout the Atlanta metropolitan area and across the Southeast. The Forensic Services Division identified the suspect through fingerprint analysis.

### Orlando Field Office

In January 2012, the Kissimmee Police Department in Florida contacted the Orlando Field Office regarding a counterfeit U.S. currency investigation. A local arrest by the police department uncovered a smuggling operation responsible for bringing counterfeit currency from Cali, Colombia, into the United States. The suspects used specially designed luggage to avoid detection from U.S. Customs inspectors. During an undercover operation, agents purchased counterfeit \$100 FRNs from a suspect. Search warrants executed by Orlando agents, working in conjunction with Kissimmee Police and Florida Highway Patrol investigators, resulted in the seizure of more than \$289,000 in counterfeit \$100 FRNs. The Secret Service identified a domestic passing history of more than \$2.2 million in FY 2012. Agents arrested the suspects in this case in April 2012. In October 2012, three defendants were found guilty, two were sentenced to 27 months and one to 21 months federal incarceration. An additional indictment of other suspects is pending.

### Rome Field Office

In October 2011, Italian law enforcement officials from the Polizia di Stato contacted the Rome Field Office regarding a counterfeit U.S. currency investigation. The Polizia di Stato's investigation into an organized criminal group involved in a series of bank robberies throughout Italy identified an apartment in La Spezia, Italy, believed to contain counterfeit U.S. currency. On October 7, 2011, members of the Polizia di Stato executed a search warrant revealing \$1.78 million in U.S. counterfeit \$100 FRNs, an offset printer, printing plates and negatives. While the family of notes was unknown to the Secret Service, the suspect was not; he was previously tied to counterfeit investigations dating back to 1986 and 1989.

investigations targeting counterfeiters and their distribution networks and has initiated a comprehensive international forensic counterfeit detection-training program for bankers and law enforcement officers overseas.

The agency continues to adapt to the trends in counterfeiting, currently influenced by computer-based technologies. The wide spread availability of high quality scanning and printing devices for home use have provided more individuals the opportunity to manufacture a passable counterfeit note with relative ease.

### *Project South America*

Project South America is the combined oversight of Secret Service vetted anti-counterfeit efforts in both Colombia and Peru. The specific goal of Project South America is to continue to provide the necessary training, strategy development and infrastructure improvement to foreign law enforcement partners to reduce the production, sale and distribution of counterfeit U.S. currency within Colombia and Peru and to other countries. Since 1986, the Secret Service has recovered more than \$630 million in South American-produced counterfeit U.S. currency passed and seized globally.

Since its inception as Project Colombia in May 2001, law enforcement has made 763 arrests, conducted 120 plant suppressions and seized approximately \$291 million of counterfeit notes in the country of Colombia. The result is a 95 percent reduction in Colombian counterfeit currency passed in the United States. In FY 2012, Project Colombia partners seized approximately \$27.3 million in counterfeit U.S. currency, arrested 52 suspects and suppressed nine counterfeit printing plants.

With the success of the Secret Service anti-counterfeiting enforcement in Colombia, counterfeiters and international organized crime began moving their operations to Peru. The Peruvian note family has expanded dramatically with a total worldwide recorded activity reaching more than \$30 million in FY 2011 and more than \$23 million in FY 2012. Since 2003, the Secret Service has tracked more than \$131 million in Peruvian-produced counterfeit. In response, the Secret Service formed the Peruvian Counterfeit Task Force, a collaborative effort between the Secret Service and Peruvian law enforcement and, in July 2012, opened the Lima Resident Office. In FY 2012, the task force successfully seized approximately \$4.8

## COLOMBIA

In April 2012, the Bogota Resident Office and members of the Colombian National Police Vetted Anti-Counterfeiting Force (DIJIN-VACF) received information from a confidential informant regarding a counterfeit U.S. currency production and distribution scheme. Bogota agents, working closely with DIJIN-VACF personnel, identified 12 suspects responsible for the complex transnational counterfeit distribution ring, as well as several locations where the counterfeit U.S. currency was being produced and stored. Eighteen search and arrest warrants were executed in Bogota and Popayan, Colombia, which subsequently yielded three counterfeit manufacturing plants. During the execution of the search warrants, agents and officers arrested 12 suspects and seized \$1.8 million in counterfeit \$100 FRNs, €1.9 million in counterfeit Euros and 52,000£ in counterfeit British pounds.

## PERU

In July 2012, agents assigned to the Peruvian Counterfeit Task Force received information from a confidential informant identifying five suspects responsible for a transnational counterfeit distribution ring. Agents from the task force, along with the Miami Field Office and the Lima Resident Office, worked closely with the Peruvian National Police to investigate the case. Agents and Peruvian police identified the location of the counterfeit “finishing” plant and seized \$2.2 million in counterfeit \$100 Federal Reserve Notes, as well as printing plates bearing counterfeit images of U.S. currency, inks and a printing press. The Secret Service counterfeit tracking application identified that the seized notes – forensically linked to the Peruvian note family – first appeared in San Juan, Puerto Rico, in 2003 and had an approximate passing history of \$5 million.

million in counterfeit U.S. currency, assisted with 20 arrests in Peru and suppressed one significant counterfeit operation.

## Financial Crime Investigations

The Secret Service is recognized worldwide for its investigative expertise and for its aggressive and innovative approach to the detection, investigation and prevention of financial crimes. As payment methods have changed over the years – from coin and paper currency, to checks, credit cards, and now, online transactions – the scope of the Secret Service’s investigations has expanded. The Secret Service gained primary authority for the investigation of access device fraud, including credit and debit card fraud, and parallel authority with other federal law enforcement agencies in identity crime cases with the passage of federal laws in 1982 and 1984. Since then, the Secret Service has also been given primary authority for the investigation of fraud as it relates to computers and concurrent jurisdiction with the U.S. Department of Justice regarding financial institution fraud.

### Financial Crimes Task Forces

Partnerships with state, local and other federal law enforcement agencies are critical to the success of the Secret Service’s dual mission. Financial crimes investigations in particular benefit from an established national network of financial crimes task forces (FCTFs), which combine the resources of the private sector and other law enforcement agencies in an organized effort to combat threats to our financial payment systems and critical infrastructures.

### Southwest Florida Financial Crimes Task Force

The Cape Coral Police Department contacted the Fort Myers Resident Office and its Southwest Florida Financial Crimes Task Force in July 2011 to request assistance on a health care fraud investigation. Agents uncovered a large-scale health care and insurance fraud ring, which had at least \$2 million in associated losses. The suspect, a licensed chiropractor and part owner of two chiropractic clinics in Florida, enlisted business partners and employees of his clinics as co-conspirators in the scheme. The group recruited trusted individuals to file fraudulent insurance claims for treatment of bogus injuries sustained in staged automobile accidents. Willing participants filed insurance claims through the clinics, but never received medical treatment. In March 2012, agents arrested 12 individuals for health care fraud, mail fraud, conspiracy and other federal charges. Investigators executed federal search and arrest warrants in Fort Myers, Tampa, Orlando, Jacksonville and West Palm Beach, Florida, resulting in the seizure of numerous computers, two automobiles, an aircraft and multiple bank accounts valued at more than \$220,000.

## National Center for Disaster Fraud Investigations

The Secret Service has been a participating member of the National Center for Disaster Fraud (NCDF) since September 2005 and works with partner agencies to identify and prosecute individuals for disaster related fraud. Since becoming a full-time partner with NCDF in October 2010, the Secret Service has opened 197 federal cases and arrested 77 individuals for violations related to fraudulent disaster relief claims. Based on the cases reviewed and referred to various field offices, Secret Service investigators have identified almost \$1.3 billion in actual loss and more than \$3.4 billion in potential loss associated with claims filed. The Secret Service remains committed to the NCDF and continues to investigate more than 1,000 individuals believed to have filed fraudulent claims.

### Miami Field Office

In October 2011, the National Center for Disaster Fraud contacted the Miami Field Office to request help with an investigation into an organized criminal group involved in fraudulent disaster relief claims. The primary suspect organized a group of co-conspirators to file fraudulent claims with the Gulf Coast Claims Facility (GCCF) for alleged financial loss as a result of the BP Deepwater Horizon oil spill. The suspect owned a company that claimed to assist immigrants with documents and filings related to immigration status and government assistance, and under the guise of this legitimate business, filed approximately 700 fraudulent electronic claims with the GCCF for lost income due to the spill. More than \$3.2 million in fraudulent claims were identified during the investigation. In August 2012, the suspect was arrested for mail fraud, wire fraud and other charges. On April 16, 2013, the U.S. District Court in Miami found the defendant guilty of mail fraud, wire fraud and identity theft violations.

## Mortgage Fraud Investigations

For more than 15 years, the Secret Service has been investigating mortgage fraud, and in 2009, President Obama signed into law the Fraud Enforcement and Recovery Act, which directs the Secret Service coordination of several mortgage fraud task forces and participation in numerous others across the United States.

## Money Laundering Investigations

The Secret Service Criminal Investigative Division’s Money Laundering Section serves as a conduit between Secret Service investigative task forces and offices within the U.S. Department of Justice. The Money Laundering Section participates in the

National Suspicious Activity Report review team and the Bank Fraud Working Group and contributes to the annual National Money Laundering Threat Assessment published by the Department of the Treasury.

In FY 2012, approximately 240 Secret Service cases involved money laundering and money laundering charges, resulting in more than \$120 million in actual fraud loss, more than 90 federal arrests, 75 state arrests and 100 foreign arrests.

### Cyber Operations

The investigative mission of the Secret Service has evolved to keep pace with the combination of the information revolution and rapid globalization. The amalgamation of advanced technology and the Internet has created opportunities for the transnational cybercriminal just as the Secret Service has observed a marked increase in the quantity, quality and complexity of cybercrime cases targeting U.S. financial institutions and critical infrastructure. Criminal trends show an increased use of phishing emails, account takeovers, malicious software, hacking attacks and network intrusions resulting in significant data breaches. These crimes are increasingly transnational in nature and are intertwined with the illicit use of computers.

In FY 2012, the Secret Service prevented nearly \$1.2 billion in fraud loss and identified more than \$330 million in actual fraud loss in cybercrime investigations.

To protect the nation's critical financial infrastructure from cyber and financial criminals, the Secret Service has adopted a multi-pronged approach to aggressively address this issue. Specifically, the Secret Service has successfully dismantled some of the largest known cybercriminal organizations by:

- Providing the necessary computer-based training to enhance the investigative skills of special agents through our Electronic Crimes Special Agent Program
- Collaborating through an established network of 31 electronic crimes task forces to combine the resources of academia, the private sector and local, state and federal law enforcement agencies

### Newark Field Office

In October 2011, one suspect plead guilty and agents arrested another in a \$7 million wire fraud investigation. The case began in 2009, when bank investigators contacted the Newark Field Office to request investigative assistance. Agents identified the primary suspects and other co-conspirators who negotiated low purchase prices, well below market value, for foreclosed or distressed properties owned by financial institutions. The co-conspirators recruited buyers offering the market value as the purchase price, which was often double the negotiated selling price. Potential buyers were enticed by promises that their loan applications would be approved no matter where they stood in their financial affairs, and the co-conspirators then assisted the buyers in preparing falsified financial documents inflating their income. The suspects used their own lawyers to act as the closing agents, hiding from the buyers and the lending institutions the true purchase prices for the properties. The lawyers purchased the properties with the borrowed money, paid the closing costs and then split the proceeds from the inflated prices between the suspects.

### Grand Rapids Resident Office

In September 2011, the Federal Bureau of Investigation contacted the Grand Rapids Resident Office to request investigative assistance in a massive mortgage fraud scheme. The large number of suspects and properties involved led to the creation of a task force under the direction of the U.S. Attorney's Office for the Western District of Michigan. Agents from the Secret Service, FBI, U.S. Postal Inspection Service, U.S. Department of Housing and Urban Development – Office of Inspector General, Lansing Police Department and the State of Michigan Office of the Attorney General comprised the task force.

The initial investigation identified 80 individuals involved with a criminal group that artificially inflated property values to defraud financial institutions. Investigators determined the suspects conspired with realtors and selected homes for purchase and worked with dishonest appraisers who inflated the value of the home for sale. Straw buyers then submitted offers and completed loan documents prepared by members of the conspiracy, which contained intentionally false information. Fraudulently obtained down payments supplied at closing were provided by members within the conspiracy and were repaid immediately upon the loan closure. Members of this conspiracy agreed to make mortgage payments for a select period of time after which they would default on the loan, sending the property into foreclosure. The suspects benefited from the scheme by splitting the proceeds after the sale of the inflated properties. The investigation identified more than 10 real estate companies, 10 attorneys, 10 mortgage companies, 10 appraisers, six suspected straw buyers, 12 title companies and 18 lenders involved in the purchase of more than 500 properties. To date, agents have identified a total fraud loss of \$50 million, with a potential loss estimated at \$250 million. Since July 2012, agents arrested eight suspects, one who plead guilty to federal violation of bank fraud. In March 2013, five defendants were sentenced to federal incarceration ranging from 12 to 51 months, all with three years of supervised probation. Judicial action is pending against remaining defendants.

- Collaborating through an established network of 41 financial crimes task forces
- Identifying and locating international cybercriminals involved in cyber intrusions, identity theft, credit card fraud, bank fraud and other computer-related crimes
- Providing state and local law enforcement partners with the necessary computer-based training, tools and equipment to enhance their investigative skills through the National Computer Forensics Institute
- Developing a robust cyber protection and investigation initiative
- Collaborating with Carnegie Mellon University to establish the Secret Service Computer Emergency Response Team
- Maximizing partnerships with international law enforcement counterparts through overseas field offices

### Phoenix Field Office

In May 2011, the Arizona Electronic Crimes Task Force (AZECTF) received information that fraudulently established businesses were defrauding victims out of large amounts of money. Suspects obtained victims' credit card numbers through bogus telemarketing centers, which resulted in repetitive fraudulent charges on the accounts. Agents uncovered a ring of individuals using multiple telemarketing scams to swindle elderly victims out of hundreds of thousands of dollars. The charges on the victims' accounts were disguised under headings such as "teeth whitening," and suspects in the ring also purchased gift cards and other items without the consent of the victims. AZECTF investigators identified more than \$1.8 million dollars in fraudulent charges. The Maricopa County Attorney's Office, an AZECTF partner, monitored the case from the inception and provided prosecutorial assistance during the investigation. Two primary suspects and 15 co-conspirators were indicted and arrested for violations of Arizona criminal statutes for forgery, fraud schemes, computer tampering, unregulated telephone solicitation, theft of a credit card and money laundering. Twelve defendants pleaded guilty and were sentenced to a combined 24 years of supervised probation. In all, 12 defendants pleaded guilty and were sentenced to a combined 24 years of supervised probation. One defendant has been sentenced to three years imprisonment.

### Cyber Intelligence Section

The Cyber Intelligence Section (CIS) operates within the Criminal Investigative Division to combat incidents of

cybercrime targeting the nation's financial payment systems and critical infrastructures. CIS provides a critical investigative function as the collection point for data generated through Secret Service cybercrime investigations, open source Internet content and information from financial and private industry partnerships relating to hacking, identity theft, credit card fraud, bank fraud and computer crimes. The information and coordination provided by CIS is a crucial element necessary to successfully investigate, prosecute and dismantle international and domestic criminal organizations.

The Cyber Intelligence Section experienced continued success throughout FY 2012 as its work benefited a number of high-profile Secret Service cyber investigations:

- Aleksandr Suvorov (aka Jonnyhell, aka Lifestyle) was sentenced to seven years in prison for his role in two hacking schemes involving more than 240,000 stolen credit card numbers
- Vladislav Horohorin (aka BadB), upon extradition to the United States, entered into multiple proffer sessions with CIS agents. In October 2012, Horohorin plead guilty to violations of Title 18, United States Code, Sections 1029A (Aggravated Identity Theft) and 1349 (Attempt and Conspiracy). Horohorin awaits sentencing and faces a maximum penalty of 12 years imprisonment.
- Investigations into other top tier targets lead to the arrests of Vladimir Drinkman (aka Scorpo, aka Anexx), Dmitry Smilyanets (aka SMI), Dmitry Zubakha (aka Eraflame), Rahman Musayev (aka Krutoy) and Sergey Litvinenko (aka Dorbik)

These arrests are the direct result of exceptional cooperation CIS developed with foreign law enforcement partners and the Computer Crimes and Intellectual Properties Section of the Department of Justice.

### Electronic Crimes Task Forces

The Secret Service created the New York Electronic Crimes Task Force in 1995, and its success led to a congressional mandate to establish a nationwide network of task forces to prevent, detect and investigate various forms of electronic crimes, including potential terrorist attacks against critical infrastructure and financial payment systems.

The Secret Service's 31 electronic crimes task forces (ECTFs) leverage the combined resources of academia, the private sector, and local, state and federal law enforcement in an organized effort. These partnerships allow ECTFs to identify and address potential cyber vulnerabilities before the criminal element exploits them. This proactive approach has successfully prevented cyberattacks that otherwise would have resulted in large-scale financial losses to U.S. based companies or disruptions of critical infrastructures.



# OPERATION OPEN MARKET NETS 19 ARRESTS

*Suspects Indicted for Racketeering, Identity Theft and Access Device Fraud*

In March 2012, the U.S. Secret Service, in coordination with U.S. Immigration and Customs Enforcement (ICE), arrested 19 individuals in nine states in "Operation Open Market." This was an investigation into transnational organized crime which operated on multiple cyber platforms and whose members bought and sold stolen personal and financial information through online forums. The group then engaged in crimes such as identity theft and counterfeit credit card trafficking. The investigation is the first Secret Service cybercrime case to result in a Racketeer Influenced Corrupt Organization (RICO) indictment.

"The indictments and arrests in this case are yet another example of how the Secret Service continues to promote the Department of Homeland Security's mission of providing a safe, secure and resilient cyber environment. The successful partnerships fostered by the Secret Service's electronic crimes task forces result in ground-breaking investigations such as Operation Open Market," said A.T. Smith, who at that time was serving as Assistant Director for Investigations.



Various forms of identification, as well as debit and credit cards were seized during the Operation Open Market investigation.

In a coordinated effort on March 15, 2012, the Secret Service and ICE arrested two individuals in Las Vegas, and another 17 in California, Florida, New York, Georgia, Michigan, Ohio,

New Jersey and West Virginia. The individuals are charged in three separate indictments, which were returned by a Las Vegas grand jury in early 2012. The charges include racketeering, conspiracy and production and trafficking in false identification documents and access device cards. In total, 50 people are charged in the investigation.

Authorities also executed a number of search warrants at the known residences of several defendants and seized electronic media, counterfeit credit card manufacturing plants and an ATM machine.

"These suspects targeted the personal and financial information of ordinary citizens," said Rick Shields, Special Agent in Charge of the Secret Service's Las Vegas Field Office. "Working together with our partners in the Las Vegas Electronic Crimes Task Force, including Immigration and Customs Enforcement, we were able to build a comprehensive investigation based on information sharing, resource sharing and technical expertise that bridges jurisdictional boundaries."

The defendants are alleged to be members and associates of a criminal organization who traffic in and manufacture stolen and counterfeit identification documents and access device cards (debit and credit cards), and engage in identity theft and financial fraud crimes. The organization encourages members to sell contraband, such as counterfeit documents and stolen bank account information by way of the organization's websites. Higher



Secret Service agents seized more than \$400,000 of assets including gold coins, gold/silver bars and cash.

level members of the organization examined and tested the products that other members wished to advertise and sell on its websites and posted summaries of these reviews on the websites. Members of the organization used various procedures to mask their identities from law enforcement and to prevent detection from rival criminal organizations. Contraband available for purchase included money laundering services, fraudulent identification documents, stolen credit card account information or "dumps," stolen PayPal accounts, and counterfeit plastic and counterfeit holograms used for producing counterfeit credit cards. The indictment states that "dumps" from the United States were the least expensive, and "dumps" from Europe, the Middle East and Asia were the most expensive.



The Criminal Investigative Operations Center at Secret Service Headquarters served as the central coordination point for investigators monitoring arrest teams nationwide.

## OPERATION PACIFIC WIRE – BOSTON FIELD OFFICE

Operation Pacific Wire is a \$42 million worldwide mass marketing fraud investigation, conducted by the Boston Field Office, in conjunction with other federal, state, local and foreign law enforcement agencies. The suspects identified in this investigation used wire transfers, originating from U.S. financial institutions to banks in Asia, to facilitate the fraud. Boston agents, with assistance from the Federal Bureau of Investigation and the U.S. Postal Inspection Service, extradited the primary suspect in this case from Nigeria to the United States. An additional defendant pleaded guilty to federal wire and mail fraud violations.

## OPERATION POWER OUTAGE – SANTA ANA RESIDENT OFFICE

This case is a joint investigation with the Federal Bureau of Investigation involving two organized criminal groups – Armenian Power and the Crips street gang – involved in identity theft, bank fraud, access device fraud, extortion and kidnapping. In February 2011, 20 suspects were indicted in the Central District of California, based on the Secret Service portion of this investigation, for violations of bank fraud, aggravated identity theft, access device fraud, conspiracy, aiding and abetting. As of September 2012, agents arrested all suspects, each now in different stages of the judicial process. Sentencing for 12 suspects who plead guilty resulted in a total of 125 years imprisonment. Additionally, 10 defendants await sentencing after trial proceedings found them guilty. Agents identified more than 100 additional suspects, some currently arrested on state charges awaiting trial. The total fraud loss in this case exceeds \$11.6 million.

## *Electronic Crimes Special Agent Program*

The Secret Service established the Electronic Crimes Special Agent Program (ECSAP) to provide special agents with basic and advanced computer and digital media forensic training. ECSAP training is divided among three tiers of discipline: Basic Investigation of Computer and Electronic Crimes; Network Intrusion Responder and Computer Forensics. This program is comprised of 1,750 special agents, deployed in more than 100 offices throughout the world.

In FY 2012, the Electronic Crimes Special Agent Program processed approximately 1.1 petabytes of data (equivalent to more than 242,000 DVDs) on approximately 7,000 devices. This represents a 3.4 percent increase in data processed from FY 2011.

## *Mobile Wireless Investigations Program*

In FY 2012, the Secret Service conducted nearly 1,140 mobile wireless investigations, a 39 percent increase from FY 2011. Approximately 12 percent of the missions supported Secret Service cases; the remaining investigations used the Secret Service's expertise to support local, state and other federal partner agencies.

During FY 2012, 12 special agents attended the Mobile Wireless Investigations Basic Course. To date, 114 special agents from 23 field offices have completed this specialized training.

## **Chicago Electronic Crimes Task Force**

One case in Chicago is typical of Secret Service support to partner agencies in mobile wireless investigations. In October 2011, the South Suburban Major Crimes Task Force contacted the Chicago Field Office Electronic Crimes Task Force to request assistance in the investigation of the stabbing death of a 14-year-old girl. Among items stolen from the victim was a cellular telephone. Agents reconstructed the phone's movement by analyzing cellular tower records at the time and location of the homicide. Agents determined the suspect used public transportation to flee the crime scene. Through a review of transit security video, local police tentatively identified the suspect as a known state parolee with prior convictions for robbery and carjacking. Because the State of Illinois issues parolees a cellular telephone to report to their parole officer, investigators were able to match cellular tower records of the suspect's state-issued phone, placing it at the crime scene at the time of the murder and then traveling the same path as the victim's phone. The mobile wireless investigation led to search warrants of the suspect's residence and other locations, and subsequent charges of first-degree murder.

### National Computer Forensics Institute

The National Computer Forensics Institute (NCFI), in Hoover, Alabama, is the nation's only federally funded training center dedicated to instructing state and local officials in digital and cybercrime investigations. The Secret Service opened the NCFI in 2008, through a collaborative effort with the Department of Homeland Security and the State of Alabama, with a mandate to provide state and local law enforcement, legal and judicial professionals a free, comprehensive education on current cybercrime trends, investigative methods and prosecutorial challenges.

In FY 2012, the NCFI trained more than 650 law enforcement investigators, prosecutors and judges, a 33 percent increase over the previous fiscal year. Since opening in May 2008, the institute has trained and equipped more than 1,800 state and local officials, including more than 1,250 police investigators, 430 prosecutors and 140 judges from all 50 states and three U.S. territories. These NCFI graduates represent more than 500 agencies nationwide.

In September 2012, the NCFI hosted five training courses, two paid for with training funds from the FBI's National Domestic Communications Assistance Center (NDCAC). Federal and state law enforcement officers staff the nationwide network of NDCAC facilities. As a federal partner, the FBI recognized the unique mission of the NCFI, its quality instruction and unparalleled facilities, and has since funded training for an additional 48 students from the FBI NDCAC Unit based at Quantico, Virginia.

### University of Tulsa Initiative – Cell Phone Forensic Program

Because of widespread use of cell phones, tablets and GPS units in modern society, many crimes involve a mobile communications device as a source of digital evidence. The U.S. Secret Service Cell Phone Forensic Facility at the University of Tulsa recognizes digital evidence recovered from mobile communications devices is critical to both the criminal investigation and the protection components of the Secret Service mission.

The facility employs a two-tier model for conducting mobile device forensics using trained field examiners and Tulsa facility forensic analysts. Tulsa assets are also dedicated to proactive research, including building tools and creating processes and solutions for forensic examination.

During FY 2012:

- 63 advanced forensic examinations of cellular telephones and skimming devices were conducted at the facility. Additionally, 1,442 examinations were completed by

field examiners trained and supported by agents of the Tulsa facility.

- 32 Secret Service special agents completed the basic mobile device forensic class, developed and instructed by agency personnel, at the Tulsa facility. There are currently 60 mobile device field examiners.
- Tulsa personnel provided additional training and presentations to private sector partners, federal agencies and state and local law enforcement colleagues at the 2012 International Association of Chiefs of Police conference in San Diego, California

## ASSET FORFEITURE

The Asset Forfeiture Division (AFD) is responsible for managing the asset forfeiture program for the Secret Service. Forfeiture is a critical tool in disbanding money laundering, fraud related crimes, racketeering and other forms of organized criminal activity. AFD provides guidance and field support in managing administrative, civil judicial and criminal forfeiture, and serves as the Secret Service's liaison with the Treasury Executive Office for Asset Forfeiture (TEOAF).

The Asset Forfeiture Division measures success, in part, through the issuance of seizure numbers and the amount of assets seized per fiscal year. Additionally, the division emphasizes fiscal responsibility, therefore minimizing the costs incurred by the government while maximizing the impact on criminal enterprises.

### Money Laundering Initiatives

During FY 2012, AFD, in conjunction with CID, continued its focus on money laundering investigations, working with field offices to target transnational criminal enterprises and their illicit proceeds. In furtherance of this focus, the Secret Service worked closely with TEOAF to create and fund a Forfeiture Investigative Squad that began operating within AFD in October 2012.

### DURING FY 2012, THE SECRET SERVICE:

- Conducted 1,195 seizures, representing an 11 percent increase from FY 2011. The Secret Service seized more than \$338 million in assets
- Shared \$7.1 million with local law enforcement partners
- Granted 413 petitions for remission or 86 percent of all petitions, and returned \$22.4 million to 1,246 innocent victims in FY 2012

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### Charlotte Field Office

#### **Total Seized Amount: \$221 Million**

In April 2012, a local law enforcement agent who believed that one of his family members had fallen victim to a Ponzi scheme contacted the Charlotte Field Office. The investigation focused on ZeekRewards.com. The web-based company had purchased securities in the form of investment contracts not registered with the Securities and Exchange Commission (SEC) as required under federal securities laws. The Charlotte Field Office and the SEC worked concurrent investigations in collaboration with the U.S. Attorney's Office for the Western District of North Carolina. Investigators determined that ZeekRewards.com fraudulently conveyed the impression that the company was extremely profitable when, in fact, the payouts to investors bore no relation to the company's net profits. Most of ZeekRewards' total revenues and the profits paid to investors were funds received from new investors in classic Ponzi scheme fashion.

In August 2012, Secret Service agents obtained a seizure warrant based on federal wire fraud charges brought by the U.S. Attorney's Office. The Charlotte Field Office seized \$221 million in assets located in 15 different bank accounts. This represents the largest single seizure in Secret Service history. The criminal investigation continues and additional federal charges for wire fraud and money laundering are expected to be filed.

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### Houston Field Office

#### **Total Seized Amount: \$15.8 Million**

The Houston Field Office began an investigation in January 2012 with the Environmental Protection Agency's Criminal Investigations Division on a scheme involving violations of environmental statutes and wire fraud. Through joint investigation, agents discovered that companies under the name Green Diesel, Fuel Streamers and Rivkin fraudulently created and sold renewable fuels never produced. Numerous oil companies purchased these renewable fuel credits through wire transfers. To date, the confirmed loss to victims in this case exceeds \$65 million with potential loss estimated at \$100 million. On July 12, 2012, pursuant to a federal seizure warrant, agents seized an estimated \$10 million worth of art -- 1,181 pieces -- purchased with proceeds from the scheme.

### Sharing with Local Law Enforcement

During FY 2012, the Secret Service and its task force partners from local law enforcement worked together to aggressively target sophisticated criminal organizations and the illicit proceeds involved in their criminal activity. The success of these task force investigations has allowed the Secret Service to share more than \$7.8 million in forfeited funds with local law enforcement partners, a 236 percent increase from the amounts shared in both FY 2010 and FY 2011. This sharing initiative promotes cooperation among agencies, provides incentives to promote positive community impact and strengthens partnerships vital to the Secret Service investigative and protective mission.

## INTERNATIONAL PROGRAMS

The International Programs Division (IPD) is responsible for providing administrative support, procedures and guidelines to the Secret Service's 24 foreign field offices. IPD also serves as the central liaison point for all international training sponsored by the Department of State, and coordinates Secret Service support of the International Law Enforcement Academies (ILEA) and other bilateral training programs.

The Secret Service currently has nearly 60 special agents working outside of the United States. In July 2012, the agency opened an office in Lima, Peru, to combat the increasing proliferation of counterfeit U.S. currency emanating from the region. The Secret Service enjoys a strong working relationship with its foreign counterparts.

### Investigative Trends and Overseas Challenges

The Secret Service has seen an increase in cyber-related criminal activity involving Eurasian hacking groups targeting United States citizens and financial institutions. Subjects in Eastern Europe control many of the Internet web sites that buy and sell illicitly obtained credit card data. These sites openly advertise stolen credit card information, compromised bank accounts, hacking and malware services, counterfeit identity documents and other items for sale. Laws and jurisprudence in foreign countries differ dramatically from those in the United States, making prosecution more challenging.

In May 2001, the Secret Service initiated Project Colombia in response to the identification of large-scale U. S. currency manufacturing operations in the country. A task force comprised of Secret Service agents and Colombian national vetted anti-counterfeiting forces targeted the extensive organized counterfeiting operations. Since the inception, law enforcement has impacted the flow of counterfeit emanating from Colombia through the arrest of 763 counterfeiters in country, 120

counterfeit manufacturing plant suppressions and the seizure of more than \$291 million counterfeit notes prior to leaving the country. The Secret Service observed a 95 percent reduction in Colombian counterfeit currency passed in the United States. In FY 2012, Project Colombia partners seized approximately \$27.3 million in counterfeit U.S. currency, arrested 52 suspects and suppressed nine counterfeit printing plants.

The success of the Secret Service task force anti-counterfeiting operations in Colombia forced counterfeiters to relocate their operations into the more rural areas of Colombia and into Peru. The Secret Service identified a counterfeit note family forensically linked to the Colombian notes, but distinct and emanating from Peru. Since 2003, the Secret Service has tracked more than \$131 million in Peruvian-produced counterfeit. This note family has expanded dramatically with a recorded passing activity in the United States reaching \$14.4 million in FY 2011, representing a 19 percent increase from FY 2010. In response, the Secret Service formed the Peruvian Counterfeit Task Force, a collaborative effort between the Secret Service and Peruvian law enforcement, and in July 2012, the Secret Service opened the Lima Resident Office. In FY 2012, the task force successfully seized approximately \$4.8 million in counterfeit U.S. currency, assisted with the arrests of 20 in Peru and suppressed one significant counterfeit operation. As a result, the tide of increased Peruvian-produced counterfeit passed in the United States slowed, increasing only two percent in FY 2012 with a total of \$14.6 million passed.

### Foreign Office Accomplishments

- Secret Service foreign offices closed 171 counterfeiting investigations
- Secret Service international offices assisted their counterparts in securing the arrest of more than 990 criminal suspects implicated in currency counterfeiting, financial crimes and cyber cases
- More than \$56 million in counterfeit U.S. currency was seized abroad before it could be introduced into worldwide circulation
- Foreign field office investigations identified more than \$319 million in actual losses incurred during financial crime investigations
- In support of the Secret Service protective mission, international offices conducted more than 300 protective security advances to countries visited by Secret Service protectees in FY 2012

## INTERNATIONAL PARTNERSHIPS

Through its international presence, the Secret Service continues to enhance U.S. national security by protecting the nation's financial infrastructure through multi-lateral investigations that enhance the safety of cyberspace. Personnel assigned in Europe participate in: three cybercrime working groups in the Baltics, Netherlands and Ukraine; two Secret Service-run electronic crimes task forces in London and Rome; and, the recently created European Commission on Cyber Crime called "EC3" located in The Hague. These groups serve as partners in the international law enforcement community to exchange criminal intelligence about those targeting U.S. individuals, private entities or financial infrastructure from harm. In an effort to strengthen foreign membership in the ECTFs, the Secret Service collaborated with law enforcement representatives from Belgium, Germany, France, Spain, Norway, Moldova and Russia to identify areas of mutual investigative interests to combat cybercrime targeting the interconnected financial systems. These international Secret Service activities have ensured that criminal organizations engaged in high-consequence or wide-scale cybercrime are aggressively investigated and disrupted, and their leaders arrested, indicted and prosecuted.

## International Law Enforcement Academies

IPD maintains a robust relationship with the International Law Enforcement Academies (ILEA), with locations in Hungary, Thailand, El Salvador and Botswana, as well as a regional training center in Peru. The Secret Service's work with ILEA provides a critical opportunity to forge new relationships with international law enforcement partners and share expertise in the areas of protection and investigations including counterfeit currency, credit card fraud and electronic crimes. Providing training to foreign law enforcement partners has allowed the Secret Service to expand its investigative footprint in countries where electronic crime is proliferating at an alarming rate. IPD serves as a voting member of the ILEA Steering Committee.

In FY 2012, IPD coordinated the logistics and instructional material for 56 Secret Service instructors and one Assistant U.S. Attorney who traveled to the academies to train nearly 800 foreign police officers from almost 70 countries.

## FORENSIC SERVICES

The Forensic Services Division (FSD) is a multi-disciplined forensic laboratory. Its mission is to provide accurate and timely forensic examinations, training and consultation, and meet visual communication requirements in support of the mission of the Secret Service.

FSD is one of approximately 350 laboratories worldwide accredited by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board and is the first crime laboratory within the Department of Homeland Security to achieve such a ranking.

Each branch within FSD provides specialized knowledge in a wide range of forensic areas.

- The Visual Information Branches encompass a unique blend of technologies, providing expertise in forensic photography, graphic arts, multimedia operations, audio/image enhancement, speaker identification and 3-D modeling and simulation
- The Polygraph Branch is recognized as one of the premiere polygraph programs in existence. It serves to enhance the Secret Service protective and investigative missions, augment the agency's pre-employment process and routinely assist in federal, state and local criminal investigations.
- The Questioned Document Branch has long been recognized as one of the world's foremost questioned document laboratories. Its primary purpose is to support field investigations by providing state-of-the-art expert forensic analysis of evidence developed during investigations,

writing reports of the scientific findings and providing subsequent expert testimony in court proceedings. Branch examiners also provide training to investigators on subjects related to forensic analysis and participate on crime scene search teams.

- The Research Section coordinates all of the division's science and technology research, and represents the Secret Service in a wide range of technology working groups and advisory boards to assist government agencies with establishing research priorities. Areas of focus include latent print development, questioned document analysis, image and audio enhancement/analysis, remote credibility assessment, simulation modeling and tagging, tracking and locating.

## Interagency and External Partnerships

The Secret Service maintains a longstanding practice of sharing information about emerging trends, vulnerabilities and other forensic technologies with external partners, some of which include:

- American Academy of Forensic Sciences
- American Board of Forensic Document Examiners
- Document Security Alliance
- FBI-CJIS Advisory Policy Board
- International Association for Identification
- Office of Science and Technology Policy/Committee on Science/Subcommittee on Forensic Science
- More than 20 U.S.-based and international academic institutions

As a result of these partnerships last year, FSD published more than 15 scientific articles and served as authors for new textbooks used in forensic science courses in FY 2012.



## OPERATION SAFE KIDS

In 1994, Congress mandated the Secret Service to provide forensic and technical assistance in matters involving missing and exploited children. With the signing of the PROTECT Act of 2003, known as the “Amber Alert Bill,” the Secret Service received full authorization in this area. To fulfill this mandate, the Secret Service offers assistance to federal, state and local law enforcement agencies and the National Center for Missing and Exploited Children.

The Secret Service established the Operation Safe Kids initiative in 1997 to promote the safety of children by providing parents with a document containing biographical data, a current photograph and digitized, inkless fingerprints. The document is given to the parent for safe keeping and can be a vital tool if a child goes missing. In FY 2012, nearly 5,000 children were fingerprinted and photographed at 26 Operation Safe Kids events in 14 states. Since the program’s inception, the Secret Service has hosted 723 Operations Safe Kids events nationwide, providing parents with identification documents for more than 108,000 children.



A special agent fingerprints a child during an Operation Safe Kids event.

## MIAMI FIELD OFFICE—FRAUD INVESTIGATION

In January 2012, the Miami Field Office requested FSD assist with speaker recognition analysis in a large-scale fraud case for the U.S. Postal Inspection Service in Miami. A total of 337 questioned recordings and two known interviews were submitted for comparison. In the final analysis, 36 questioned recordings were used. Fourteen recordings were compared to the known female defendant, and 22 recordings were compared to the known male defendant. The results were able to tie all but two of the calls to either the female or male speaker at the center of the investigation.

## WASHINGTON FIELD OFFICE HOMICIDE INVESTIGATION

In March 2012, the Washington Field Office requested FSD assist the United States Attorney's Office with their need to enhance video in a homicide investigation. The five defendants in this case were accused of murdering five individuals and wounding nine others in southeast Washington, D.C., over seven days in March 2010. Two DVDs containing videos were submitted for enhancement. FSD provided enhanced video clips and images for each of the videos submitted.

## GRAPHIC DESIGN BRANCH SUSPECT SKETCHES

FSD's Graphic Design Branch supported the Secret Service and multiple external entities, to include the Metropolitan Police Department, U.S. Park Police and Maryland National Capital Park Police in the field of composite art sketches. Most of the cases involved assaults and sexual assaults to victims throughout the national capital area.

## ROANOKE RESIDENT AGENCY TAX FRAUD INVESTIGATION

FSD examined more than \$90,000 in genuine U.S. Federal Reserve Notes in conjunction with an investigation into fraudulent tax returns. Based on fingerprints discovered on the notes, one of the subjects of the investigation was identified. The actual dollar loss associated with the case exceeds \$1.8 million.

## INVESTIGATIVE SUPPORT

The Investigative Support Division (ISD) provides critical investigative research and analysis to the field through its 24-hour operations center, the criminal research specialist program and criminal case file retention. ISD uses its assets and expertise to provide rapid response to both the investigative and protective mission.

ISD's Operations Center uses the numerous commercial and law enforcement computer databases to assist in the identification of individuals and businesses involved in significant criminal activities. Furthermore, the operations center conducts administrative investigations, and locates assets targeted for forfeiture. In FY 2012, the Operations Center conducted approximately 10,000 searches in support of agents in the field.

In FY 2012, ISD has continued to move its initiatives into the digital era through the creation and acquisition of electronic storage databases, as well as the creation of policies to encourage streamlining electronic media storage. These efforts mean ISD can now almost instantaneously provide images of Secret Service criminal suspects to investigators in the field. In addition, ISD oversaw the modernization and migration of several systems capable of streamlining data collection and management of the increasing volumes and complexity of criminal case information.

### Criminal Research Specialist Program

The Criminal Research Specialist (CRS) program was established to address the investigative needs of the Secret Service and provide continuity to criminal investigations. CRSs provide vital support to the investigative mission, and are trained in various methods of analysis to include financial, geospatial and other types of analysis. Research is conducted on core violations such as mortgage fraud, cybercrime, bank fraud, money laundering, identity theft, wire fraud and counterfeiting. CRSs provide assistance in the execution of search warrants, testify in court proceedings and serve as the resident expert on site for asset forfeiture.

In FY 2012, the CRS program provided nearly 110,000 hours of analytical support, an increase of 14.3 percent from FY 2011.



## PARTNERSHIPS AND OUTREACH

Outreach efforts to the Secret Service's partners in local, state and federal law enforcement are an important part of building trusted relationships. It is through these relationships that the Secret Service is able to successfully fulfill its dual mission of protection and investigation.

### Dignitary Protection Seminars

To further understanding of the agency's dual mission, in FY 2012, the Secret Service sponsored nine dignitary protection seminars for more than 200 senior state and local police officials, U.S. Attorneys and foreign law enforcement counterparts. These seminars bring command-level law enforcement personnel from throughout the United States to the nation's capital for intensive instruction from Secret Service personnel and area experts. Seminar participants observe and participate in exercises that demonstrate the concepts used by the Secret Service to fulfill its investigative and protective mission and some of the techniques used to put those concepts into operation.



### Information Sharing

The Secret Service maintains the eInformation Network, an Internet site that serves as a communications toolbox for financial investigators. The Secret Service eInformation Network is available to authorized law enforcement officers, financial institution investigators, academic partners and commercial partners of the Secret Service. The USDollars component is designed specifically for law enforcement officers, financial institution tellers or fraud investigators, and selected commercial institution fraud investigators that handle U.S. currency.

The site contains three tools:

- The eLibrary, a unique collection of resource databases which allows authorized users from throughout the law enforcement community to obtain information on a range of sensitive topics including counterfeit corporate checks, credit card issuing bank information and recovered skimming devices
- An electronic crimes task force component that serves as an efficient, secure web-based collection of best practices, vulnerability guides, NIPC advisories and a subject-specific issue library
- The USDollars Counterfeit Note Search, a site that provides the user with the ability to conduct a search of the Secret Service counterfeit note database

More than 50,000 subscribers are active members of the eInformation Network.

### Intergovernmental Partnerships

The Secret Service has maintained a longstanding practice of assigning agents to full-time positions with other government agencies as a means of sharing information about emerging trends, vulnerabilities and other criminal intelligence, some of which include:

- Department of the Treasury
- Financial Crimes Enforcement Network (FinCEN)
- National Cyber Investigative Joint Task Force
- US-CERT
- Homeland Security Council
- DHS National Cyber Security Division
- DHS Office of Infrastructure Protection
- Protective Security Coordination Division
- Protective Security Advisor Field Operation Branch
- Interpol
- Europol

The Secret Service is also integrated with every Joint Terrorism Task Force through field offices across the country.



Supporting the critical dual mission of the Secret Service is the responsibility of a wide range of directorates, divisions and programs, in areas ranging from technology to administrative operations to strategic planning. The professionalism, expertise and dedication to the mission exhibited by the nearly 6,700 men and women working for the Secret Service has fostered success in fulfilling its protective and investigative duties.

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MISSION  
SUPPORT

## TECHNICAL DEVELOPMENT AND MISSION SUPPORT

The Office of Technical Development and Mission Support (TEC) actively participates in both the protective and investigative missions of the Secret Service. It is comprised of the Chief Technology Officer Program, the Information Resources Management Division, the Technical Security Division and the Chief Information Officer Program. TEC is staffed by special agents, professional and technical personnel, who provide protective countermeasures and information technology expertise for the Secret Service.

### Chief Technology Officer

The Chief Technology Officer (CTO) Office supports the Secret Service's expanding engineering and scientific countermeasure programs that address explosive, chemical, biological, radiological, nuclear, technical surveillance and other emerging threats.

The following are highlights of the CTO's 2012 accomplishments:

- Coordinated the administration and distribution of \$67.2 million of FY 2012 funds to enhance and expand protective countermeasure programs
- Worked closely with the Office of Protective Operations, the Presidential Protective Division, the Uniformed Division and the Technical Security Division to begin operations at the Temporary Visitor Entrance Building at the White House
- Continued working with the DHS Science and Technology Directorate (DHS S&T) on the Science and Technology Operational Research and Enhancement (STORE) project. STORE is a cooperative effort between the Secret Service and DHS S&T to evaluate and integrate new protective technology into Secret Service operations. In FY 2012, the Secret Service collaborated with DHS S&T on 13 technology and knowledge products.



A telecommunications specialist provides support to Secret Service personnel during the 2012 Republican National Convention.

## Information Resources Management Division

The Information Resources Management Division (IRM) plans, designs, acquires, develops, implements, operates and manages information technology (IT) solutions for the Secret Service. IRM supports the agency's unique protective and investigative missions needs and is responsible for developing and operating voice communications, network infrastructure, equipment and applications to meet critical mission requirements.

The following are highlights of IRM's 2012 accomplishments:

- During FY 2012, IRM continued to stabilize, modernize and improve the security of the Secret Service information technology infrastructure
- IRM Customer Solutions undertook and completed 5,648 workstation upgrades
- IRM Help Desk recorded 22,170 calls for assistance in FY 2012
- Alternate Data Center – As part of the Department of Homeland Security mandate to consolidate data centers, the Secret Service's alternate data center was successfully shut down on September 30, 2012, and relocated
- IT Stabilization – Under the Information Integration and Technology Transformation Program, the Network and Server Branch of IRM, in concert with IRM's Security Engineering Branch, completed an upgrade of all network equipment in all but five Secret Service field offices. The five remaining offices are scheduled for refresh in March 2013.
- Credentialing System (CreDS) – In July 2012, IRM launched CreDS, a web-based National Security Special Event attendee system that was built to provide event based self-registration, automated background vetting, streamlined credential printing and immediate access point attendee identification. CreDS provides significant automation in the credentialing process which reduces Secret Service resource requirements.

## Technical Security Division

The Technical Security Division (TSD) develops and deploys the technologies and countermeasures necessary to fulfill the Secret Service's protective and investigative missions.

In its protective role, TSD provides a technically secure environment for the President and Vice President at the White House, the Vice President's residence and wherever the President and Vice President may be temporarily located. Personnel continually monitor and assess hazards and potential threats to protectees and facilities safeguarded and secured by the Secret Service. Threats may be explosive, chemical, biological, radiological,

fire/life safety, structural or electronic in nature. TSD deploys the appropriate countermeasures to eliminate or mitigate the impact of these threats upon Secret Service interests.

On a daily basis, TSD provides technical and physical security protection for all designated Secret Service protectees, ensuring a safe environment by identifying threats and hazards at permanent and temporary sites and implementing countermeasures.

Due to operational sensitivities, the following is a limited sampling of specific accomplishments in FY 2012:

- Provided technical countermeasure support for the 2012 presidential campaign
- Implemented new state-of-the-art closed-circuit television systems at select protective sites
- Installed advanced communications/security infrastructure to new security posts

In its investigative role, TSD personnel supports Secret Service field offices with technical and electronic assistance, as well as equipment for investigative and surveillance purposes.

## Emergency Preparedness & Continuity of Operations

In response to presidential and DHS directives, TSD oversees the development and implementation of the agency's emergency preparedness and continuity of operations planning. In FY 2012, TSD has continued the planning, coordination, and executing stages supporting the Secret Service Continuity of Operations Program (COOP) and Catastrophic Alternate Work Site (CAWS) programs.

COOP and CAWS are programs that focus on relocating key Secret Service personnel, programs and offices to facilities located outside the Washington, D.C., metropolitan area in case of a Headquarters building failure or other catastrophic incident.

## MISSION ASSURANCE

The Mission Assurance Division (MSN) supports the Secret Service protective and investigative missions by proactively conducting objective, independent assessments of operational activities to validate effectiveness and efficiency, and to identify potential vulnerabilities. MSN works with operational personnel and subject matter experts throughout the Secret Service to review and assess current operational procedures and protocols, identifying best practices and lessons learned that can be leveraged to inform, improve and standardize similar operational protocols within and across protective and investigative program areas.

In FY 2012, MSN continued its coordination of an ongoing vulnerability assessment program in partnership with the White House Military Office (WHMO). During the past year, MSN developed a new five-year program plan in cooperation with WHMO, the Defense Threat Reduction Agency and other external partners, in order to continue conducting vulnerability assessments of mutual interest to the Secret Service and WHMO. In addition, a new assessment program is underway which will provide a framework to guide current and future vulnerability assessment operations.

### The Mission Assurance Division conducts two different types of assessments:

- Operational assessments are conducted with the knowledge, consent and cooperation of the operational entity or program being assessed and are designed to measure effectiveness and efficiency
- Vulnerability assessments target specific protective operations or missions, are narrowly focused and brief in duration. They are conducted in a more surreptitious manner with the knowledge of select management of the specific program, and are designed to identify and mitigate vulnerabilities before they could be exploited by an adversary.

## ADMINISTRATIVE, MANAGEMENT AND FINANCIAL OPERATIONS

The Office of Administration (ADM) plans, directs and coordinates the administrative functions and programs of the Secret Service. This include the areas of budget, finance, acquisition, facilities and property management, strategy development and policy analysis, program performance measurement and evaluation, records management, internal control assurance and administrative services. This fiscal year, ADM continued its three-pronged strategy to improve in the areas of staffing

and organization, business processes and leverage of information technology, and management of resources through enhanced communications.

During FY 2012, the budget staff successfully managed a \$1.7 billion dollar budget. The budget staff also requested and received an additional \$247 million in the D.C. annuity account to ensure retired annuitants obtained payment, and successfully completed two reprogramming requests for emerging operational requirements. The FY 2014 Office of Management and Budget and congressional budgets were submitted to the Department of Homeland Security (DHS).

The Enterprise Governance Council (EGC) met throughout this fiscal year and submitted the agency's FY 2014-2018 Resource Allocation Plan (RAP) on-time to the agency's Executive Resources Board for consideration and ultimate submission to DHS. The EGC ensures investment initiative decisions support accomplishment of the goals, objectives and strategies identified by Secret Service executive leadership and in the agency's strategic plan.

### Staffing and Organization

This fiscal year signified completion of the first full year for the Secret Service Component Acquisition Executive (CAE) program. The CAE oversees both the Acquisition Management Program and the Procurement Division and is located within the Office of Administration.

ADM recently realigned and reorganized its management structure and oversight for a more efficient management of programs and responsibilities. Changes included realigning the Procurement Division to the CAE and incorporating the Management and Organization Division within ADM. A newly hired Chief Financial Officer (CFO) was given oversight of the Enterprise Financial Systems Division, in addition to oversight of the Financial Management Division and the budget staff. These changes enhanced not only the communication between the ADM divisions by aligning business processes, but they also provided for a more cohesive and seamless effort in performing strategic planning, performance measurement, and policy development activities, ultimately contributing to success in achieving the agency's operational responsibilities.

### Business Processes

In FY 2012, ADM leveraged information technology to enhance service-wide automated processes. An Internet-based time and attendance project, WebTA, was launched in July 2012, as part of a three-phased approach that began with the successful elimination of the leave request form. The second phase, which introduced employees to their entering of special



pay categories (LEAP and AUO) directly to their time and attendance record, was launched in September 2012. The final phase began in February 2013, with the entering of base pay and scheduled overtime by employees. The ability to capture actual payroll costs in WebTA on a timely basis will provide critical fiscal data on the agency's payroll and benefits, which comprises 70 to 80 percent of their annual budget.

The Financial Repository Enterprise Database (FRED) project began this fiscal year. The FRED team completed an enterprise-wide requirements gathering effort in November and December 2011, determining there are more than 500 unique reporting requirements. The team has begun its system design documentation to support a phased implementation. Once completed, the Secret Service will be able to extract relevant fiscal data from the agency's financial management, acquisition and asset management enterprise business system, which accounts for approximately 10 to 20 percent of the annual budget.

With WebTA and FRED fully in place, the Secret Service will be able to more accurately identify how its overall budget is being spent, allowing leadership to make more informed fiscal decisions, as well as provide more timely and accurate responses to external data calls from DHS, OMB and Congress.

Developed this fiscal year, the Protective Travel Cost Tracking sheet (PTCT) is a new business process that will better assess and account for foreign and domestic protective travel costs. The PTCT will help standardize the process of protective travel cost tracking, thereby improving data quality. With this tracking mechanism, the Secret Service will be able to produce accurate estimates in a timely fashion, as well as collect accurate data that can be used for future forecasting and analysis of protective travel to provide better estimate of protective travel costs.

## Management of Resources

ADM continued its efforts throughout FY 2012 to ensure directorates' spending, obligations and balances were in compliance with the Secret Service strategic plan and the DHS Quadrennial Homeland Security Review.

In addition, ADM's efforts to improve transparency for the Resource Allocation Plan and Enterprise Governance Council processes for upcoming fiscal years continued through the use of improved communications and documentation, modifying the RAP timeline to make it more manageable for the directorates, and incorporating program evaluations of select existing and future year Secret Service programs.

## Acquisition

The mission of the Acquisition Management Program (ACQ) is to effectively serve the agency by establishing and maintaining a strong acquisition governance framework and to train and certify an acquisition workforce capable of meeting the agency's ongoing and emerging needs.

Throughout FY 2012, the Component Acquisition Executive (CAE) developed Secret Service acquisition policy and processes to complement federal and DHS acquisition policy and regulations. To support the agency's need, CAE and DHS approved 211 Secret Service acquisition certifications, including 163 contracting officer's representatives, 40 program managers, five financial managers and three test and evaluators. Improving the knowledge, skills and experience of the acquisition workforce is essential to the success of the Secret Service. Additionally, a major focus of CAE activities was to facilitate Secret Service activity reporting on major acquisition projects in several DHS-sponsored databases, and to improve decision documentation within the projects and their budgets.

## Procurement

In FY 2012, the Procurement Division (PRO) successfully awarded 1,948 actions, totaling more than \$314 million in obligations. These awards included those in support of multiple National Special Security Events for FY 2012, as well as the Information Integration and Technology Transformation program requirement to provide network architecture, design, test and evaluation, program management and database architecture assessment services.

PRO brought to a close an 18-month acquisition endeavor to establish a DHS-wide sourcing vehicle to procure tactical communications equipment and services, to include subscriber, infrastructure and test equipment, and infrastructure and operations and maintenance management services. DHS Secretary Napolitano identified tactical communications as a DHS Efficiency Review initiative in August 2010, with the intent to

The Secret Service Procurement Division actively supports the DHS small business goals for FY 2012 to ensure the agency exceeds DHS goals for executing contract awards to the following business concerns:

<b>SMALL BUSINESS GOALS AND ACCOMPLISHMENTS</b>		
<b>Category</b>	<b>Goal</b>	<b>Accomplishment</b>
Small Businesses	35.0%	37.7%
Section 8(a) Businesses	4.0%	7.3%
Small Disadvantaged Businesses	9.0%	11.5%
Service Disabled Veteran Owned Businesses	3.0%	3.1%
Woman-Owned Small Businesses	5.0%	6.9%

leverage DHS' buying power to receive high volume discounts and the lowest price possible for these types of equipment and services. As executive agent, in March 2012, PRO awarded 30 contracts to small and large businesses in support of the program, which will support the Secret Service and DHS partner agencies over the next five years. The acquisition team was recognized by DHS in the FY 2012 Competition and Acquisition Excellence Awards Program.

For FY 2012, PRO performed well during its bi-annual health assessment reviews by the DHS Office of the Chief Procurement Officer. These recurring reviews focus on the agency's performance on a wide variety established metrics in the contracting arena. PRO is also performing well in areas relating to procurement competition. To date, PRO has completed 72.3 percent of the procurement obligated dollars for FY 2012, which currently exceeds the established agency goal of 62 percent. Increasing competition supports the President's 2009 Memorandum on Government Contracting to improve results achieved from government contractors. This increasing competition brings costs down and promotes innovation, which is especially significant in the current fiscal environment.

### *Financial Management*

The Financial Management Division exceeded the department's goals for FY 2012 by making 99.66 percent of their payments on time, 99.17 percent electronic payments, and 82.69 percent of payments to small business within 15 days. The prompt processing and payment of credit card invoices resulted in rebates in the amount of \$221,930 earned from the purchase card and \$259,512 earned from the centrally billed travel card.

### *Enterprise Financial Systems*

The Enterprise Financial Systems Division (EFS) began a new support contract in April 2012. Staff trained 234 financial systems users and created numerous reports to support data calls and management of allocations and projects. In addition, EFS received solid performance level/technical reviews from the Management and Organization Division's annual and semi-annual operational analyses in May and September 2012, as well as the DHS Enterprise Financial Management Portfolio Review in May 2012. The quantitative and qualitative achievements by EFS included high system availability, a condensed period for closing of financial book, reduced prompt payment penalties and high levels of data integrity due to integration and training efforts.

EFS, as part of maintenance and operations, configured the agency's procurement tracking system to allow CIO and CAE officials have review and approval capability over IT and other acquisition initiatives. Systems were also configured to meet government-wide mandates to pay contractors within 15 business days. In addition, monthly updates were made to maintain Federal Acquisition Regulation clauses and North American Industry Classification Codes.

EFS also modified payroll processing to accommodate additional reporting capabilities that allow for more detailed tracking.

### *Administrative Operations*

The Administrative Operations Division (AOD) continued to support all major events and NSSEs, to include the 2012 NATO Summit in Chicago, the Republican National Convention, the Democratic National Convention and the United Nations General Assembly in New York, as well as the debate sites.



AOD's annual physical inventory was successfully completed with an accuracy of 99.75 percent, exceeding the DHS inventory accuracy percentage. AOD realized savings by producing more than 1.5 million color and black and white copies in-house, as opposed to seeking outside vendor assistance.

In FY 2012, AOD completed three office renovations, 11 office lease renewals, four office relocations and 14 parking lease renewals. Additionally, two office leases were renegotiated, resulting in a combined savings of more than \$2.1 million annually. AOD also has several ongoing projects to maximize the use of space at Secret Service Headquarters.

AOD continues to work closely with GSA on the two-phase Post Office Range construction project. Phase one was completed in FY 2012. The completion date of the next phase is targeted for March 2013. The project is deemed to be a "green" initiative, meeting in strict accordance to all EPA and OSHA standards for recycling waste materials.

### *Management and Organization*

The Management and Organization Division (MNO) accomplished and coordinated several Secret Service efforts encompassing policy, planning, performance measurement, evaluation/assessment, accountability and regulatory compliance. MNO continued its initiative to enhance Secret Service policy development and review, emphasizing mechanisms to ensure policies are in compliance with relevant regulations and DHS directives, and are updated in a timely manner. Successful outcomes resulting from execution of this plan included:

- Proactive development of highly specific subject matter guidance in the areas of acquisition, employee non-disclosure, inspection, information technology, social media, surge force capacity, international programs and protective operations
- Rapid update to Secret Service manuals, forms, and policy instrument to address changes in external laws and regulations (e.g., STOCK Act, Uniformed Division Modernization Act, etc.)
- Organizational realignment of the Diversity Management Program from Office of Human Resources and Training to a new Diversity and Inclusion Program under the Office of the Deputy Director
- Development of forms and policy in support of the Mobile Workforce (telework) Pilot Program
- Development and coordination of new policies stemming from GAO audits and recommendations
- Authoring records management policy, on behalf of DHS, for department-wide dissemination

During FY 2012, MNO completed several strategic planning projects that identified strategic priorities and initiatives critical to the future progress of this agency. Working with executive leadership, MNO initiated development of a new Secret Service strategic plan for FY 2013-FY 2016.

MNO also represented the Secret Service by participating in several DHS-led planning activities in support of the Quadrennial Homeland Security Review. Specific activities included development of efforts to identify key strategic drivers that could influence the future direction of homeland security and the Secret Service, a review of roles and missions of DHS components, and the development and analysis of system maps.

In collaboration with the Financial Management Division and the Administrative Operations Division, MNO began the implementation of a new fleet maintenance card in September 2012. These new cards will replace purchase cards used vehicle related expenses, and will facilitate compliance with OMB Circular A-123 (Appendix B) and DHS policy for government charge cards. The program is currently being piloted prior to agency-wide implementation

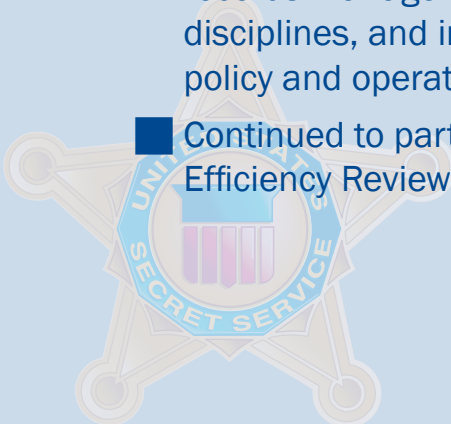
MNO partnered with program officials to develop new performance measures for cyber investigations, protective intelligence and protective resource management. These measures are publicly reported and invaluable in demonstrating the value of Secret Service operations. MNO also oversaw an independent, DHS-sponsored verification and validation of investigative performance measures related to electronic crimes task forces and counterfeit to ensure data used in reporting is reliable and accurate and that the measures are appropriate representations of program outcomes. These measures received the highest scores possible from the independent evaluator.

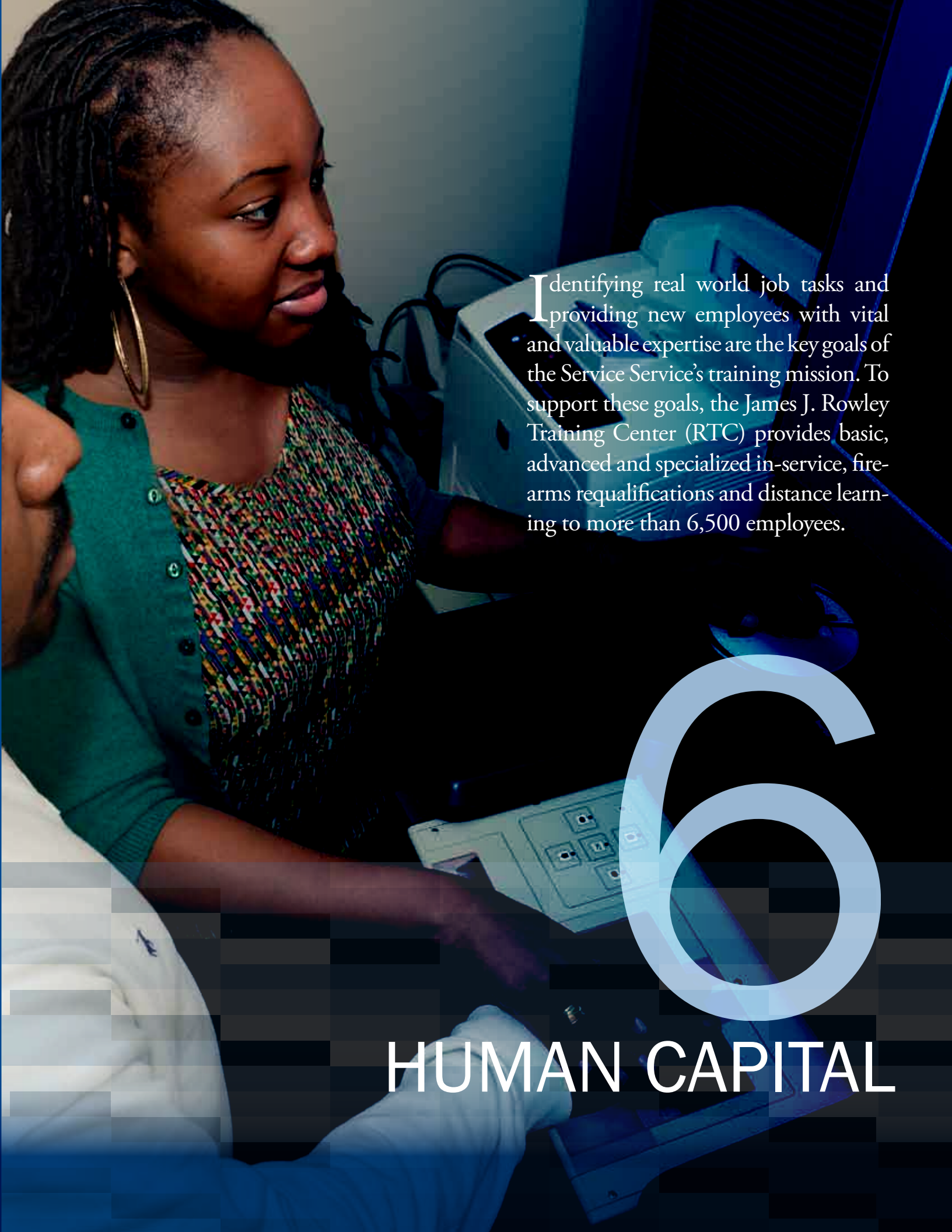
MNO also completed the FY 2012 Annual Administrative Control Report to meet requirements of the Federal Managers' Financial Integrity Act and OMB Circular A-123 and the annual operational analysis/program review of the agency's travel management, financial and procurement systems in fulfillment of Office of Management and Budget (OMB) requirements. MNO led and participated in the formulation of several responses to DHS internal control stakeholders, addressing topics such as home-to-work driving and the DHS fleet card manual. MNO also managed internal control reviews of entity level controls, fraud awareness and government charge cards.

## DHS COLLABORATION

The Secret Service Management and Organization Division assisted DHS extensively in its efforts to enhance records management across the department, and to prepare for the implementation of a new National Archives and Records Administration directive designed to reform federal recordkeeping practices across the government. DHS has made significant progress in its efforts. Specifically, MNO in its leadership roles:

- Chairs the DHS Records Leadership Council, a “community of practice” composed of senior level records officials from the seven DHS operational components, who help provide direction and guidance to the DHS Records Management Program Office and assist in moving the program forward
- Supported the development of a new DHS tool, the Records Management Maturity Model Integrated, to gauge efficiency, effectiveness and compliance in each component’s records management programs. For the second annual deployment of this evaluative tool, the Secret Service received the highest score of all DHS component records programs.
- Received a top score for DHS components in the National Archives and Records Administration’s annual mandatory records management self-assessment. Based on this score, the Secret Service was among only two DHS components to be considered at “low risk” regarding compliance with federal records management regulations and policies.
- Continued to participate in the department’s new information governance schema, which recognizes shared equities among the records management, legal, FOIA/privacy and enterprise architecture disciplines, and improves cooperation and coordination at both the policy and operational levels
- Continued to participate as a charter member of the Secretary’s Efficiency Review Team for Records Management



A woman with dark braids and large hoop earrings is looking intently at a computer monitor. She is wearing a green cardigan over a colorful patterned top. The background is dark with blue lighting, suggesting a technical or training environment. A large, stylized number '6' is overlaid on the right side of the image.

Identifying real world job tasks and providing new employees with vital and valuable expertise are the key goals of the Service Service's training mission. To support these goals, the James J. Rowley Training Center (RTC) provides basic, advanced and specialized in-service, firearms requalifications and distance learning to more than 6,500 employees.

HUMAN CAPITAL

## THE JAMES J. ROWLEY TRAINING CENTER

Since 1971, RTC has served as the primary training academy for the Secret Service. RTC is comprised of nearly 500 square acres of land, six miles of roadways, and 36 buildings featuring multiple classrooms, firearms ranges, physical fitness facilities, tactical villages and a protective operations driving pad. This infrastructure provides quality training to new recruits and current employees. Additionally, RTC facilities are used to provide federal, state and local law enforcement partners with collaborative training related to the Secret Service mission.

During FY 2012, RTC conducted 344 specialized and in-service training courses. The center also trained more than 2,700 inter- and intra-agency and international law enforcement counterparts as a means of enhancing and improving Secret Service partnerships.

In addition, RTC also completed more than 11,600 employee weapons requalifications on site and more than 92,500 online training completions for agency employees worldwide.

During FY 2012, the Federal Law Enforcement Training Accreditation governing body reaccredited the Basic Special Agent and Uniformed Division Training Courses.

The FY 2012 training mission focused primarily on in-service and outside agency training due in part to the 2012 presidential campaign mission demands, as well as federal budget constraints. As a result, a limited number of new employee basic training programs were offered. These programs graduated 97 special agents, 43 Uniformed Division officers and seven special officers.

### Advanced Training Initiatives

RTC provides advanced and specialized training that augments the expertise of Secret Service agents, officers and administrative, technical and professional employees. Advanced training initiatives are critical in preparing the existing workforce with mission critical knowledge, skills and abilities to thwart the criminal element. RTC's innovative approaches to learning, to include problem-based learning and federal, state and local partnerships, allow these critical skills to be acquired by the employees.

Among the 344 in-service specialized and advanced training courses offered this fiscal year were courses in: protection, physical fitness, control tactics, investigation, financial and cybercrime response, and special operations such as counter assault, counter sniper, emergency response and counter surveillance.



### 2012 PRESIDENTIAL CAMPAIGN SUPPORT:

- *Democratic National Convention Training*  
 Secret Service personnel, as well as other federal, state and local agencies providing protective support received specialized training prior to the 2012 Democratic National Convention in Charlotte, North Carolina
- *Republican National Convention Training*  
 Secret Service personnel, as well as other federal, state and local



Secret Service personnel conducted extensive training for the 2013 Presidential Inauguration at James J. Rowley Training Center.

agencies providing protective support received specialized training prior to the 2012 Republican National Convention in Tampa, Florida

■ *2013 Presidential Inauguration*  
RTC completed planning and preparations to provide protective training to Secret Service personnel, as well as other federal, state and local agencies providing protective support during the 2013 Presidential Inauguration events in the Washington, D.C., area

## Candidate Nominee Protective Training

In preparation for the 2012 presidential campaign, the RTC Protective Detail Training Section and the Dignitary Protective Division's Candidate Nominee Operations Section planned, coordinated and executed campaign related training for more than 600 Secret Service personnel on campaign protection assignments, as well as external partners supporting the agency's mission.

RTC developed and executed the comprehensive training course for those assigned to a candidate nominee detail. These protective training courses were provided for more than 400 special agents. Three supplemental training courses were held in August and September 2012 for special agents on small detail assignments.

## Other Initiatives

In FY 2012, the Emergency Services Training Section conducted critical training and support to include conducting briefings in nine cities to Secret Service personnel and federal, state and local law enforcement partners nationwide. Section employees also served as co-chairs for the medical subcommittees for designated National Special Security Events, to include the Asian Pacific Economic Conference, the Democratic and Republican Conventions, the NATO Summit, the 2013 Inauguration, and major events including the United Nations General Assembly and the 2012 presidential campaign.

In FY 2012, RTC worked closely with the Human Resource and Research Division to create and validate an applicant physical abilities testing for new special agents and Uniformed Division officer applicants.

The RTC Canine Section successfully certified and validated all of the agency's canines and handlers during FY 2012. The teams will be used to fulfill protective responsibilities at the White House and other protective venues.

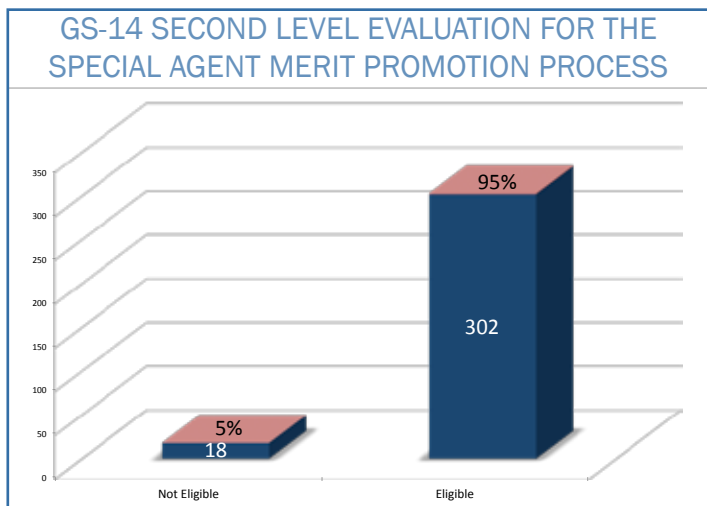
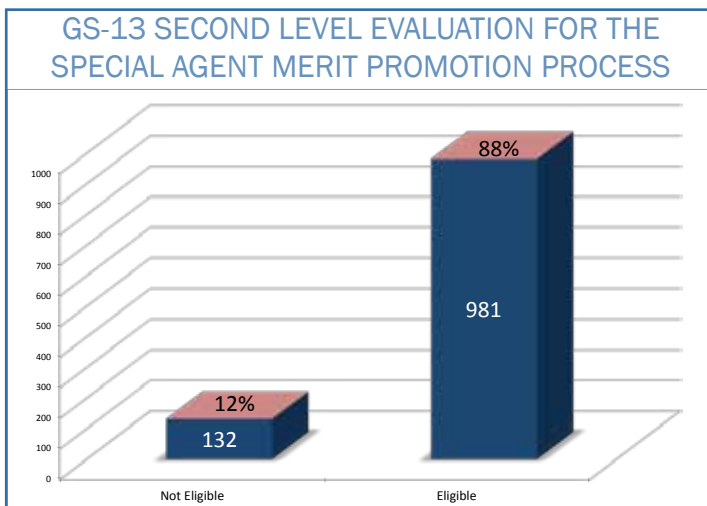
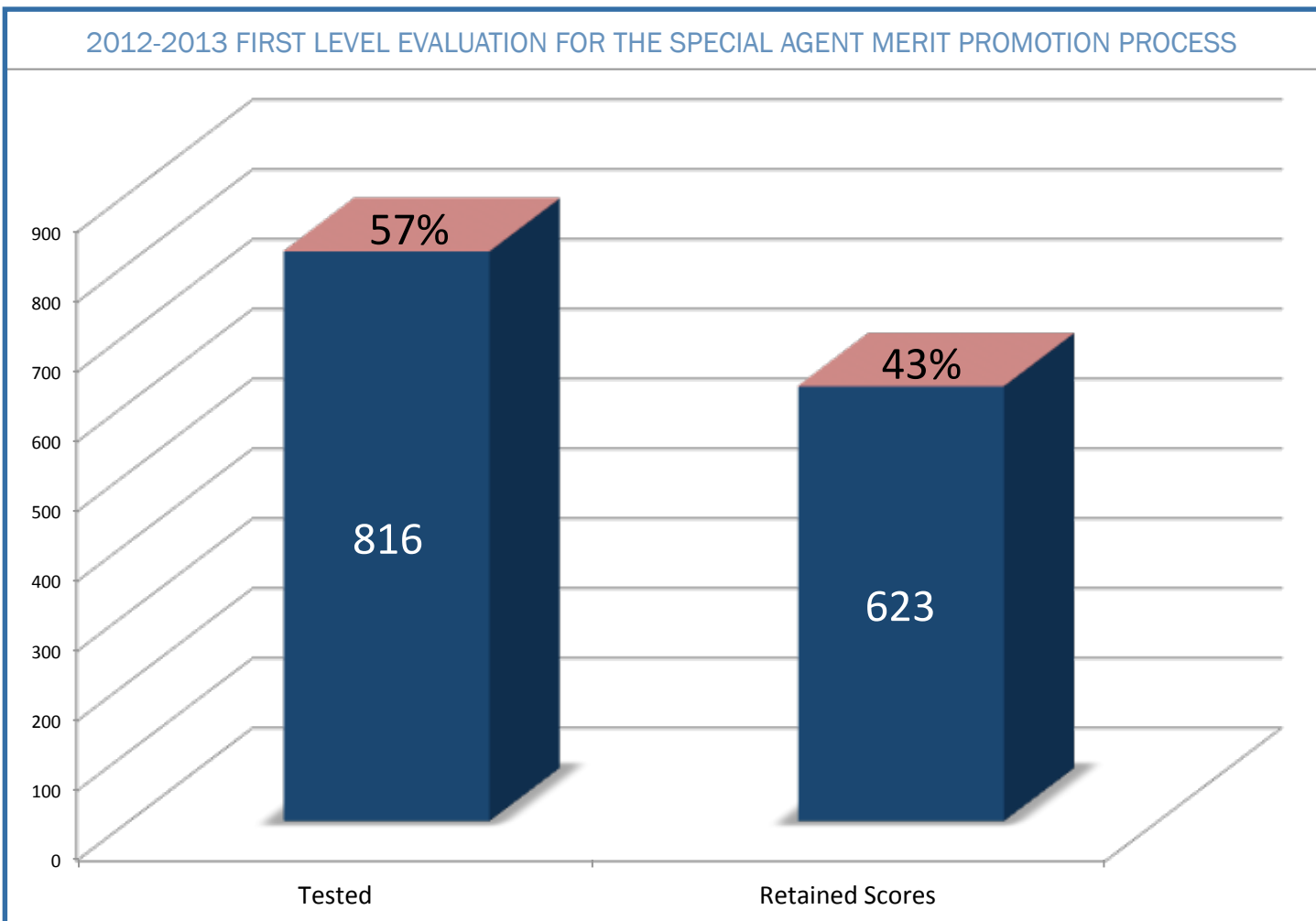
## HUMAN RESOURCES RESEARCH AND ASSESSMENT

The Human Resources Research and Assessment Division (HRR) plays a vital role in supporting the organization's goals by conducting applied HR research as well as developing, implementing and maintaining effective assessments for personnel selection, promotion, career development and organizational effectiveness. As part of this role, HRR was responsible for multiple initiatives in FY 2012.

### Special Agent Merit Promotion Process

In January 2012, the Secret Service conducted the fourth annual administration of the recently implemented promotional system for special agent merit promotion. The process includes four job-related assessment tools, which are designed to measure the requisite competencies for promotion to the GS-14 and GS-15 supervisory grade levels. A total of 1,439 candidates completed the first level evaluation.

Candidates who met the requisite scoring criteria during the first level evaluation are considered “eligible” and are given further consideration in the second level evaluation phase, which consists of an evaluation of the candidates most notable past accomplishments.



*The above graphs depict the breakdown of candidates by grade level based on their 2012-2013 first level evaluation scores.*

## Special Agent Entrance Exam

As part of the Secret Service's proactive effort to enhance the entry-level hiring of special agents, HRR developed a new paper-and-pencil test to replace the existing Treasury Enforcement Agent Exam. The Special Agent Entrance Exam (SAEE) measures various key competencies (e.g., written communication, problem solving, attention to detail, etc.) that have been identified as required at entry into the job and is based on a comprehensive analysis of all non-supervisory levels of the special agent job. This exam, developed for use by the Secret Service only, takes into account all the specific requirements of the special agent job and is intended to provide more predictive ability because of its specificity to the agency. The development phases of this project were completed in FY 2012, which entailed conducting a validation study to determine how well the test predicts performance on the job and pilot testing the exam with actual applicants. The SAEE will be implemented in FY 2013.

## Applicant Physical Abilities Test

In an effort to enhance selection and screening procedures for entry-level special agent and Uniformed Division officer applicants, HRR has developed and validated a new pre-employment physical fitness test. This test evaluates an applicant's ability to perform the physical tasks required on the job by measuring various physical abilities (e.g., muscular strength, endurance, aerobic capacity, etc.). Having such an assessment as part of the hiring process will result in recruitment of the best qualified candidates, cost savings currently associated with training recruits who do not meet minimum physical fitness standards and will also provide maximum safety consideration for applicants and the Secret Service during training.

## DIVERSITY PROGRAMS AND OUTREACH

The Diversity and Inclusion Program (DAI) develops and implements strategies to not only promote, but maximize the potential of a diverse workforce in today's rapidly changing and increasingly competitive environment. The Secret Service is committed to maintaining a diverse and inclusive workplace where all employees can have rewarding careers.

### Cultural Diversity and Inclusion Training

Each year, DAI hosts Cultural Diversity and Inclusion Training for employees, bringing together the special agent, Uniformed Division and administrative, professional and technical staff populations. During FY 2012, DAI conducted four training seminars, two for employees and two for supervisors, totaling 125 employees.

### Diversity Outreach

The Secret Service actively promotes an organizational culture where diversity and inclusion is recognized, appreciated and valued. To foster this environment, the Director, members of his executive staff and select employees attended a number of national training conferences sponsored by external law enforcement organizations.

### Hispanic American Police Command Officers Association Conference

The 2011 Hispanic American Police Command Officers Association conference was held October 17-20, 2011, in Norfolk, Virginia. Deputy Director Keith Prewitt delivered remarks at the opening ceremony of the conference.

### Women in Federal Law Enforcement

The Women in Federal Law Enforcement's (WIFLE) 13th Annual Leadership Training Conference was held June 25-28, 2012, in Buena Vista, Florida. Director Mark Sullivan hosted a town hall meeting with employees to discuss the state of the Secret Service. Chief of Staff Julie Pierson introduced the keynote speaker for the session on law enforcement, security and technology. WIFLE's immediate past president, Secret Service Diversity Program Manager Jessie Lane, participated in a workshop on diversity and inclusion.

### National Organization of Black Law Enforcement Executives

The National Organization of Black Law Enforcement Executives hosted its 36th Annual Training Conference and Exhibition on July 21-25, 2012, in Little Rock, Arkansas. Assistant Director Keith Hill represented the Secret Service during the conference's opening ceremony and hosted a diversity meeting with the agency's attendees.

### National Asian Peace Officers Association

The National Asian Peace Officers Association hosted its 25th Annual Training Conference August 20-24, 2012, in Chicago, Illinois. Chief of Staff Julie Pierson held an interactive question and answer session with Secret Service employees in attendance at the conference.

### National Native American Law Enforcement Association

The 20th Annual National Native American Law Enforcement Association Conference was held on September 18-20, 2012, in Las Vegas, Nevada. Deputy Director A.T. Smith was one of the keynote speakers at the conference's opening ceremonies. Diversity Program Manager Jessie Lane also participated in the diversity and inclusion strategies panel discussion.

## RECRUITMENT

The Recruitment Division (REC) is driven by one of the agency’s strategic objectives, which is to recruit, develop and retain a highly specialized and dedicated workforce. The recruiters carry out their functions with the mission to increase public awareness of all Secret Service career opportunities and to effectively recruit a diverse, highly-qualified applicant pool that will fulfill the agency’s hiring goals and ultimately carry out its unique dual mission.

The Secret Service and other federal government agencies were confronted this year with carrying out their missions within budget constraints. In FY 2012, the Recruitment Division was faced with the challenge of operating with a more than 85 percent reduced budget for job fairs and advertising, as well as limited hiring opportunities. Despite this significant impact on financial resources, the number of recruitment outreach events only declined by 12 percent, when compared with FY 2011 activity.

Recruitment outreach strategies in FY 2012 included:

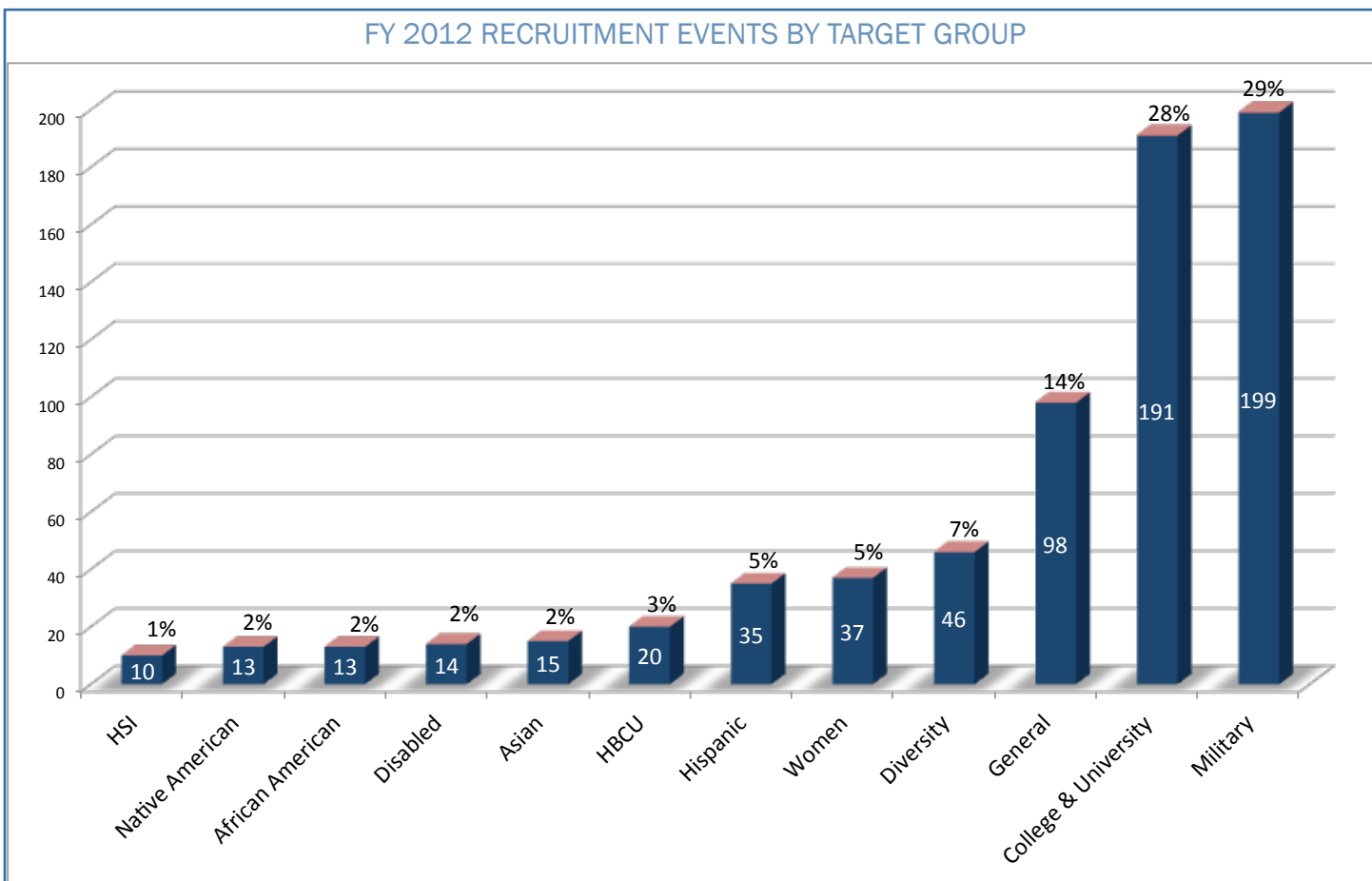
- **Cost-free information sessions** at colleges and universities, military installations and high schools where interested individuals were informed about the career opportunities within the Secret Service

- **Tours at Secret Service Headquarters and the James J. Rowley Training Center** facilities where visitors from educational institutions, military communities and professional organizations were introduced to the agency’s history as an organization and provided with opportunities to have hands-on, interactive learning experiences, including presentations from various occupational areas of the Secret Service
- **Employment skills workshop presentations** that focused on the review of resumes, available special hiring authorities and providing insight on applying to a federal government vacancy announcement
- **Women, military, disability and diversity** focused activities that created and nurtured partnerships and brought awareness of the various career opportunities available to diverse groups with diverse talents and experiences

Highlighted Accomplishments for FY 2012:

- 691 recruitment outreach events
- Increased participation at military and women-focused events
- Hosted Veterans’ Recognition and Appreciation Day - paid tribute to Secret Service employees who served or

FY 2012 RECRUITMENT EVENTS BY TARGET GROUP





are currently serving in the United States Armed Forces, Reserves or National Guard

- Collected more than 3,000 professional clothing items for homeless and less fortunate veterans in the “Boots to Suits” clothing campaign
- Hosted the first DHS Career and Education Fair, a joint partnership with DHS Headquarters, DHS components, other federal government agencies and military organizations
- Created and implemented the Wounded Warrior and Military Spouse Mentorship Pilot Program, where Secret Service employees volunteer to serve as mentors for military members and spouses within the Washington, D.C., area and at Fort Bragg in Fayetteville, North Carolina
- Disability recruitment webpage on [SecretService.gov/join](http://SecretService.gov/join) goes live

## Recruitment Outreach Events and Special Project Highlights

**College and University Outreach** – REC attended 191 career fairs and recruitment events on college campuses in FY 2012.

**Disability Webpage Goes Live** – As a cost effective outreach initiative, REC designed a webpage for individuals with disabilities who are interested in positions within the Secret Service. The page enhances external visibility of the agency’s involvement with, and commitment to hiring individuals with disabilities, as well as provides resources to members of this population seeking employment within the federal government.

**Operation Warfighter Program** – The Secret Service continued its commitment to the Operation Warfighter Program, which provides opportunities for military service members recovering from combat injuries to enhance their practical work experience. Applicants who are able to meet the Secret Service’s employment requirements are matched with offices both in Washington, D.C., and in the field. In FY 2012, an Operation Warfighter intern began working in the San Antonio Field Office.

**Office of Latino Affairs Initiative** – In December 2011, the REC met with the staff of the Washington, D.C., Office of Latino Affairs. The goal of this meeting was to establish an ongoing partnership to promote the various career opportunities within the Secret Service.

**Women’s Recruitment Posters** – During December 2011, the Recruitment Division mailed women’s recruitment athletic posters to women’s sports clubs and leagues and to more than 250 YWCAs located throughout the country. The posters

## VETERANS’ RECOGNITION AND APPRECIATION DAY

On May 24, 2012, the Secret Service hosted the first Veterans’ Recognition and Appreciation Day at Headquarters. This event paid tribute to Secret Service employees who served or are currently serving in the armed forces, reserves or National Guard. The program included guests from the DHS Veterans Employment Program Office, as well as exhibitors from the Veterans Benefit Administration, Veterans of Foreign War, American Legion and Microsoft.



During the Veterans Day recognition ceremony, employees stand to be recognized for their various years of service.

Director Sullivan acknowledged the support and expertise gained from employees with military experience and mentioned the military service of many of our men and women on the Service’s Wall of Honor. Director Sullivan and David McMinnis, Acting Assistant Secretary of Defense for Reserves Affairs signed a statement, which seeks to enlist the support of employers by informing and educating employers about their rights and responsibilities towards their employees who serve in the National Guard and Reserve.

highlight employment opportunities for women within the Secret Service, to include special agent, Uniformed Division officer and the various administrative, professional and technical careers.

**Wounded Warrior and Military Spouse Mentorship Pilot Program** – In May 2012, the Recruitment Division hosted the kick-off of the Wounded Warrior and Military Spouse Mentorship Pilot Program. This event introduced Secret Service mentors to the program's 30 mentees who are military members and spouses from the various military installations within the Washington, D.C., area, as well as the Wounded Warrior Regiment at Ft. Bragg in Fayetteville, North Carolina. The mentorship program was developed as a result of the assortment of outreach efforts that REC has been conducting at military installations. While currently in the pilot phase, REC hopes the program will become permanent within the Secret Service.

**Korean American Association of Virginia Job Fair** – On June 9, 2012, the Recruitment Division attended the 9th annual Korean American Association of Virginia job fair in Annandale, Virginia. The fair is among one of the largest Korean American community gatherings in the Washington, D.C., area.

**League of United Latin American Citizens Conference** – From June 26-30, 2012, REC attended the League of United Latin American Citizens Conference held in Orlando, Florida. REC staff set up an informational table at the convention's exhibit hall. Recruitment literature and brochures were handed to conference attendees and briefings were given to those interested in Secret Service law enforcement positions.

**Conference on Asian Pacific American Leadership Job Fair** – The Conference on Asian Pacific American Leadership (CAPAL) is a charitable and educational organization dedicated to building leadership and public policy knowledge within the Asian Pacific American community. On July 13, 2012, REC participated in CAPAL's 3rd annual career fair. More than 400 students participated in this year's fair.

**2012 Intertribal Youth Summit** – On August 1, 2012, the Secret Service participated in the 2012 Intertribal Youth Summit hosted by the White House Office of Public Engagement/Tribal Community Liaison. This second year of the summit was sponsored by the Department of Justice, and brought more than 160 Native American students to the nation's capital from across the country. The event provided a forum for federal officials to hear directly from Indian Country youth and allows students to engage in interactive discussions on topics such as education, health, cultural preservation, civic engagement and leadership development.

**Hispanic College Fund and the Hispanic Youth Institute** – On August 3, 2012, the Secret Service attended an event organized by the Hispanic College Fund for the Hispanic Youth Institute. The institute hosted an all-day series of workshops conducted by diverse employers that showcased various career opportunities, including opportunities within the Secret Service.

**Congresswoman Eleanor Holmes Norton's 2012 Jobs and Opportunities Fair** – On August 23, 2012, members of the Recruitment Division joined almost 100 other employers at the Washington Convention Center, to attend the 14th annual Jobs and Opportunities Fair hosted by Congresswoman Eleanor Holmes Norton. This event is open to Washington, D.C., residents and attracts thousands of people who are able to meet with employers, discuss job openings and receive resume and job interviewing tips. REC recruiters spoke with several hundred people to offer information on current vacancies and an overview of our agency, upcoming vacancies and how to apply to the Secret Service through USAJOBS.gov.

**Department of Homeland Security Career and Education Fair** – This event on September 13, 2012, was hosted and led by the Secret Service. Fourteen federal government employers participated and more than 100 members of the military community attended the career fair. Many participants were able to interview, on-the-spot, for Operation Warfighter internships. In addition to employment information, the event also highlighted resources available that addressed military-specific issues such as post-traumatic stress disorder, traumatic brain injury, stress, depression and transitioning from military to civilian life.

## DEVELOPMENT OF WOMEN'S CAREER WEBSITE

To focus attention on the recruitment of qualified women into the Secret Service, the agency initiated a "website within a website" on [www.SecretService.gov/join](http://www.SecretService.gov/join). The mini-site includes the history of women in the Secret Service and highlights the careers of current female employees. The women's website is scheduled to launch during FY 2013.





# APPENDIX

## GLOSSARY OF TERMS

<b>ACQ</b>	Acquisition Management Program
<b>ADM</b>	Office of Administration
<b>AFD</b>	Asset Forfeiture Division
<b>AOD</b>	Administrative Operations Division
<b>APEC</b>	Asia Pacific Economic Cooperation
<b>AUO</b>	Administratively Uncontrollable Overtime
<b>AZECTF</b>	Arizona Electronic Crimes Task Force
<b>CAE</b>	Component Acquisition Executive
<b>CAPAL</b>	Conference on Asian Pacific Leadership
<b>CAWS</b>	Catastrophic Alternate Work Site
<b>CERT</b>	Computer Emergency Response Team
<b>CFO</b>	Chief Financial Officer
<b>CID</b>	Criminal Investigative Division
<b>CIO</b>	Chief Information Officer
<b>CIS</b>	Cyber Intelligence Section
<b>COOP</b>	Continuity of Operations Program
<b>CRS</b>	Criminal Research Specialist
<b>CSP</b>	Critical Systems Protection
<b>CTO</b>	Chief Technology Officer
<b>DAI</b>	Diversity and Inclusion Program
<b>DHS</b>	Department of Homeland Security
<b>DHS S&amp;T</b>	Department of Homeland Security Science and Technology Directorate
<b>DIJIN-VACF</b>	Colombian National Police Vetted Anti-Counterfeiting Squad
<b>DNC</b>	Democratic National Convention
<b>EC3</b>	European Commission on Cyber Crime
<b>ECSAP</b>	Electronic Crimes Special Agent Program
<b>ECTF</b>	Electronic Crimes Task Force
<b>EFS</b>	Enterprise Financial Systems Division
<b>EGC</b>	Enterprise Governance Council
<b>FBI</b>	Federal Bureau of Investigation
<b>FCTF</b>	Financial Crimes Task Force
<b>FLETA</b>	Federal Law Enforcement Training Accreditation
<b>FOIA</b>	Freedom of Information Act
<b>FRED</b>	Financial Repository Enterprise Database
<b>FRN</b>	Federal Reserve Note
<b>FSD</b>	Forensic Services Division
<b>FY</b>	Fiscal Year
<b>G-8</b>	Group of Eight
<b>GCCF</b>	Gulf Coast Claims Facility
<b>GPS</b>	Global Positioning System
<b>HBCU</b>	Historically Black Colleges and Universities
<b>HRR</b>	Human Resources Research and Assessment Division
<b>HSI</b>	Hispanic Serving Institutions
<b>IACP</b>	International Association of Chiefs of Police





<b>ICE</b>	U.S. Immigrations and Customs Enforcement
<b>ICS-CERT</b>	Industrial Control Systems Cyber Emergency Response Team
<b>ILEA</b>	International Law Enforcement Academies
<b>IP</b>	Internet Protocol
<b>IPD</b>	International Programs Division
<b>IRM</b>	Information Resources Management Division
<b>ISD</b>	Investigative Support Division
<b>IT</b>	Information Technology

<b>LEAP</b>	Law Enforcement Availability Pay
<b>MNO</b>	Management and Organization Division
<b>MSN</b>	Mission Assurance Division
<b>NATO</b>	North Atlantic Treaty Organization
<b>NCDF</b>	National Center for Disaster Fraud
<b>NCFI</b>	National Computer Forensics Institute
<b>NDCAC</b>	National Domestic Communications Assistance Center
<b>NIPC</b>	National Infrastructure Protection Center
<b>NSSE</b>	National Special Security Event
<b>NTAC</b>	National Threat Assessment Center
<b>OMB</b>	Office of Management and Budget
<b>OTAR</b>	Over-The-Air Rekeying
<b>PID</b>	Protective Intelligence and Assessment Division
<b>PRO</b>	Procurement Division
<b>PTCT</b>	Protective Travel Cost Tracking
<b>RAP</b>	Resource Allocation Plan
<b>REC</b>	Recruitment Division
<b>RES</b>	Office of Professional Responsibility
<b>RNC</b>	Republican National Convention
<b>RoIP</b>	Radio over Internet Protocol
<b>RTC</b>	James J. Rowley Training Center
<b>SAEE</b>	Special Agent Entrance Exam
<b>SEC</b>	Securities and Exchange Commission
<b>SII</b>	Strategic Intelligence and Information
<b>STORE</b>	Science and Technology Operational Research and Enhancement Project
<b>TEAOF</b>	Treasury Executive Office for Asset Forfeiture
<b>TEC</b>	Technical Development and Mission Support
<b>TSD</b>	Technical Security Division
<b>UD</b>	Uniformed Division
<b>UNGA</b>	United Nations General Assembly
<b>US-CERT</b>	US-Computer Emergency Readiness Team
<b>VACF</b>	Vetted Anti-Counterfeiting Forces
<b>VoIP</b>	Voice over Internet Protocol
<b>WHMO</b>	White House Military Office
<b>WIFLE</b>	Women in Federal Law Enforcement

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