



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



FY **2021**

**ANNUAL
REPORT**



HONORED TO SERVE

Message from the Director



THIS REPORT HIGHLIGHTS A REMARKABLE YEAR of historic achievement for the men and women of the Secret Service, united in their determination to carry out our integrated mission of protection and investigation, and to do so with the practiced excellence for which our agency is known throughout the world.

While the global COVID-19 pandemic remained a significant challenge throughout the country, our protective operations overcame harmful new variants and successfully navigated complex, nationwide vaccine rollouts. From an investigative standpoint, the increasing prevalence of debilitating cybercrimes such as ransomware threatened the integrity and stability of our nation's critical financial system. Through it all, our workforce persevered, called on its training, modernized our infrastructure and business practices, and exceeded all expectations.

In FY 2021, we continued executing our protective responsibilities with 100% incident-free protection while planning, coordinating, and implementing three National Special Security Events, including the 59th Presidential Inauguration, an address to a joint session of Congress, and the 2021 United Nations General Assembly.

Secret Service Special Agents and Criminal Analysts also protected the integrity of the U.S. financial system from a broad range of fraud, network intrusions, and other cyber-enabled attacks. This past year, Secret Service employees across the globe prevented more than \$2.3 billion in cyber financial crime losses and seized more than \$51 million in counterfeit currency. These achievements are only possible thanks to innovative training, cutting-edge technologies, and robust investigative partnerships. For the second year, the COVID-19 pandemic fueled additional criminal activity, targeting individuals, businesses, and municipalities desperate for the financial assistance provided by relief programs. Countering this fraud will continue to be a major focus of Secret Service investigations.

To maintain our standing as one of the preeminent law enforcement organizations in the world, the Secret Service fosters a culture of world-class training and ongoing professional development for all employees. Our agency's success would not be possible without a cadre of mission support professionals who seamlessly adapted to a work environment that relied heavily on telework. Working remotely, these dedicated public servants effectively continued business processes, secured proper resources, hired new employees, and ensured a safe working environment.

Our service to the American people is carried out with pride and purpose. It is our honor to serve as guardians of the strongest and most representative democracy the world has ever known.

James M. Murray
James M. Murray
 DIRECTOR

Mission first. People always.



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PUBLISHED IN May 2022

The United States Secret Service At-A-Glance

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

AGENCY LEADERSHIP



James M. Murray
DIRECTOR



Faron K. Paramore
DEPUTY DIRECTOR



George D. Mulligan
CHIEF OPERATING OFFICER

PROTECTIVE OPERATIONS

Office of PROTECTIVE OPERATIONS

Office of STRATEGIC INTELLIGENCE AND INFORMATION

Office of TECHNICAL DEVELOPMENT AND MISSION SUPPORT

INVESTIGATIVE OPERATIONS

Office of INVESTIGATIONS

TRAINING & MISSION SUPPORT

Office of TRAINING

Office of INTERGOVERNMENTAL AND LEGISLATIVE AFFAIRS

Office of HUMAN RESOURCES

Office of PROFESSIONAL RESPONSIBILITY

Office of the CHIEF COUNSEL

Office of the CHIEF FINANCIAL OFFICER

Office of STRATEGIC PLANNING AND POLICY

Office of the CHIEF INFORMATION OFFICER

Office of ENTERPRISE READINESS

Office of COMMUNICATION AND MEDIA RELATIONS

Office of INTEGRITY

Office of EQUITY AND EMPLOYEE SUPPORT SERVICES

Secret Service FY 2021 Year-in-Review

The people of the Secret Service work hard each year to keep the nation's leaders, foreign dignitaries, and other protectees safe as they work and travel around the world. Further, this dedicated workforce protects the nation's economy through cyber and financial crime investigations and related activities. Take a look at what they accomplished in FY 2021.

59 protectees at high point in FY 2021



4,887 protectee visits (787 foreign)



3 National Security Special Events secured



6,040 protective intelligence investigations



937 arrests for cyber financial crimes



\$2.3B+ in loss prevented



\$1.3B in assets seized



1.1B+ Small Business Administration loan fraud seized



323.6M+ loss prevented in pandemic-related investigations



14 Special Agent, **11** Uniformed Division, and **1** Technical Law Enforcement Classes Graduated



4,046 law enforcement personnel trained at the National Computer Forensics Institute



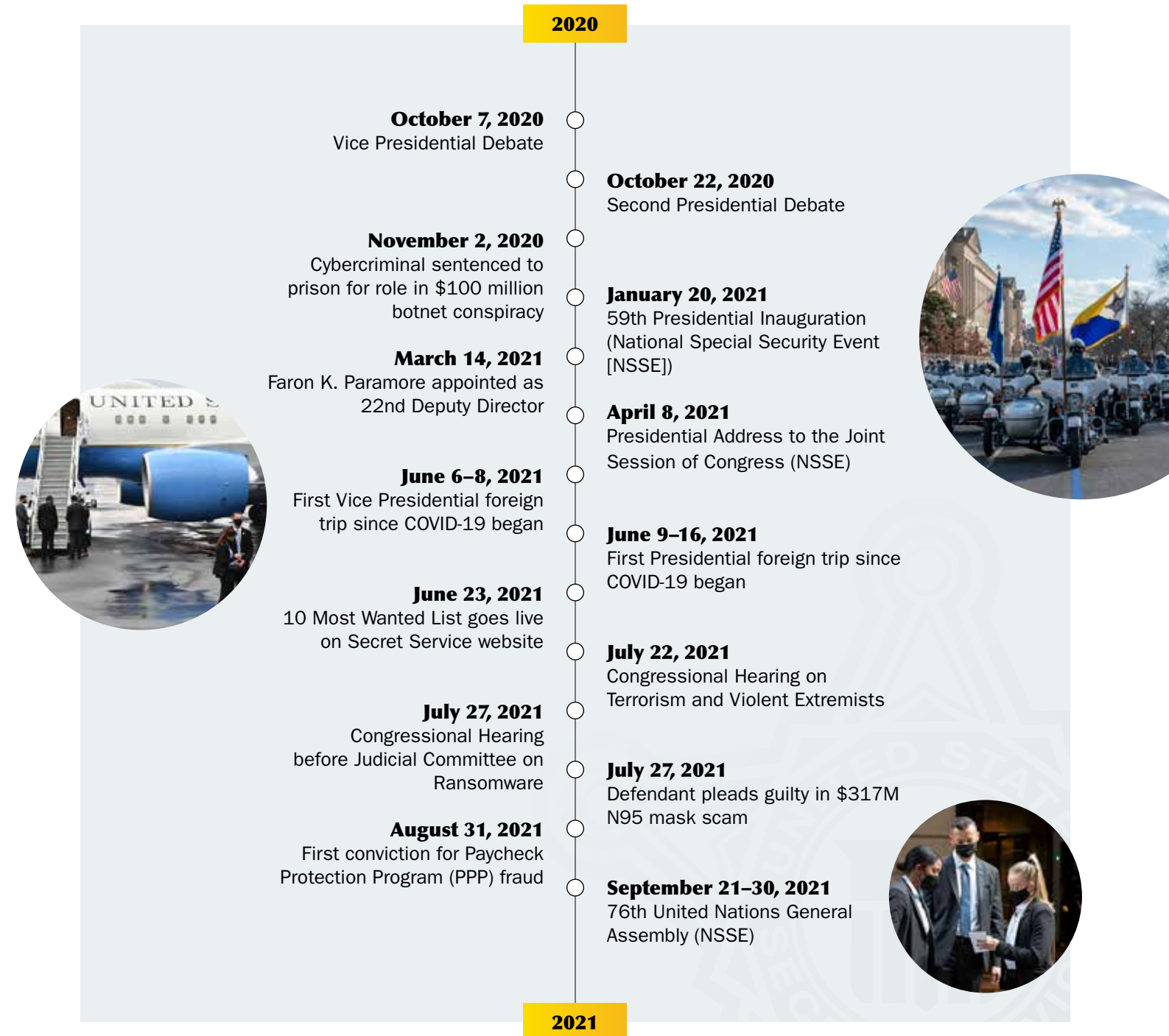
882 new Secret Service employees





Timeline

Thanks to our dedicated workforce, the Secret Service had a busy and successful FY 2021. The year started in the middle of a presidential campaign season and ended with the 76th United Nations General Assembly.





Protective Operations

THE SECRET SERVICE PROVIDES PHYSICAL PROTECTION for the President and Vice President of the United States; their families; presidential and vice presidential candidates; former Presidents and First Ladies; several high-level Administration officials; visiting foreign dignitaries; and designated National Special Security Events (NSSEs). With fewer than 8,000 personnel in FY 2021, the Secret Service conducted protectee visits for over 5,778 domestic travel locations, and 246 international travel destinations from Guatemala to Switzerland.

This high operational tempo continued throughout the global pandemic, and to the conclusion of the 2020 presidential campaign. The Secret Service rapidly and successfully established a protective division for a former President. During the Presidential transition, the Secret Service covered 43 permanent (16 temporary) protectees, a historically high number for the agency. In overcoming the added complexity, unmet funding requirements, and enhanced staffing needs of this historic 2020 Presidential transition, the Secret Service further signified its resilience and relentless dedication to the protective mission.

In addition to conventional protective travel, the Secret Service also coordinated security for three NSSEs: The 59th Presidential Inauguration; the President's address to a Joint Session of Congress; and the 76th United Nations General Assembly, which was held in person after being a virtual event in FY 2020.



Podcast Ep. 027 National Convention Security Planning with Retired Assistant Special Agent In Charge Robert Pacsi

Get a behind-the-scenes look at NSSE planning!

Cutting-Edge Protection

Special Agents, Uniformed Division Officers, and Technical Law Enforcement personnel provide an around-the-clock operational footprint devoted to safeguarding protectees and facilities. In an evolving threat environment, this protective effort requires personnel and technological resources drawn from across the Secret Service. Operational personnel conduct protective security surveys and numerous special projects in support of Presidential, Vice Presidential, and dignitary protection requirements. Technical Security Investigators, Physical Security Specialists, Engineers and Scientists ensure that the Secret Service deploys cutting-edge technology and capabilities to meet any threat directed at world leaders and their families. Counter-surveillance personnel and Intelligence Research Specialists conduct threat assessments that support protective methodology. Sustaining no-fail performance requires the Secret Service to manage and administer comprehensive countermeasures programs against chemical, biological, radiological, nuclear, electronic, and environmental threats to maintain physical security infrastructure at the White House, the Vice President's Residence, temporary protective sites visited by protectees, and agency facilities around the world. This year, the Secret Service made several upgrades to protective technology assets including the enhanced Fully Armored Vehicles (FAVs) and Counter Unmanned Aerial Systems (cUAS) mitigation capabilities.



Fully Armored Vehicles

In FY 2021, the Secret Service began the process of replacing its fleet of armored vehicles. Over the last year, the agency fully armored and deployed over 100 new vehicles, putting the agency well ahead of its goal to have approximately 500 armored vehicles in service nationwide by 2023. Additionally, the Secret Service started building the infrastructure to maintain these assets as long-term investments, which has prompted extensive ongoing efforts to procure and modify additional secure storage facilities throughout the country.

Unmanned Aerial Systems

The Secret Service continues to pioneer advancements as a leader in protective technology and methodologies to confront an ever-evolving threat environment. Most recently the agency has done so by establishing an unmanned aerial system (UAS) program. This program had its origins in countering unmanned aerial systems (c-UAS) and has evolved to include using UAS to support

LAYERS OF PROTECTION

As a Technical Security Investigator (TSI), Barry Swaldo is a member of a specialized unit within the Secret Service that monitors and mitigates environmental and man-made conditions that may negatively impact protectees. Originally serving as a Special Agent before becoming a TSI, Barry has had a unique experience seeing different layers of protection and had the skillsets required to successfully carry out these varied areas of the protective mission. He explained, "This experience gave me the ability to understand why we provide layers of protection, while working hand in hand with the local police to create these different areas."

"Our mission directly impacts... numerous groups on a daily basis." The TSI role provides Barry the opportunity to work alongside all protective divisions within the Secret Service. In addition to working with internal stakeholders, he works with many external partners, because the technical security mission directly impacts other federal, state, and local partners, including police, fire, and public works departments.





DETECTION CANINES OF THE SECRET SERVICE

The Secret Service uses canines to detect evolving explosive threats at protective sites and during events, such as White House Garden Tours, the United Nations General Assembly, and many others. These dogs screen people and objects for the presence of explosive threats in a variety of formats. Secret Service canines and personnel work diligently to deter and prevent explosive threats, demonstrating great versatility by adapting to a wide variety of temporary venues. The Secret Service will continue to expand this program in the years to come.

protective operations. A recent partnership with the Department of Homeland Security has supported and expanded the agency's use of UAS/c-UAS. As part of this process, the Secret Service proactively engaged partners to identify and implement best practices. Now, the Secret Service's UAS/c-UAS program has not only been certified by the Department of Homeland Security, but is also used as a template for smaller agencies seeking to establish programs of their own.

THE TECHNICAL SIDE OF SECURITY

Shanita Wilkins has had a unique career within the Secret Service, having served within many different areas of the agency including training, equity and employee support services, and technical security. She has traveled with numerous presidential protection details, assisting with foreign assignments and logistics, which provided her with firsthand experience of what is involved to successfully carry out the protective mission. Shanita recalled that these protection trips were where she saw how important technical security was to the mission. "I remember thinking our Technical Security Division seemed mystical! No one knew exactly what they did, but everyone knew it was incredibly important and critical to the success of the mission."

After experiencing the technical side of protection, she saw many opportunities due to her program management and business acumen skillsets to further enhance technical security requirements. She said, "There is a great need to marry program management with the technical side. We have extremely talented and highly technical personnel, but there is a need to translate that knowledge in how to procure what they need. I am able to work with these highly technical personnel to articulate best practices, mitigate mission gaps, and provide solutions for resources and funding. The marriage between these two roles is what helps sustain the programs to achieve our protective mission from a technical security perspective."

Shanita is currently participating in the Senior Executive Service (SES) Candidate Development Program, an Office of Personnel Management developmental program to identify and prepare aspiring senior executive leaders within the government. Her development assignment entails working closely with a major professional sports league to gain insights into their technical security operations and ascertain best practices to be implemented within the Secret Service upon her return. There are numerous parallels between the Secret Service's work with NSSEs and major sporting events. Both events are high-profile, televised, have thousands of attendees, and require an extensive security plan. The knowledge Shanita will gain from this developmental assignment will provide valuable insights which will help enhance the agency's technical protection posture.

The Establishment of the Crisis Intervention Team

In recent years, individuals throughout the agency, such as Dr. Michelle Keeney, observed that Secret Service Uniformed Division Officers were regularly encountering persons with mental illness near the White House complex, Foreign Missions protective zones, and the Vice President's Residence. Michelle noted, "Our Uniformed Division Officers often encounter individuals experiencing mental illness, addiction, and homelessness. There was a clear need to better equip our personnel to serve the public, while also maintaining a safe and secure environment around our protective sites." The frequency and degree of these interactions highlighted the need for training that focused on the best practices for interacting with persons who suffer from mental illness. "We didn't have good mechanisms in place to communicate [with] and assist these individuals. In 2019, the Uniformed Division-White House Branch had over 500 contacts with persons

with mental illness," explained Uniformed Division Lieutenant Richard Allwein, who partnered with Michelle, other Secret Service colleagues, and partners from external organizations to establish the Secret Service Crisis Intervention Team (CIT).

The CIT program is a community-based approach to managing encounters with individuals experiencing mental health crises, utilizing more than a dozen formal partnerships. These mental health, law enforcement, and other community organizations support persons with mental illness, provide alternates to prosecution whenever possible, and reconnect them with family, friends, and acquaintances. In partnership with other agencies, CIT also facilitates service/treatment plans to determine a best possible solution for the individuals. "To my knowledge, we are the only federal agency building an in-house CIT program," said Richard.

Richard highlighted the need for CIT saying, "This program was needed to bridge the gap and help us communicate with these individuals in an effective manner and emphasize the public service portion of our career path." Serving the community is at the heart of this program. Michelle stated, "A central theme of the CIT program and its training is community. 'Who is the community you serve?' 'How do you engage with a person who is struggling?'" Secret Service Officers are often the only people who check in on these individuals, many times giving food and clothing out of their own pockets. "There is a human element that is going on around the White House Complex that no one would have any idea about. We are trying to care for this population and serve the mission of this agency," said Michelle.

Since its inception, the CIT has made significant achievements including formulating written policies to address law enforcement response to persons affected by mental health and/or substance abuse issues, hosting the inaugural Secret Service CIT course, incorporating mental health and de-escalation into the basic curriculum for Uniformed Division and Special Agent training, and holding the first formal CIT Task Force Meetings, which serves as an official forum to discuss individuals who have been jointly identified as requiring a more comprehensive approach to their care and case management. The Secret Service plans to grow this program in the coming years. Michelle expressed her vision for the Secret Service CIT program, saying, "We are the first federal law enforcement organization to have a CIT program and hope to support other agencies in building out their own programs."



40TH ANNIVERSARY OF THE CARTER PROTECTIVE DIVISION

The January 20th, 2021 Presidential Inauguration marked a special milestone in Secret Service history: the 40th anniversary of the longest operating former President protection division. Based near Former President Carter's childhood home in Plains, GA, the Carter Protective Division has been staffed by scores of men and women over the years. This ruby anniversary affords an important opportunity to honor individuals throughout the Secret Service workforce who have supported protection for President Carter—from becoming a Presidential candidate in 1976, campaigning, serving in office, and traveling as a former President.

THE CARTER PROTECTIVE DIVISION has traveled the globe for over forty years performing protective operations. In the last twenty years, CPD personnel have supported...

5,880
DOMESTIC TRAVEL VISITS

733
FOREIGN TRAVEL VISITS TO 157 COUNTRIES AND TERRITORIES

8,696
DOMESTIC TRAVEL DAYS

1,794
FOREIGN TRAVEL DAYS

2 Million
ALMOST 2 MILLION HOURS LOGGED BY SECRET SERVICE PERSONNEL

LIMOUSINE IMAGE COURTESY OF CARTER PRESIDENTIAL LIBRARY

SPOTLIGHT

CIT SUCCESS STORY

Since its inception, there have been numerous success stories with the CIT program. Secret Service personnel who are trained to serve as Crisis Intervention Officers (CIOs) helped an individual who had been homeless for over seven years reconnect with his brother. This individual is no longer homeless and is now receiving treatment for his mental illness. In another instance, CIOs encountered an elderly female who was experiencing a mental health crisis. While initially locked in her vehicle and refusing to exit, CIOs practiced patience, empathy, and other de-escalation techniques to convince the individual to exit her vehicle and voluntarily commit herself to receive assistance. The CIT Program is an ever-evolving initiative within the Secret Service. Future initiatives include certifications from CIT International Inc., the CIT mobile app, resource guides, and Crisis Intervention Training courses across all levels of the workforce.



Training the Crisis Intervention Team

The Crisis Intervention Team (CIT) program—introduced earlier in this report—was established to promote a community-based approach to managing encounters with individuals experiencing mental health crises. To support the agency-wide effort, Secret Service personnel came together to develop training to equip operational personnel to handle these encounters. This program and these trainings utilize Secret Service expertise, as well as that of the CIT program partners, such as law enforcement, social services, homeless outreach teams, and behavioral healthcare providers.

Dr. Michelle Keeney, Zachary Ainsworth, Lieutenant Richard Allwein, and their team worked with partners to develop training on how to recognize symptoms of mental illness, establish effective de-escalation techniques, review necessary legal implications, and become knowledgeable on resources available to assist these persons. “After training, the officers and agents were able to utilize these skills within days and saw positive results. This not only increased their intrinsic value, but increased their pride in their jobs,” says Richard.

The inaugural CIT course was a great success. One Uniformed Division Officer recalled, “This training has really opened my eyes to mental illness with people we deal with every day. Now I have many ways to help people that need it.” Another Uniformed Division Officer believed the training would shape the way in which he navigates scenes in the future. He said, “Looking back at previous scenes I’ve worked, if they happen again, I would handle them differently.” CIT has also beginning to be incorporated into the basic curriculum for Uniformed Division and Special Agent training at RTC.

Richard emphasized the importance of this training to the success of our personnel’s daily operations, saying, “At the end of the day [in these interactions], we are dealing with another human being and we need to treat them accordingly.”

WORKFORCE PERSPECTIVE

“It takes a special person who is dedicated to serving something bigger than themselves. The ‘no fail mission’ that is vital to protecting and defending the White House Complex, is only surely attained by dedication, tenacity and resilient men and women of the Secret Service.” —Deputy Chief, Uniformed Division

It takes a special person who is dedicated to serving something bigger than themselves.

Protective Intelligence

A successful protective visit does not happen without the coordination and efforts of several agency offices, harnessing a diverse range of skillsets and abilities. One critical aspect of the protective mission is the need to continuously assess protective intelligence data. The dedicated employees who focus on protective intelligence analyze, evaluate, and disseminate, information about individuals, groups, and activities that pose a potential threat to persons, facilities, and events protected by the Secret Service. These specialized divisions focus on a wide spectrum of potential threats—and how to mitigate them. One such division researches, compiles, analyzes, and disseminates protective intelligence to agency personnel, providing direct support to Secret Service protective operations world-wide. These materials support leadership and operational personnel in making sound and effective protective and investigative decisions. In FY 2021, the Secret Service supported more than 350 foreign trips, produced approximately 300 assessments and 60 intelligence reports, and presented more than 125 intelligence briefings in support of protective operations.

The Critical Protective Analysis Group (CPAG) was created in 2002 to better support Secret Service protective details in a post-September 11th world. The group focused attention on the heightened and evolving threat from extremists and advocated on the need for more specialized analysis. The CPAG provides threat assessments, briefings, and other information pertinent to the protective intelligence mission. In their analyses, they consider evolving trends in weapons, tactics, and technology. To do so, agency personnel conduct research, analyze materials, and disseminate operationally relevant information pertaining to threat assessment and prevention of targeted violence. Information is shared through briefings and presentations for Secret Service personnel, as well as to international, federal, state, local, and tribal law enforcement, military services, civilian security personnel, and first responders. In FY 2021, CPAG delivered a total of 70 briefs to over 1,300 attendees. The internal and external briefings CPAG conducts enable the group to provide critical information regarding the evolving threat environment, which allows Secret Service personnel and partners to make more informed decisions.

Counter-surveillance is another crucial aspect of the protective mission, and the dedicated women and men of the Secret Service provide around-the-clock counter-surveillance support throughout the Washington, D.C. area to support the protective mission. Their reach extends much further than D.C., however, as these personnel travel throughout the country supporting protective operations,

A successful protective visit does not happen without the coordination and efforts of several agency offices, harnessing a diverse range of skillsets and abilities.

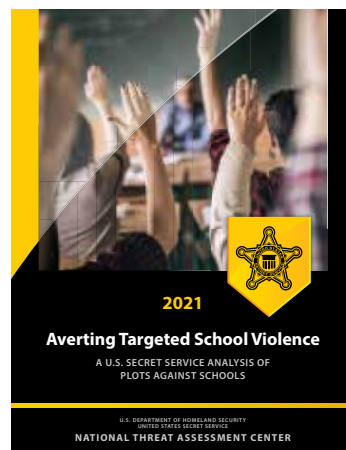
mitigating evolving threats, and providing vulnerability assessments to protective details and NSSE operations. Specialized units have responded to critical locations and deployed to enhance officer safety, force protection, and provided increased situational awareness capabilities. This year, to continually evaluate and evolve the agency's protective operations the Secret Service initiated new efforts to standardize counter-surveillance operations, leverage interagency training, and enhance collaboration with federal, state, and local partners that operate in the greater Washington, D.C. area.

National Threat Assessment Center

As a part of the agency's core protective mission, the Secret Service researches and conducts threat assessments, which include a broad spectrum of settings. One such area that the Secret Service has heavily researched is targeted violence in schools, which has afforded a unique opportunity to serve America's children through the agency's expertise and expansive skillsets. On March 30, 2021, the Secret Service National Threat Assessment Center (NTAC) published *Averting Targeted School Violence: A U.S. Secret Service Analysis of Plots Against Schools*, which provided an unprecedented account of how planned acts of targeted school violence have been prevented. NTAC's research staff closely examined 67 disrupted plots against K-12 schools from 2006-2018, with a particular focus on the behavioral backgrounds and warning signs displayed by the students planning violence.

In conjunction with the release of the March 30th report, NTAC staff presented their research findings and operational implications during three virtual events for community partners, spanning public safety, education, and other sectors. Due to the exhaustive community outreach efforts of NTAC's staff, these three events reached over 25,000 federal, state, local, tribal, and international public safety professionals, representing all 50 states and 74 countries. Furthermore, NTAC mailed printed copies of the report to approximately 38,000 public and private K-12 schools across the United States and made a digital copy available on the Secret Service website.

Following one of the training events, the Secret Service was notified by a foreign law enforcement agency that they were able to utilize the information presented during NTAC's training event to prevent a school attack in their country—a school attack that a student was plotting for the very next day. ✓



NTAC's Averting Targeted School Violence: A U.S. Secret Service Analysis of Plots Against Schools, 2021.



A HISTORY OF THE FIRST LADY'S DETAIL

The Secret Service's original protective mandate did not include the President's family. In early assignments, an agent would accompany the First Lady during outings or events outside the White House as a courtesy. On occasion when the First Lady traveled, an agent from the local office would be on hand to assist as well. In 1894, the Secret Service began to unofficially protect the President and his immediate family, following a request from First Lady Frances Cleveland after kidnapping threats were directed at two of their children, Ruth and Esther. The Secret Service continued informal protection of the President's immediate family under President William McKinley's administration. In 1917, Congress formally authorized Secret Service protection for the President's immediate family.

However, not all First Ladies were in favor of having a Secret Service detail. First Lady Eleanor Roosevelt refused one, and her wishes were largely honored. As an alternative, she was provided a gun for personal protection, along with a Secret Service badge entitling her to be armed. First Lady Roosevelt noted, "I would have never used [the gun] on a human being."

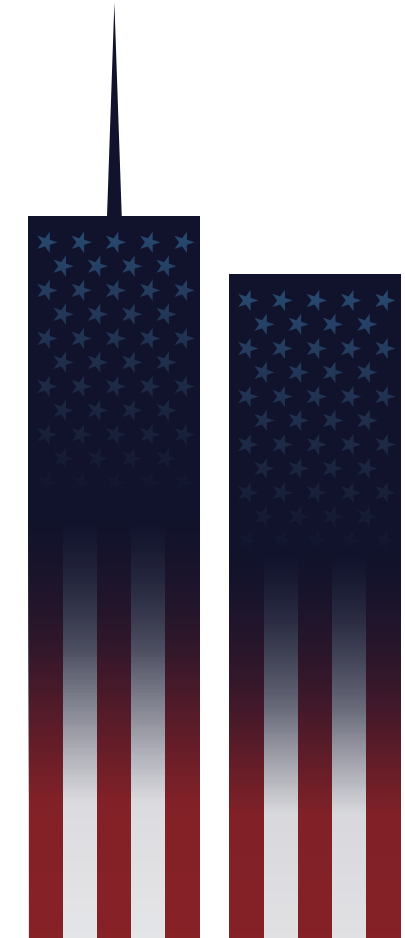
It was not until 1969 that a First Lady's Detail was incorporated into Secret Service organization charts and has since been incorporated into the Presidential Protective Division. The Secret Service has never had to confront and respond to a violent attempt directed at the First Lady, though agents on the First Lady's Detail have responded in the aftermath of assassination attempts on the President and attacks on the nation.

On November 22, 1963, Special Agent Clint Hill, First Lady Jacqueline Kennedy's primary agent, heard the gunshots of an assassin. He immediately ran from his vehicle while the bullets were still being fired and climbed on the rear of the President's rapidly moving limousine. He shielded the President and First Lady with his own body as it sped toward the hospital. For his actions, Clint was presented with the Treasury Department's highest award for bravery, the Exceptional Service Award.

On the morning of September 11, 2001, First Lady Laura Bush was headed for the U.S. Capitol to attend a function when her Detail Leader told her that a plane had struck the North Tower of the World Trade Center. While in route, the South Tower was also hit, and while at the Capitol, the Pentagon was attacked. First Lady Bush was taken to a secure location to wait until the Secret Service's Emergency Response Team and additional agents arrived to assist in moving her to the limousine. She was then evacuated to Secret Service Headquarters until it was clear to return to the White House.



A flower sits on one of the panels containing names of the victims of the terrorist attacks on September 11, 2001 at the 9/11 Memorial at the World Trade Center.



Remembering
— the **20th** —
ANNIVERSARY of
September 11

TO MARK THE 20TH ANNIVERSARY of the tragic events of September 11, 2001, the Secret Service remembers its fallen and is proud to share the stories of its personnel who rallied together to provide aid and comfort in so many ways. The entire family of Secret Service employees, along with fellow law enforcement colleagues and partners, have a wonderful tradition of coming together in times of hardship.

“It’s hell on earth. [There’s] no way to describe it.”

Frank DeStefano, Special Agent

September 11, 2001 in New York City was a bright, sunny day. Secret Service personnel were beginning their morning at 7 World Trade Center, home to the Secret Service’s New York Field Office (NYFO). In addition to regularly stationed personnel, many employees were on temporary assignment at NYFO to support the United Nations General Assembly. At 8:46 AM the lives of everyone at the NYFO, in America, and around the world would be forever impacted.

**“It’s been twenty years,
but I remember it like it was yesterday.”**

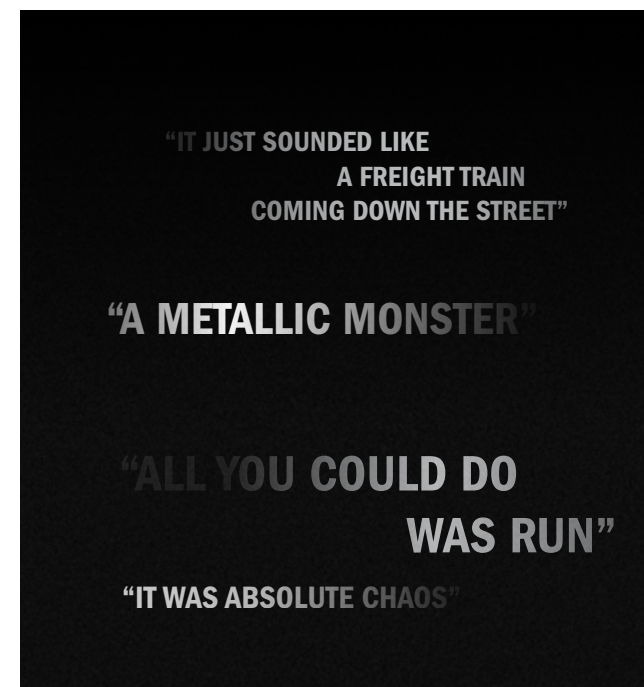
Angela Moss, Writer/Editor

Minutes after the attacks, a veteran Special Agent went into 1 World Trade Center and assisted with the evacuation. Despite debris falling into the Plaza, he positioned himself to block the path leading to the Plaza door. More than 1,000 people complied with his instructions and made it to safety. As the situation became more perilous an additional, but much riskier, exit was used. The agent and another police officer locked arms and together controlled passage through the door, sending groups of 15 to 20 people out only when it was clear.

In Washington, D.C., the Director’s Crisis Center had been activated and the Secret Service was working to track the location of all protectees and move them away from prime targets. At 9:36 AM, the Vice President was evacuated from the White House. Tony Zotto, Ret. (Special Agent in Charge, Vice Presidential Protective Division) recalled, “I actually grabbed [the Vice President] by the belt and said ‘let’s go.’”

One minute after the Vice President’s evacuation, American Airlines Flight 77 crashed into the Pentagon. First Lady Laura Bush was whisked away by her Secret Service detail and evacuated to Secret Service Headquarters. Soon after, the decision was made to evacuate the White House and U.S. Capitol buildings, which included Former First Lady Senator Clinton, a Secret Service protectee. Additionally, there was worry that United Airlines Flight 93, which had also been hijacked, was headed to an additional Washington, D.C. target. However, the flight crashed in Shanksville, Pennsylvania after brave crew members and passengers stormed the cockpit.

In New York City, the South Tower had just collapsed.





Special Agent Tom Armas of New York Field Office carrying an injured woman to an ambulance after the first tower collapsed during his multiple rescues that day.

“There was a fire truck that was unmanned, and four agents were actually fighting fires.”

*Tom Grupski, Ret.,
Deputy Special Agent in Charge*

“Debris from the tower just rained down on us, and you come out of the dust on the other side and then you kind of think, okay well now we’ve got to see who we can help and what needs to be done,” recalls Doug Farber, Ret. (Physical Security Specialist). The Secret Service immediately sprang into action. Many personnel helped the wounded and directed people to safety, while others were still working in NYFO, located at 7 World Trade Center. Tim Strawman, Ret. (Assistant Special Agent in Charge) recalls, “They had to order [our personnel] to leave, and eventually they did.”

Soon after NYFO’s evacuation, the second tower collapsed. Secret Service employees made their way to Chelsea Piers. One employee recalled, “There wasn’t a single agent standing by the side of the road waiting to be told what to do. Every one of our people took charge and used their training and skills to do what needed to be done. They were staring death and destruction in the eye, and not one of them flinched.”



After evacuating, Special Agent in Charge (SAIC) Steve Carey was attempting to locate all of NYFO’s employees. He got word that one of his missing agents had just been located. The agent had jumped a seawall, grabbing the attention of the captain of a waterways ferryboat. Together, they filled the boat with groups of people, taking them in shifts to the safe shores across the river, ultimately transporting almost 2,000 survivors. Jessie Lane (Public Affairs Specialist) recalled her colleagues’ actions that day, saying “To this day, I am thankful that I work for an agency that treated me like a protectee that day.” However, not all Secret Service personnel were located. SAIC Carey soon got news that one employee was missing—Master Special Officer Craig Miller. Craig’s location at the time of the attack remains unknown, but it is believed he died helping others.

“At some point I commandeered a Coast Guard boat, as well as a Nassau County police boat.”

*Donald Mihalek, Ret.,
Special Agent*

“They put together this little navy of theirs. We got them on a boat, across the Hudson, had busses waiting for them there.”

*Patrick Convery, Ret.,
Assistant Special Agent in Charge*

“Work continued. Work had to continue. We couldn’t just stop what we were doing.”

Dennis Letts, Ret., Senior Special Agent

After September 11th, work did not stop for the Secret Service—instead it amplified. On September 12th, the Secret Service received word that President Bush would be visiting ground zero on September 14th. Typically, a protective advance takes several weeks to complete, but the New York Field Office only had two days to prepare. The JFK, Melville, White Plains, and New Haven Resident Offices, as well as the Newark Field Office provided immediate support to NYFO. Newark Field Office played a significant role by supplying vehicles, radios, and other equipment. Headquarters divisions in Washington, D.C. assembled a working group to assist with any request coming from New York. Additionally, the U.S. Postal Service provided NYFO with an entire office floor at their Morgan Station location.

SAIC Steve Carey explained, “We’re one of the largest, most active Secret Service field offices in the world [NYFO], and we lost our entire physical infrastructure. The President and Vice President were scheduled to visit, the United Nations General Assembly was only weeks away, and we had ongoing criminal investigations. In a blink of an eye, we have no office space, no phones, no cars, no hand radios, no computers, a low supply of weapons, no office supplies, the list went on and on. We were scrambling, but within 48 hours, we were up and going once again, ready for anything.”



Remains of protective limos at NYFO. Courtesy of Donald McGee, TSD.

“[The Secret Service family] needs to understand what happened here on September 11th. But, they really need to know what happened on the days that followed. Those are the days I want us to remember, the days that redefined who we are, and what we will be again. That’s what I want people to know.”

Unidentified Special Agent, New York Field Office

<p>8:46 AM</p> <p>Hijacked American Airlines Flight 11 hits North Tower of World Trade Center</p>	<p>8:50 AM</p> <p>President Bush alerted while visiting an elementary school in Sarasota, Florida</p>	<p>9:00 AM</p> <p>Secret Service Director’s Crisis Center (DCC) activated</p>	<p>9:03 AM</p> <p>Hijacked United Airlines Flight 175 hits South Tower of World Trade Center</p>	<p>9:20 AM</p> <p>DCC notified Secret Service personnel in New York City are being evacuated</p>
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“It’s just a heavy thing to carry every day. I do it, and I’m fine. I just want people to remember those who are no longer with us. Please don’t ever forget those people.”

*Keith Gessner, Ret.,
Special Agent*

“To this day, I am thankful that I work for an agency that treated me like a protectee that day.”

*Jessie Lane,
Public Affairs Specialist*


Coming Together in the Aftermath

In the aftermath of September 11th, government and military partners came together to assist each other. After the attack on the Pentagon, there was a need

to put a credentialing system in place to restrict access to the site and ensure people at the site had a demonstrated need to be there. On September 13th, the Major Events Division (MED) of the Secret Service received a request to put in a credentialing system at the Pentagon. When MED arrived at the Pentagon, they set up shop in a tent with a dirt floor—far from their normal work environment. With assistance from the military, the MED kept the credentialing operation active from September 13th–26th.

at the White House and other D.C. facilities endured long hours under extremely stressful conditions. Recognizing the challenge Secret Service employees faced, personnel from the White House Usher’s Office and residence staff ensured the Special Agents and Uniformed Division Officers were fed by opening the White House kitchen to prepare food for Secret Service post standers. Additionally, local restaurants and some area hotel managers assisted by making their employee cafeterias available to Secret Service personnel without charge.

The Secret Service family bond also grew tighter after Master Special Officer Craig J. Miller’s passing. Doug Farber, retired Physical Security Specialist, worked at ground zero every day for two months sifting through the debris. Don McGee, Physical Security Specialist, explained, “You just wanted to have closure for Craig Miller’s family, and you wanted to have closure for all the thousands of people that were there. We wanted to do for him what we would want someone to do for us.”

The Secret Service Employee Recreation Association (ERA) was founded to promote the general welfare of employees. After 9/11, the ERA established a Miller Family Assistance Fund to provide immediate aid to Master Special Officer Miller’s wife and children. In the first month alone, over \$50,000 in donations were raised. 

In the days after 9/11, a new sense of community and caring was sparked across America. Secret Service personnel working

Remembering the Fallen



MASTER SPECIAL OFFICER CRAIG J. MILLER

November 4, 1971 to September 11, 2001



SPECIAL AGENT IN CHARGE CHARLES “CHUCK” L. FRIEND

December 7, 1959 to October 23, 2018



U.S. SECRET SERVICE Master Special Officer (MSO) Craig J. Miller of the Special Services Division was among the 72 law enforcement officers killed in the 9/11 terrorist attacks. Craig was on a temporary assignment in New York City, preparing for the agency’s annual coordination of the United Nations General Assembly. Those security preparations were based out of the Secret Service’s New York Field Office at 7 World Trade Center.

Craig was a highly decorated veteran of the U.S. Army, where he served for approximately four and a half years. He participated in Operations Desert Shield and Desert Storm. During his military career, his honors included two Bronze Stars and the Kuwait Liberation Medal. On January 3, 2000, Craig joined the Secret Service Special Services Division.

Craig received extensive emergency medical training during all phases of his military, post-military, and Secret Service careers. His location at the time of the attack remains unknown. The U.S. Secret Service Valor Award was posthumously awarded to Craig for his bravery above and beyond the call of duty on September 11, 2001. Craig made the ultimate sacrifice for the citizens of New York City and this nation.



Podcast Ep. #004
The Boston Field Office and The Miller Family

Learn more about MSO Craig Miller, September 11th, and the Boston Field Office.

FOLLOWING THE IMPACT OF THE FIRST PLANE into the World Trade Center, the law enforcement and first responder community rushed personnel to the scene to aid with rescue and recovery. Years later, 9/11-related illnesses from exposure to toxic materials following the terror attacks has led to nearly 300 additional deaths. U.S. Secret Service Special Agent in Charge (SAIC) Charles (Chuck) L. Friend is among those who died because of that exposure.

After the attacks, Chuck immediately responded to a request for Secret Service personnel to travel to New York City to assist. For three and a half days, he worked at a landfill on Staten Island, sifting through the debris recovered from Ground Zero, hoping to find remains, objects related to the attacks, or materials from the New York Field Office. These actions were characteristic of Chuck, who also volunteered on the Secret Service team that responded to Oklahoma City in the aftermath of the April 19, 1995 bombing that resulted in the death of 168 individuals, including six Secret Service personnel.

In February of 2016, Chuck was diagnosed with a rare form of cancer and given just six months to live. Through his determination, strength, faith, and courage he survived another two and a half years, passing away October 23, 2018, at the age of 58.

Chuck began his career with the Secret Service in 1983 at the Washington Field Office. He served in various capacities and on a variety of teams throughout this career, ultimately retiring in May of 2005 as SAIC of the Office of Protective Research.



THE SACRIFICES of Master Special Officer Craig J. Miller and Special Agent in Charge Charles “Chuck” L. Friend serve as a solemn reminder of the losses suffered on that day. We pause to remember the lives lost, as well as the selfless work of public servants across the country. **We will never forget.**

9:36 AM

Vice President Cheney evacuated

9:37 AM

Hijacked American Airlines Flight 77 crashes into the Pentagon

9:45 AM

Evacuation begins at the White House



9:54 AM

Air Force One wheels up from Sarasota, Florida

9:59 AM

South Tower of World Trade Center collapses

Continuity-of-government procedures implemented for the first known time in American history

10:03 AM

Hijacked United Airlines Flight 93 crashes in Shanksville, PA

10:15 AM

Damaged section of the Pentagon collapses



10:28 AM

North Tower of World Trade Center collapses

11:45 AM

Air Force One lands at Barksdale Air Force Base in Louisiana

2:50 PM

Air Force One lands at Offutt Air Force Base in Nebraska

5:20 PM

7 World Trade Center, location of the Secret Service New York Field Office, collapses

6:54 PM

Marine One arrives at the White House

8:30 PM

President Bush addresses the nation from the White House





SPOTLIGHT

Blake Raabe (left) working during the 56th Presidential Inauguration in 2009.

Continuing to Serve

"I have a huge amount of pride knowing that I did my part in serving this country."

JAMIE BERG,
ASSISTANT TO THE SPECIAL
AGENT IN CHARGE

FOR MANY, THE DECISION WAS CLEAR.

It began as a desire to serve something greater than themselves. It was a path to opportunity and a better life. There was a family tradition to honor. A sense of duty and commitment called to them.

"I grew up around the military, and from day one I knew that I would enlist. I have a huge amount of pride knowing that I did my part in serving this country."

Jamie Berg, currently an Assistant to the Special Agent In Charge in the Dignitary Protective Division, served in the Air Force for eleven years. He enlisted right out of high school. "I grew up with a grandfather, father, and brother who were veterans. There is an established history there and continuing that legacy is something I take great pride in."

For Daniel, currently a Technical Security Investigator within the Technical Security Division, the decision to enlist in the Army was also about family legacy. "My grandfather, father, and uncle served. It was never something I was pressured into doing, but the older I got I realized the benefits of it. It was a great opportunity, you can learn a trade, make a difference, have a sense of pride for your country. Carrying on the legacy [of my family] was a big part of it."

After his six years in the Army, a transition to the Secret Service made the most sense for Daniel, "The Service was the perfect next step, I could use the skills I had developed over time in the military and still have that aspect of serving my country and feeling like I was making a difference."

"As a retired Marine, I feel the Secret Service is one of the most welcoming and supportive agencies for Veterans."
—Michael, Inventory Management Specialist



...one of the most welcoming and supportive agencies for Veterans.

Like Daniel, Jamie cites his military career with the Air Force as the biggest reason why he is currently with the Secret Service. Like many others, Jamie saw himself in a career in federal law enforcement after his time with the military; he never considered anything else. For him, his career with the Secret Service is an extension of his service while in the Air Force.

Service has clearly been integral throughout the Berg family, something Jamie hopes continues after him. "Both experiences are similar. Whether it's in a uniform or suit, they're still the same in my eyes. I think one day, this family legacy will be passed to my son... If he joins the military or the Secret Service, I think that's awesome... passing that tradition and honor on. If he continues that tradition, and takes up this service, I think that would be really special."

This sense of duty, honor, service, and legacy, found throughout the Secret Service, began for many with a career in the military. The Secret Service is lucky to call itself home to countless of veterans who, like Jamie and Daniel, continue their service, sacrifice, and dedication to this country.



REYNALDO "RAY" GARCIA SERVED IN THE ARMY for over seven years before he began his twenty-one-year career with the Secret Service.

"Ever since I was a kid, the idea of military service was always something that I wanted to do. Not only for the noble part of serving my country, but for the financial and educational benefits that it could afford me. There were not a lot of opportunities where I grew up and I knew the military could help me live a different life than the one I had grown up in."

What did that different life look like? As he was preparing to leave the White House Communications Agency, a career in federal law enforcement seemed like the next logical step for Ray. A job with the Secret Service was a natural fit, allowing him to continue to use the technical skills that he developed while in the military.

"The military will give you experience that you will not get anywhere else. Real life experience, where people are relying on you to make real time decisions in high pressure situations, is invaluable. It is similar at the Secret Service; the public is looking to you to take care of their elected officials. Those officials are depending on you to protect them and get them from point A to B safely."

"The Service was the perfect next step, I could use the skills I had developed over time in the military and still have that aspect of serving my country and feeling like I was making a difference."

DANIEL, TECHNICAL SECURITY INVESTIGATOR



Reynaldo Garcia (right) receiving an award for duties performed at Hobe Sound, FL in 1996.

CONTINUE YOUR SERVICE

20.5% of Secret Service employees are veterans from all branches of service and a variety of military occupation specialties—from entry level positions to the Director of the agency. Your service to the nation proves you have the character we seek in all applicants and the technical and leadership experience to excel. *START YOUR NEXT CHAPTER OF SERVICE WITH US.*

“I feel honored to serve alongside others who are committed, regardless of how many long hours are required to complete the mission.”

AMY, ASSISTANT SPECIAL AGENT IN CHARGE

Amy, currently an Assistant Special Agent In Charge, served in the Army for eleven years, something she dreamed about for a long time, “I had grandparents who were in the military and I really looked up to them.” Like Ray, Amy saw her experience with the military flow into her experience with the Secret Service. “I always wanted to be a criminal investigator, so after the military, I wanted to serve in a similar environment, to work as a part of a team, and ultimately to serve.”

After sixteen years at the Secret Service, Amy feels lucky to do what she does each day. “I feel honored to serve alongside others who are committed, regardless of how many long hours are required to complete the mission.”

Christopher “Buck” Owens, an analyst, has a similar perspective. Like many others, he had military history in his family. Buck grew up in a family with a lot of Army veterans. The rebel within him won out, however, and he enlisted in the Coast Guard in 1990, particularly drawn to its humanitarian mission. He spent the next 22 years in active duty for the Coast Guard. He left for the private sector, but quickly found it uninspiring.

“At the end of the day, there is no forgetting you are a servant of the public. And that drives you on your slow day, especially when you’re not feeling 100%. As a public servant, people are expecting me to earn my paycheck and that becomes a very powerful incentive.”

When pressed about why he has dedicated so much of his life to public service, first to the Coast Guard and now with the Secret Service, Buck responds with, “So that others may live. At the end of the day, you are doing something for someone else. There is honor and inspiration in that.”



TO MANY VETERANS, the Secret Service feels familiar. Maranda Brown, an analyst in the Counter Surveillance Division, quickly felt at home upon joining the Secret Service. “I was an Army brat growing up, yet I never thought I would consider a career in the military, much less the Marine Corps... I realized however that I needed that discipline and structure to begin my professional career.”

Maranda speaks highly about her time in the Marines, especially Officer Candidate School. “I had never been a part of anything like that. This was an entirely different level. The way that we interacted and the dependencies that grew amongst my peers was something that I had never experienced. I came to better understand who I was as a person. It revealed things about my character that I don’t think would’ve been

WORKFORCE PERSPECTIVE

“I joined the military the week of 9/11 in response to the horrific events and the coming need in the War on Terror. When I got out of the military after 10+ years and multiple deployments in order start a family, I realized I wanted to continue to serve on the front line in an elite organization to protect not only those who make decisions, but our society and way of life.” —Chris Brewer, Technical Security Investigator

I wanted to continue to serve on the front line...



Buck Owens after his final operational flight at Airstation Cape Cod in 2008.



2nd Lt. Maranda Brown completing a 20-mile hump at The Basic School in Quantico.

revealed otherwise. It was certainly challenging but in a very good way. I liked the person whom I became.”

Overall, her experience with the Marines shaped the rest of her professional journey. “Starting my career that way let me be a part of something that was bigger than myself.” That sense of duty, honor, and discipline is what eventually led her to the Secret Service. When she joined, everything clicked.

“I very much enjoyed being around that pride in service mentality. Everyone I spoke with, the level of professionalism was something I hadn’t seen in many years, since the Marine Corps. The first few people I spoke to all mentioned the founding date of the Secret Service. You rarely hear that anywhere else in the government, it reminded me of how the Marine Corps talks about itself.” Hearing that pride in the Secret Service reminded her of the beginning of her career, “It felt like I was home.”

That continuation of service, professionalism, and sacrifice is what draws many to the Secret Service after a career in the military. Additionally, both provide unique opportunities for those who choose to serve.

Blake Raabe, a Uniformed Division Captain overseeing the Counter Sniper Team, spent four years in the Marine Corps. “I enjoyed my time in the military, I met my wife and partner of 26 years and my best friends.”

After transitioning to the Secret Service, it was the opportunities on the job, Blake emphasizes, that has made his career so memorable.

“When the former Pope passed away, I was a part of the team assisting for the President’s trip to the Vatican. Before we left, my wife gave me her wedding band and necklace and said, ‘If you can get a chance, see if you can get a blessing.’ Never did I expect to go inside to see the Pope lying in rest, but we were able to. Then as we proceeded to go out, one of the Cardinals was there, and I asked if he would bless our rings. I was able to receive a blessing for mine and my wife’s wedding bands and her necklace. It was a very moving experience for me.”

These experiences were things that Blake never dreamed that he would get to do. But while the military and Secret Service has given him many opportunities, Blake says it’s all about service and sacrifice.

“Starting my career that way let me be a part of something that was bigger than myself.”

MARANDA BROWN, ANALYST



Blake Raabe at his United States Marine Corps boot camp graduation.



Blake Raabe (left) working during a foreign trip to South Korea in 2009.

“Service and sacrifice go hand in hand. You are willing to put yourself out there for everyone, regardless of who they are, regardless of what the circumstances might be. We’re all here to do a job and make sure that those you are serving are better off. That should be something that everyone here should be proud of as an agency. Employees are dedicated and are willing to sacrifice at any given time.”

Another Captain in the Uniformed Division emphasized the importance of sacrifice and dedication. He balanced a career with the Secret Service and a prominent role in the Army Reserves. “I did two year-long tours while serving at the Secret Service, including a deployment to Iraq in 2008. Balancing the workload was always tough, as I was a supervisor for most of my Secret Service career. Returning from Iraq was especially difficult; I was burned out and returned disconnected.”

He found the time and space in the Secret Service to slowly adjust back from his deployment. He balanced two jobs for 14 years, before retiring from the military in 2013. With newfound time on his hands, he has been able to spend more time with his family. “I could not have done any of this without the support of my family...family support is critical in being successful in this profession.” After 22 years at the Service, he still loves what he does.

“I’m just trying to make sure everyone understands the importance of this mission every day. I try to show my appreciation and their value to each person who serves. That to me is the most important thing. Everyone has an important role no matter where they are within the Secret Service. It is to achieve a mission that requires zero-failure.”

Service and sacrifice have been important tenets of his life and are what he thinks about when being a veteran. “I think about sacrifice. When you are in combat and you attend a fallen soldier’s memorial, and you witness the Battlefield Cross followed by Taps...that is the ultimate sacrifice. It is selflessness. Especially today, no one is forced to join the military. Everyone I served with stepped up to the plate and wanted to be there. I would say being a veteran is all about selfless sacrifice and serving your country.”

This sense of sacrifice and service in both the military and the Secret Service ultimately boils down to community, commonly referenced as the “Secret Service family” within the agency. There is a particular type of community that hardship creates, whether it be through a deployment, a post, an assignment, or particularly challenging personal situation. This sort of community stands the test of time.

Mark Switzer, currently an Assistant Special Agent In Charge in the Office of Protective Operations, commissioned as an officer into the Navy in 1992. While it was a relatively peaceful time with the Cold War ending, he did a few deployments to the Mediterranean and participated in counter-narcotics operations with the Coast Guard in the Caribbean. He looks back on his time with the Navy fondly, “It gave me a continued sense of service, and the confidence to move on to other aspects of my career.” Mark has had a long career in law enforcement since leaving the military. He worked as a Virginia Beach police officer for three years. “I really enjoyed my time as a police officer. It gave me a sense of community and connection because it was at a local level. I really saw how I could assist and help in the local community.”

While Mark would transition to federal law enforcement, joining the Secret Service in 2000, he still talks about the importance of community.



Mark Switzer (right) serving as a U.S. Navy Navigator in 1995.

“It’s fun every now and then to be standing on Pennsylvania Ave and think, I’m here at the White House! But it’s really the people you work with that are the best part of this job. I tell newer agents and officers, the people that you have in that [graduation] class with you, those are the people that are going to experience your life with you. Every birth. Every death. Your marriages. Those people are going to go through these things with you. They’re going to be the rock you lean on. The people you go to for advice. Every single person we work with at some point is going to experience something, and when I leave here, it’s those memories that will stay with me... as well as the additional excitement of being able to stand on Pennsylvania Ave.”

When asked what single word represents why he feels honored to serve as a member of the Secret Service, Mark responds with “love.” “How could you do the things that we do if you don’t have a deep love and commitment for this county, and for our fellow agents and officers who dedicate themselves to that. It all comes down to a deep-seated love for service.”



THE LOVE FOR SERVICE IS THE BEDROCK OF IT ALL. It’s a brotherhood and sisterhood. It’s about being there for people when they need you the most. There is no better example of that than all the veterans who are, and have been, members of the Secret Service family.

The late Medal of Honor recipient and Special Agent, Ron Shurer, embodied this the best. He spoke with a humbleness and gratitude for his service, his country, and his life.

“Well, like I’ve said to everybody who’s still out there in the military, still doing the job. I’m proud to have ever been a part of that organization, just to have played a small role in the history of the military, and the service to this country is an honor. And, I think, everybody in this country at some level would benefit from finding some way to serve something that’s bigger than themselves, whatever level that is, whether it’s military service or law enforcement or—you know, just helping out in their community. I think everybody should find some level of that. And I’ve been very fortunate to have that service in the military, and now, with the Secret Service where I can continue to serve.”

Ron passed away in May of 2020 from lung cancer at the age of 41. His legacy, along with all the other service members gone too soon, lives on in the people he touched.

The Secret Service is a lucky organization to have been a home to Ron, and to be a home to Mark, Buck, Maranda, Blake, Daniel, Jamie, Amy, Ray, and the countless other veterans who take our oath. We benefit from their service, from their passion, and from their inspiration. They are some of the very best of the Secret Service family. ✓



Mark Switzer (right) working protection during an event at Fort Bragg in 2009.



Podcast Ep. 013 Medal of Honor Recipient SA Ronald Shurer II
Learn more about the life and career of Special Agent Shurer.



Ron Shurer receiving the Medal of Honor.

THE LOVE FOR SERVICE IS THE BEDROCK OF IT ALL.
IT’S A BROTHERHOOD AND SISTERHOOD. IT’S ABOUT BEING THERE FOR PEOPLE WHEN THEY NEED YOU THE MOST.

PAGE 24: PAGE 25(BOTTOM) AND PAGE 28(TOP) IMAGE COURTESY OF BLAKE RAABE; PAGE 25(BOTTOM) IMAGE COURTESY OF REYNALDO GARCIA; PAGE 27(TOP-LEFT) IMAGE COURTESY OF CHRISTOPHER OWENS; PAGE 27(TOP-RIGHT) IMAGE COURTESY OF MARANDA BROWN; PAGE 28(BOTTOM) AND PAGE 29 (TOP) IMAGE COURTESY OF MARK SWITZER.



Investigative Operations

THE SECRET SERVICE CARRIES OUT a unique, integrated mission of protection and investigations. The Secret Service was established in 1865 to investigate and prevent the counterfeiting of currency and was subsequently assigned responsibility to protect designated persons. As the nation's payment systems have evolved, the agency's investigative responsibilities have kept pace to continue to safeguard the payment and financial systems of the United States from a wide range of financial and computer-based crimes.

The Secret Service utilizes a global network of field offices, task forces, and partnerships to detect and arrest those engaged in crimes that undermine the integrity of U.S. financial and payment systems, while fully supporting protection responsibilities. The criminal investigations of the Secret Service are increasingly transnational in nature and involve emerging technologies, requiring integrated global teams with relevant technical expertise. These teams prioritize their investigative activities to achieve the greatest economic impact in safeguarding the integrity of financial payment systems, which are essential to commerce and security. Additionally, Secret Service field offices inform the public on how they can help prevent crimes, develop and maintain partnerships with local law enforcement and business partners, and support protective operations.



Podcast Ep. 028 Foreign Field Office Work and Champaign Charlie Case with Investigative Analyst Ryan Heethius

What does an Investigative Analyst do? Listen to find out!

Cyber-Enabled Financial Crime

In FY 2021, the Secret Service investigated and arrested persons who were, in aggregate, responsible for \$770.1M in victim losses, of which \$1.3B was seized and \$54.5M was returned. These investigations also led to the recovery of financial accounts, totaling \$1.1M. Additionally, Secret Service investigations prevented a further \$2.3B+ in potential fraud loss by arresting individuals before they could fully realize the gains from their crimes. Common cyber financial crime investigation types include business email compromises, card skimmers, network intrusions, ransomware, and ATM cash-out schemes. The continuation of the COVID-19 pandemic during FY 2021 also enabled the continued expansion and diversification of financial crimes which prey on the fears of an anxious public and target various relief programs. At the onset of the pandemic, countering this form of fraud became an investigative priority of the Secret Service, and these investigations will continue over the coming years to ensure those who attempted to use the pandemic as an opportunity to engage in fraud are brought to justice.

Counterfeit

The Secret Service's role and skill in preventing counterfeiting of U.S. currency, obligations, and securities is a foundational and distinguishing aspect of our investigative operations. The unique ability of Secret Service forensics specialists to detect, identify, and trace counterfeiting to its source remains unmatched. Even as financial systems digitize, countering counterfeiting continues to be a major element of the investigative mission. In FY 2021, the Secret Service seized over \$51.4M in counterfeit currency across the globe, preventing it from being used to defraud businesses and individuals.



DOLLAR LOSS PREVENTED BY CYBER FINANCIAL CRIME INVESTIGATIONS:

\$2.3B+

ACTUAL CYBER FINANCIAL CRIME LOSS:

\$770.1M

FINANCIAL ACCOUNTS RECOVERED:

\$1.1M

FY 2021
BY THE NUMBERS

ARRESTS FOR CYBER FINANCIAL CRIMES:

937

COUNTERFEIT CURRENCY SEIZED:

\$51.4M+

ARRESTS FOR COUNTERFEITING:

216

ASSETS SEIZED:

\$1.3B

ASSETS RETURNED TO VICTIMS:

\$54.5M



Cyber Fraud Task Force

In 1995, the Secret Service established its first electronic crimes task force, modeled after the Secret Service's existing financial crimes task forces. In 2001, Congress directed the Secret Service to develop a national network of electronic crimes task forces for the purpose of preventing, detecting, and investigating various forms of electronic crimes. Today, the financial and electronic task forces of the Secret Service operate as a globally integrated Cyber Fraud Task Force (CFTF) and unite team members across a variety of disciplines to focus on investigating cyber financial crimes, including emerging trends like the growing illicit use of digital currency and ransomware attacks.

These task forces are comprised of Secret Service Special Agents, technical experts, forensic analysts operating in the CFTF Digital Evidence Forensic Labs, and state, local, tribal, and territorial task force officers trained through the Secret Service's National Computer Forensic Institute. At present, the Secret Service has operationalized CFTFs in 42 domestic offices and 2 international locations, London and Rome, and plans to continue to develop and expand this network. These task forces are coordinated through the Secret Service's Global Investigative Operations Center, which provides the technical infrastructure, operational guidance, and expert knowledge to conduct integrated investigative operations across multiple jurisdictions. This unified approach towards preventing cyber-crime provides the Secret Service unrivaled agility in operating across multiple jurisdictions and thereby prevent millions in financial loss.

WORKFORCE PERSPECTIVE

"We are a great agency with exceptional people that since 1865 have been building the reputation of this agency. We are great ambassadors of the U.S. when traveling abroad and are unique in carrying out our dual mission. The monumental effort that goes into our protection work is unmatched anywhere in the world, and our investigators are some of the best this country has to offer." —Stavros Nikolakakos, Assistant to the Special Agent-in-Charge

*Our investigators are
some of the best
this country has to offer.*

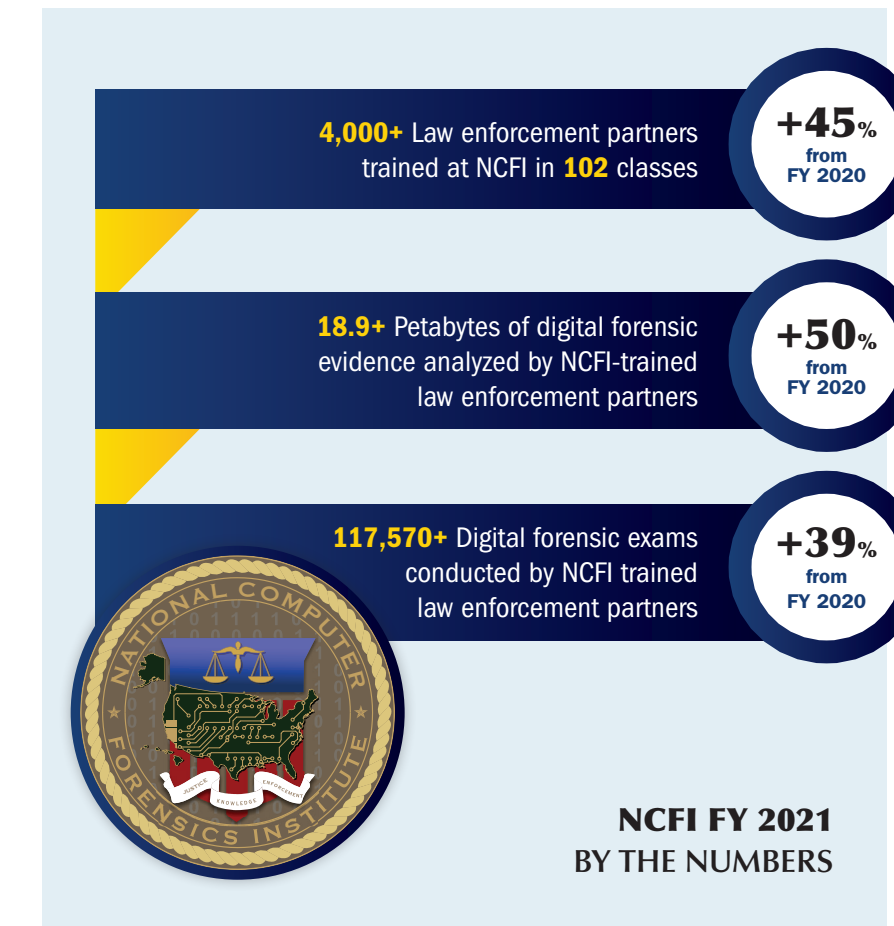
U.S. SECRET SERVICE FIELD OFFICE GEOGRAPHICAL MAP DOMESTIC





The National Computer Forensics Institute

The National Computer Forensics Institute (NCFI) is the nation's premier federally funded training center for cyber investigations. NCFI leverages innovative technology and experienced instructors to train state and local law enforcement officers, prosecutors, and judges on digital evidence collection and analysis. In doing so, the Secret Service works to ensure that the nation is equipped to conduct modern law enforcement operations and that the U.S. judicial system can effectively process such cases. After completing their time at NCFI, officers return to their police departments armed with powerful equipment and cyber skillsets. As a result, they can partner with the Secret Service on cybercrime investigations, as well as help their departments tackle cases requiring the use of digital forensic evidence. Similarly, prosecutors and judges who attend NCFI receive training at no-cost and, upon return to their judicial districts, are better positioned to present and evaluate digital evidence in the courtroom. In FY 2021, NCFI continued to meet the challenges presented by ever-evolving digital crimes and the ongoing COVID-19 pandemic. NCFI training, both in-person and virtual, disseminated important information to Secret Service field offices and its network of CFTFs, including state and local law enforcement investigative partners. This was an unprecedented year of NCFI training achievements with tremendous growth in individuals trained, forensic exams conducted, and evidence analyzed.



NCFI TRAINING HELPS PREVENT MASS HARM

Sergeant Erik Zabik of the Pinellas County Sheriff's Office is a member of the Secret Service Cyber Fraud Task Force in Tampa Bay, FL. He has a bachelor's degree and a master's degree from the University of Central Florida. He attended training at the National Computer Forensics Institute for the Network Intrusion Response Program and Advanced Forensics Training.

On the evening of Friday, February 5, 2021, just two days prior to The National Football League's Super Bowl LV, Sergeant Zabik and the Tampa Bay Cyber Fraud Task Force (TBCFTF) were notified of a reported network breach at the City of Oldsmar Water Treatment Plant. The plant provides drinking water to the 15,000 residents of Oldsmar, a town just outside of Tampa. Sergeant Zabik was the first responder from the task force. Due to the possible toxic contamination the public's water supply, Sergeant Zabik decided to engage all the available resources, which included the Secret Service, the Federal Bureau of Investigation, the Pinellas County Sheriff's Office, the Department of Homeland Security, the Cybersecurity and Infrastructure Security Agency, and the Florida Department of Law Enforcement.

Based on specialized network intrusion training received through NCFI, Sergeant Zabik was able to ask the right questions to identify where resources were most needed, as well as utilize the best possible methodology to acquire the data needed to move forward. Sergeant Zabik's leadership and guidance helped secure not only the water treatment facility, but also identify gaps in coverage within the city's entire Information Technology infrastructure.

Sergeant Zabik is an instrumental part of the TBCFTF, helping to bridge partnerships with local, state, and federal partners. Sergeant Zabik's leadership and dedication are vital to the success of the Cyber Fraud Task Force, providing an exemplar for others to follow.

CASE SPOTLIGHT

PURSUING JUSTICE

Four individuals, who were the subject of Secret Service investigations, were arrested in May 2021 and charged with wire fraud, conspiracy to commit wire fraud, and conspiracy to commit money laundering in connection with their scheme to defraud a Manhattan-based electrical company.

The defendants, all family members, are accused of using one of the defendant's position at an electrical contracting company to embezzle over \$17 million from the company between 2013 and 2020. The individuals are alleged to have accessed the company's bank account to funnel hundreds of thousands of dollars to a personal credit account.



The defendants allegedly used the account to pay for, among other things, over \$639,000 in air travel, over \$242,000 in basketball tickets, over \$250,000 in rent for two luxury apartments in Manhattan, over \$100,000 in home improvements, and two sports cars. The defendants are also alleged to have laundered millions of dollars of the proceeds of their embezzlement scheme by transferring the money to other financial accounts controlled by themselves and their family members, and by making payments to various companies owned by the family.

Manhattan U.S. Attorney Audrey Strauss said, "The defendants lived a life of luxury: international travel, fancy apartments and homes...as well as ownership in successful restaurants. But, as alleged, this was all paid for with \$17 million that the defendants stole from the company that employed [one of the defendants] for over 30 years. Thanks to our partners at the NYPD and U.S. Secret Service, the defendants' alleged greed has led to their facing federal charges of embezzlement and money laundering."

Secret Service Special Agent in Charge of the New York Field Office Patrick J. Freaney explained the importance of this type of work. "Bringing those to justice who commit financial fraud remains a key focus of the Secret Service... Not only are these alleged actions a violation of trust, but also a violation of the law." U.S. Attorney Strauss praised the outstanding investigative work of the NYPD's Financial Crimes Task Force and the Secret Service. The Secret Service continues to partner with federal, state, and local law enforcement in a joint pursuit of those who seek to commit financial crimes.

Award-Winning Investigations

Secret Service Investigators were the recipients of multiple awards in FY 2021. A team of Secret Service employees were recognized with the Financial Crimes Enforcement Network (FinCEN) Director's Award for investigative work and successful prosecution of cybercriminal Ghaleb Alaumary and his co-conspirators, who were responsible for at least 50% of wire-related fraud that occurs in the United States and Canada.

The prestigious award recognizes the hard work of Secret Service investigative personnel and our law enforcement partners who specialize in third party money launderers, transnational organized crime, and cyber threats. "The success in this case demonstrates the investigative capabilities of the Secret Service and the collaborative efforts of our law enforcement partners," said Secret Service Office of Investigations Assistant Director Jeremy Sheridan. "The Secret Service thanks FinCEN for recognizing the diligent and dedicated work of this team and will continue to develop innovative ways to protect the financial infrastructure of the United States."

Additionally, this year the International Association of Financial Crimes Investigators (IAFCI) awarded and recognized Secret Service agents and an agency-led task force in the area of

financial fraud investigations. Special Agent James Lamerson of the Phoenix Field Office was named the "Law Enforcement Officer of the Year: Special Agent" and Assistant Special Agent in Charge (ASAC) Roy Dotson of the Jacksonville Field Office was named the second runner-up to the award. These agents made significant contributions in targeting and arresting those responsible for crimes against the U.S. financial system, including those who were exploiting pandemic relief programs. Through investigations and cooperation with state and local agencies, ASAC Dotson was able to assist in the recovery of more than \$3 billion in CARES Act funds. These funds were returned to the U.S. government and multiple state workforce agencies.

The IAFCI also recognized the Secret Service Tampa Bay Cyber Fraud Task Force as Task Force of the Year. The Tampa Bay Cyber Fraud Task Force centralizes the efforts of a collection of local, state and federal agencies who are crucial in responding to CARES Act Fraud, account takeovers, elder fraud, business email compromises, ransomware, and other network intrusion investigations. Specifically, this task force prevented Sarasota County from being defrauded of \$3.5 million in fraudulent COVID relief applications. "The Secret Service aggressively investigates, arrests and prosecutes those who commit financial fraud and victimize the American people," said Assistant Director Jeremy Sheridan. "The investigators receiving these awards represent the best and brightest of our agency, and their actions to protect the public and our nation's financial infrastructure is truly worthy of such recognition." ✓

RECOGNIZING PUBLIC SERVICE

This year, Special Agent in Charge (SAIC) of the Orlando Field Office, Caroline O'Brien-Buster, was named a Women in Federal Law Enforcement Foundation Public Service Award honoree. The award salutes the exemplary performance of career civil servants who have consistently contributed to the public interests of the U.S. for at least 20 years.

"I truly feel it to be an honor. I love this country and I see this as my contribution. What we do as an agency is so important to our democracy, the protection of the president, and our financial infrastructure. I feel humbled to be a part of it."

Despite the challenges brought on by working in a pandemic, SAIC O'Brien-Buster led the Orlando Field Office to having one of its most successful years. She oversaw complex investigations into the unprecedented multi-billion dollar fraud schemes surrounding the Coronavirus Aid, Relief, and Economic Security (CARES) Act. She also conducted multiple on-air interviews with members of the media to educate and inform Central Florida citizens and private/public partners on CARES Act fraud, how to protect themselves, and what to do if they became victims. Further, she personally authored and executed 10 seizure warrants for over \$3 million and directed several highly sensitive cases involving child pornography, child sex trafficking, and murder, despite pandemic-related restrictions.

Under SAIC O'Brien-Buster's leadership, the Orlando Field Office has grown in both size and skill set. Despite many of the challenges brought on by the pandemic, the Orlando Field Office continued to expand its investigative footprint. SAIC O'Brien-Buster also supervised the growth of the Orlando Digital Evidence Forensic Lab. As a result, the Orlando Field Office recovered over \$2 million in assets stolen from Central Florida bank accounts, funds that were meant to help small businesses during the pandemic.

SAIC O'Brien-Buster has been with the Secret Service for more than 22 years and will leave an impressive legacy behind. "I'd like to instill the quality of quiet, professional servant leadership, continue to build upon the foundation of women who served before me, and strive for ways to make this job better every day. Take the time to care for each other, stay true to yourself, and ALWAYS have the courage to do the right thing."



SAIC O'Brien-Buster (right) working at a National Special Security Event.

WORKFORCE PERSPECTIVE

"Our role is ultimately preserving democracy which is continuously under attack. Considering the magnitude of Americans that have sacrificed their lives for its preservation, how can you not feel honored? There's no more important responsibility than this and there are millions of people today depending on our trust and courage to continue what so many have died for in the past." —Dale Crossett, Investigative Analyst

...our trust
and courage
to continue
what so many
have died
for in the past.



GENERATIONAL SPOTLIGHT

Inheriting a Spirit of Service

THE SECRET SERVICE HAS A LONG TRADITION of generational service—parents, children, spouses, siblings, cousins. So, for some, the Secret Service is not just a job, but a heritage.

Retired Special Agent Joselito “Jesse” Tacogue started his career in law enforcement as a local police officer in the 1990s. Growing up, he had had always been interested in law enforcement. “I liked the excitement of it and the heroic nature of it. They help people every day and that is what led me to that field,” he said. Eventually his career progressed to an interest in federal law enforcement, and he was fascinated by the work of the Secret Service. In June 2000 he started as a Special Agent with the Nashville Field Office.

He described a career in the Secret Service as requiring flexibility. “You try to plan for as much as you can, but sometimes things don’t work out like you’d expect. You also have to move and uproot your family, various assignments come up, and you may have to travel or put on riot gear. You never know. It’s always been that constant change, and you just have to be flexible.”

Jesse’s career has had an impact on those around him, including his daughter Haley. She developed an interest in law enforcement and public service through watching her dad’s career. As a child, she thought the Secret Service only protected the President, but Jesse educated her more on the agency’s mission as she got older. “Watching what he did while I was growing up shaped my outlook. When I hit college is when we had conversations of what I wanted to do with my career,” Haley recalled. The deep roots of dedication, loyalty, and service demonstrated by her dad had a strong influence on her educational and career paths.

In college, Haley pursued a degree in Justice, Law, and Criminology. As her interest in working for the Secret Service grew, she spoke with her dad about possible career paths. Her father remembered, “When she first said she was interested, I thought it was kind of cool, but at the same token, if she wanted to go as an agent

that could be a dangerous position. The father in me was a little worried. As she got older you see your children develop, and I knew she could handle herself. I was very honored when she said she wanted to pursue a career with the Secret Service, I knew she would be a good fit. I know how hard of a worker she is, throughout high school and college, and that this would be a good opportunity.”

He pointed Haley towards the Pathways Program, an internship program that would allow Haley to work for the Secret Service while in college. “The fact that he figured that I would be a good candidate made me realize that I would be a good public servant. And that he supported me, shows a lot to me that I could be in the Secret Service.” In November 2019—nearly two decades after Jesse, Haley started as a Pathways intern within the Office of Strategic Planning and Policy. Jesse continues to give Haley advice on her career, offering guidance on how to handle certain workplace situations or fielding questions about Secret Service culture and operations.

Jesse, now retired, reflected on what a career in public service means to him—dedication. “We all get into public service not for the money, so you have to have a certain level of dedication to the mission, fellow citizens. Throughout my career, I have seen a lot of people come in and out, you have to be dedicated and believe in what you are doing—and in your organization. That loyalty and dedication causes people to stay for the long haul.” It is this heritage that runs deep in much of the Secret Service workforce, inspiring new generations, like Haley.

When asked why he thinks the Service has so much generational service he says, “Being a small organization, it is very family oriented. Having family members is a natural progression to bring them in. Our motto is ‘worthy of trust and confidence,’ and so who better do we know than our family that embody those ideals.”

Haley is now living out her public service dream. When asked what her favorite part of working at the Secret Service has been, she says, “The experience. Just starting out my career, the Secret Service has shown me how to be a good colleague and have a career, and I have grown a lot as an individual because of my experience here.”

“The fact that he figured that I would be a good candidate made me realize that I would be a good public servant.”

HALEY TACOGUE, STUDENT TRAINEE

“We all get into public service not for the money, so you have to have a certain level of dedication to the mission, fellow citizens.”

JESSE TACOGUE, RETIRED SPECIAL AGENT

(page 38) Haley Tacogue at her father’s retirement.

(page 39) Jesse Tacogue with his daughters at the Rowley Training Center’s Family Day in 2008.

PAGE 38-39 IMAGE COURTESY OF THE TACOGUE FAMILY

“Some employment is just a job, others are callings—and that calling runs three generations deep now.”

RYAN MCKIGNEY,
SPECIAL AGENT



Ryan McKigney at his Special Agent graduation with his parents.

WORKFORCE PERSPECTIVE

“I’m honored to serve as a member of the Secret Service, because it has been a childhood dream of mine to become an agent after watching my dad serve this great organization. For years growing up, I dreamed of what I’m doing now and to work aside great people in the best federal law enforcement agency in America. My dreams have finally come true, and it was everything I dreamed of and more!” —Karl Bennett Jr., Special Agent

My dreams have finally come true, and it was everything...

A Tradition of Service

Ryan McKigney always knew he wanted to be a federal agent. His grandfather served as a Frankfort Police Officer and as an Inspector for Special Services Division of the Nashville Railroad Company. His father spent his entire career in law enforcement, beginning his career as a police officer with the Lexington Police Department, then the Drug Enforcement Agency, and finally retiring with the Federal Air Marshals.

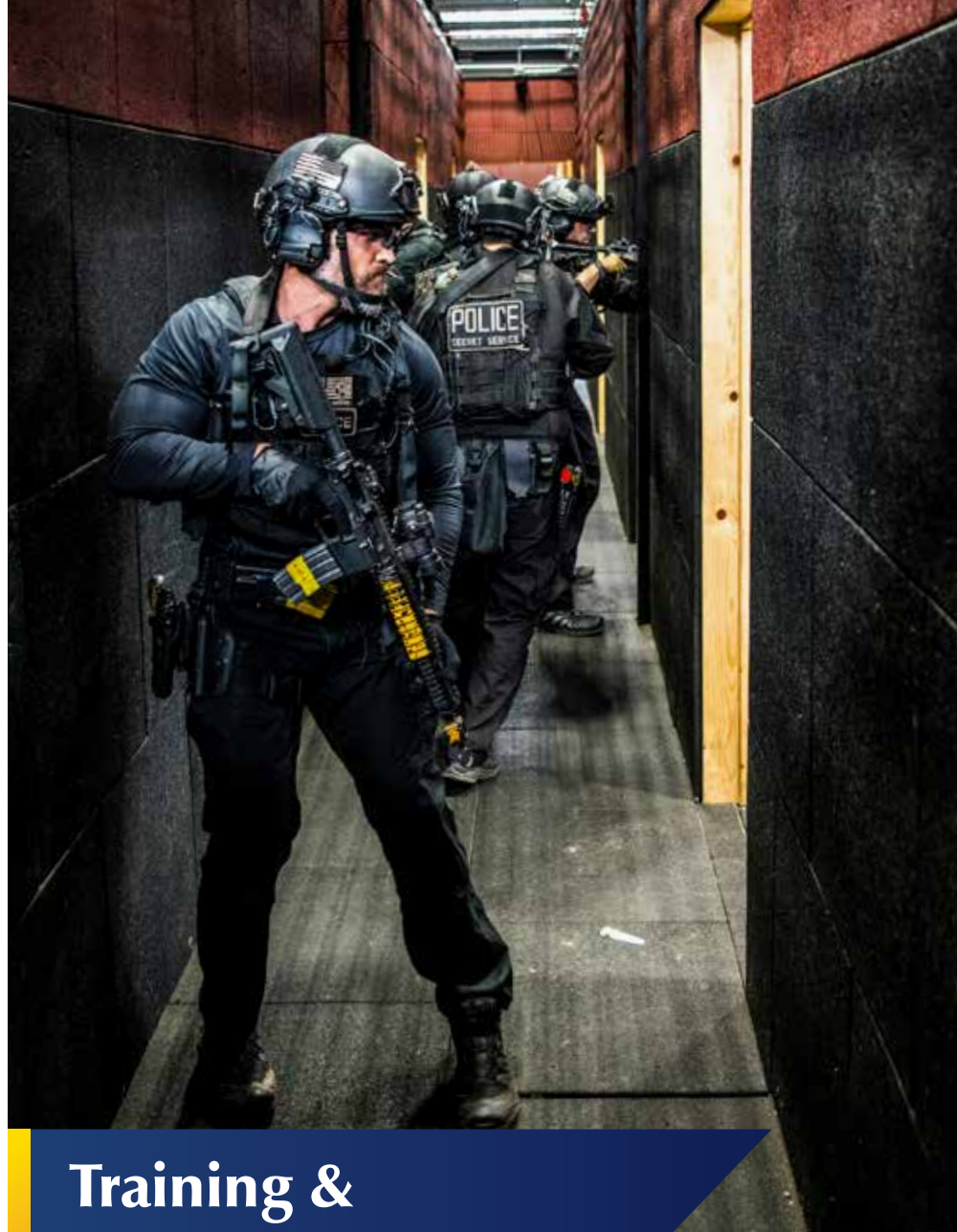
“I was lucky to have a role model in my father and always looked up to him. When I was asked what I wanted to be when I grew up, I just pointed at him. He always found his work meaningful, and that fulfillment was something I knew I’d need to find for myself in my own career. My grandfather died before I was born, but my father and I have always said in the end it was a calling we couldn’t ignore to be in law enforcement. Some employment is just a job, others are callings—and that calling runs three generations deep now.”

While completing his master’s degree in forensic psychology, Ryan started looking at police officer positions in pursuit of practical experience in law enforcement. He had fallen in love with the Washington, D.C. area as a kid and started looking in the area for positions. “The Secret Service Uniformed Division came up on USA Jobs, and I was hired while completing my graduate degree. While working as a Uniformed Division Officer, I thoroughly enjoyed the dual mission, heard positive feedback from the Agents that I worked with across the country, and decided to apply for a Special Agent position.”

When asked about a favorite memory of his father’s service, Ryan recounts, “When I was younger, my father was assigned to the Detroit Field Office for the Drug Enforcement Administration. A fellow Special Agent, Rick Finley, had died in the line of duty and as a result the Rick Finley Memorial Fund was created (later merged with the DEA Survivors Benefit Fund). To raise money for his family, my father and his fellow agents held picnics and charity golf outings. These events were the start of some of my oldest friendships that I have continued to cherish throughout my life. Our families would move around but always return for these events to reunite and share stories. Sitting around listening to the stories my father and other agents told was a huge motivating factor for me. Some attendees have even had their stories brought to life in Hollywood. However, nothing beats hearing their stories firsthand. Now that my father is retired, I tell him my stories.”

IMAGE COURTESY OF RYAN MCKIGNEY





Training & Mission Support



The Secret Service offers agents and officers advanced opportunities in specialized tactical programs.

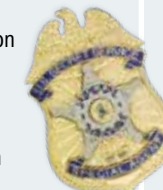
TO LEARN MORE, visit SecretService.gov/careers.



SPECIAL AGENT RECRUITS attend **18 WEEKS OF TRAINING**. This comprises approximately **740 HOURS** of training at RTC.

SAMPLE CLASSES

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



UNIFORMED DIVISION RECRUITS attend **17 WEEKS OF TRAINING**. This comprises of approximately **700 HOURS** of training at RTC.

SAMPLE CLASSES

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



FY 2021 RECRUIT BASIC TRAINING BY THE NUMBERS

14 Special Agent (SA) Basic Training Classes
GRADUATED
290 new Special Agents

11 Uniformed Division (UD) Basic Training Classes
GRADUATED
198 new Uniformed Division Officers

1 Mixed Basic (TLE) Training Classes
GRADUATED
7 new Technical Law Enforcement Officers



Excellence in Training

Effective training is the bedrock of a professional and capable workforce. To this end, the Secret Service strives to be at the vanguard of law enforcement training and continues to improve its operations each year. The Secret Service training capabilities, and the James J. Rowley Training Center (RTC) in particular, are critical components in the effort to ensure that Secret Service personnel obtain and maintain the skills necessary for mission success.

RTC realized several important accomplishments during FY 2021. Among the most significant of these was the continued successful implementation of the RTC COVID-19 plan, originally developed in FY 2020. This plan, which includes robust COVID-19 mitigation initiatives, allowed RTC to continue its mission-critical objective: conducting a high volume of basic, in-service, and joint external training at RTC. Even in challenging times, the Secret Service was able to properly train and prepare the workforce for the mission ahead.

In addition to basic training for new recruits, the Secret Service seeks to maintain its highly skilled workforce. The agency prioritizes a variety of training opportunities for all employees at all levels of career progression. Secret Service training personnel ensure that the agency's workforce receives ongoing, world class professional development. Course offerings cover topics such as use-of-force, firearms, control tactics, investigative and protective tactics, legal, and emergency medicine, as well as leadership and supervisory development.



Podcast Ep. 032
Rowley Training Center with Deputy Chief Catrina Bonus

Learn more about how RTC trains and supports the workforce!



FY 2021 TRAINING

1,640
classes

24,230
students

29,343
firearms qualifications

85,803
instances of online training

The Secret Service established the Crisis Intervention Team (CIT) Training Program and the Civil Disturbance Unit/Public Order Response Unit Training Program in FY 2021, both of which have had a significant positive impact on operations. In addition, the agency continues to provide top of the line training to partner organizations; in FY 2021, RTC trained over 1,216 interagency and federal, state, and local law enforcement personnel. The Secret Service also led two significant interagency tabletop exercises for both the 2021 Inauguration and the 76th United Nations General Assembly. Multiple law enforcement organizations took part in these joint training sessions.

▲ The Washington Field Office's Search and Arrest Warrant Team completes firearms training.

The Successful Implementation of a Virtual Learning Environment

THE SECRET SERVICE CONTINUES TO ADAPT IN THE BATTLE AGAINST COVID-19.

RTC has continued to employ robust COVID-19 mitigation measures, resulting in minimal transmission of COVID-19 at the RTC campus. Additionally, the Secret Service's acquisition of a rapid testing system allowed RTC the ability to administer COVID-19 tests quickly and enhance the Secret Service's ability to respond decisively to incidents of potential COVID-19 infection among training cohorts. These measures allowed for training operations to continue at RTC, ensuring that there was no major disruption in the onboarding of new personnel.

Additionally, the Secret Service established an online learning platform that has created additional flexibility by providing remote basic and in-service training. Focused on designing, developing, and presenting training in a variety of ways, including remote instruction, the online learning team is committed to maintaining the highest quality instruction for all Secret Service employees. The ability of training personnel to conduct remote instruction has greatly minimized the disruptive impact of quarantines and has allowed the Secret Service to provide mission-critical training to a geographically dispersed workforce throughout the pandemic. In FY 2021, 80 virtual courses were created or modified from in-person courses. There were nearly 2,000 hours of live course instruction for over 7,300 instances of student participation. Overall, there was nearly 50,500 hours of virtual training provided to the workforce. Utilizing virtual learning platforms will ensure that the workforce can still develop professionally, no matter the situation, with access to high-quality training throughout the agency.

In FY 2021, 80 virtual courses were created or modified from in-person courses. There were nearly 2,000 hours of live course instruction for over 7,300 instances of student participation.

Overall, there was nearly 50,500 hours of virtual training provided to the workforce.

WORKFORCE PERSPECTIVE

"I did this job for 30 years because very few people have what it takes to be a Uniformed Division Officer. I served with pride knowing UD does the grunt work, day in and day out. I did it because it needed to be done, not because of what I could get out of it, for an award or for recognition. To leave when things got tough would have been easy, but you don't walk away from a calling!" —Uniformed Division member

You don't walk away from a calling!



SECRET SERVICE IN THE COMMUNITY

Special Agents, Uniformed Division Officers, and Technical Law Enforcement personnel must be prepared to carry out the protective mission 24/7 through all situations and terrains. This even extends to when protectees or Secret Service personnel are on or in the water. Therefore, the agency annually trains qualified personnel to become Secret Service Rescue Swimmers. Originally the program was developed to provide rescue swimmer coverage to then Vice President George H.W. Bush. Since that time, the Secret Service Rescue Swimmer Program has evolved to a fully-fledged program in partnership with the U.S. Coast Guard to ensure the safety of our protectees.

In a 2021 training class, trainees were faced with real world rescues next to some of the more treacherous areas of the Nantahala River in Bryson City, NC. For example, Special Agent Michael Burton recently rescued a distressed rafter who had fallen out of her raft and drifted away from her group down river. Michael made contact with the rafter and was able to pull her to safety. In a separate incident, Special Agents Erin Callahan and Garrett Burkhead rescued two kayakers who had fallen out of their kayaks and successfully pulled them to safety. This specialized training enabled the agents to act quickly and effectively to save members of the community and these experiences prepared our new personnel to succeed in trying circumstances.

Another instance of Secret Service personnel being prepared to protect and respond to the unexpected occurred just two weeks after graduation for Uniformed Division Training Class #299. While returning from an assignment, newly commissioned Officers Kaitlyn Wojtanowski, Nathaniel Gittings, Kristian Simon, Alexander Lichacz, and Officer Technician Corey Hughes encountered a multi-vehicle accident that had shut down traffic in both directions. The Officers were able to put their emergency first-responder training into action by rendering critical first aid before emergency response personnel arrived, while also conducting traffic control until Washington D.C. Metropolitan Police and Fire Department arrived.

Had it not been for the actions of the newly commissioned officers, the situation could have been much worse. Corey remarked on the officers' actions that day saying, "I was able to observe the on-the-job training Officers from Class #299, eagerly springing into action to assess the scene and provide crucial medical attention to the injured occupants. I am very proud of their efforts and proud to work beside this outstanding group of men and women."

FY 2021 MISSION SUPPORT

99.8%

of budget executed



0

audit findings issued by the Office of the Inspector General

99.3%

of information security targets met or exceeded

3,000+

phones replaced and configured



62M+

individuals engaged on social media



8,000+

email accounts and mailboxes migrated to new system

3,488

employees enrolled in retention programs



4M+

website visitors



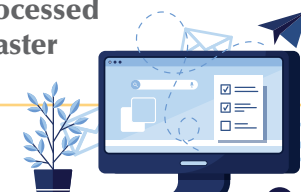
53K+

podcast episode plays on SoundCloud



50%

time reduction in retention forms completed via eForms, which can be processed 75% faster



APT HIRES BY MISSION CATEGORY

60 Protective Operations

86 Investigative Operations

139 Training & Mission Support

9,000+

sq ft of office space optimized through records modernization



Keeping Pace with an Evolving Mission

Changes to the protective and investigative mission areas over the last several years have been significant and challenging. Mission support elements of the Secret Service continue to strive toward excellence by modernizing business practices, identifying areas for growth, and positioning the agency on the cutting-edge of change to equip our personnel to manage those evolving mission-sets. For example, the Secret Service recently completed an ambitious initiative to downsize, digitize, and/or eliminate paper file holdings throughout Headquarters and Washington, D.C. offices. This transformative effort not only established new ways to manage and share information in the agency—it also had a direct impact on mission operations. This effort optimized over 9,000 square feet of office space, created room for a new Uniformed Division operations center, and freed up an entire warehouse module that can now be used for investigative and protective equipment.

In a time where telework infrastructure has become a critical mission capability, Information Technology (IT) professionals continue to undertake efforts to improve the IT infrastructure that underlies all Secret Service business processes and directly supports agency personnel across the globe. Over the last year, these professionals migrated IT services to the Cloud, increasing the resiliency, availability, and integrity of those systems. This migration has enabled all Secret Service personnel to securely access their data from anywhere and ensures they will not lose data or productivity. Each of these efforts, performed by mission support personnel, have had significant mission-enabling impacts that put operational personnel in a better position to tackle the dynamic challenges of their responsibilities.

In addition to these current modernization efforts, the Secret Service continues to look ahead to identify and prepare for future challenges. This year, to understand best practices and trends in law enforcement policy, the Secret Service created a Law Enforcement Policy Community of Interest comprised of law enforcement partners across the government. Since its establishment, the group has focused on critical policy issues surrounding body-worn cameras, use of force, and unmanned aerial systems. This has increased information-sharing between agencies and made the alignment and coordination of policy more effective and efficient.

MISSION SUPPORT POSITIONS

INCLUDE, BUT ARE NOT LIMITED TO:

- Visual Information Specialist
-
- Statistician
-
- Writer/Editor
-
- Analyst
-
- Fingerprint Specialist
-
- Biologist
-
- Attorney-Advisor
-
- Civil Engineer
-
- Forensic Photographer

The Secret Service is the world's most elite protection force and is on the cutting edge of complex, cyber-enabled financial crime investigations.

Supporting the Integrated Mission

THE SECRET SERVICE IS THE WORLD'S MOST ELITE protection force and is on the cutting edge of complex, cyber-enabled financial crime investigations. Without rigorous training, skilled financial management, continuous human capital efforts, robust strategic planning, and a myriad of other mission-enabling activities adeptly performed by mission support personnel across the enterprise, the Secret Service would be ill-equipped to stay ahead of its evolving mission needs. These activities are most often carried out by Administrative, Professional, and Technical (APT) personnel, including analysts, attorneys, engineers, and statisticians working in unison as a diverse, decisive, and effective team. The professionalism, diversity, adaptability, and excellence demonstrated by Secret Service mission support personnel before and during FY 2021 exemplify why the Secret Service remains the preeminent federal law enforcement agency in the United States.

WORKFORCE PERSPECTIVE

"I am very grateful for the work that the employees of the Secret Service perform on a daily basis for the American people, often without acknowledgment or recognition. Considering that my operational colleagues put themselves in harm's way, often daily, I am honored to do all in my capacity to support them in the fulfillment of their duties." —Nancy House, Deputy Chief

I am honored to do all in my capacity to support them in the fulfillment of their duties.

People Always: Caring for and Honoring our Workforce

The Secret Service mission is demanding and, though it often requires great sacrifice, Secret Service personnel never waiver. The agency takes seriously the need to celebrate and care for these dedicated personnel. Over the last year, the Secret Service provided a significant number of employee counseling and management consultations, trained over 400 personnel in the agency's Suicide Education and Awareness Training course, trained 87 employees across all job series in the Mindfulness for Performance Enhancement, Awareness, and Knowledge virtual training courses, and certified 18 new Peer Support Members who are trained to provide confidential support to their fellow employees facing personal or professional challenges. The Secret Service Ombudsman Program provided additional training to over 700 employees to assist in their ability to navigate an array of workforce challenges, ranging from promotion to geographic relocation to workplace hardships. Additionally, over 150 employees were trained through the "Disability Table Topic Series," which focuses on hiring and enabling talented professionals with disabilities.

In addition to training personnel, the Secret Service also continues to search for ways to communicate with the workforce and improve the quality of leadership at all levels throughout the agency. Over the last year, human resources personnel have continued to identify and codify best practices for leaders to maintain regular touchpoints with their personnel, to identify what the workforce needs, and to determine how supporting elements can serve those needs effectively. Human resources and training personnel are also working with coaches and mentors to make leaders more effective in serving their employees. Wherever an employee is in their life or career, the Secret Service strives to provide the information, mentoring, and support that will enable them to execute the demanding mission and stay healthy while doing so.

The Secret Service is strengthened by its diversity. The international scope of the Secret Service mission requires personnel to routinely engage with people of all backgrounds. This year, Secret Service equity and diversity professionals hosted the 11th annual Unity Day event in partnership with a committee comprised of 65 employees from various offices and backgrounds. The celebration honors the unique differences represented throughout the workforce. Through this and other efforts, the agency has sought to take a proactive approach to embracing diversity and ensuring personnel from diverse backgrounds are supported, able and empowered to raise concerns, and included in agency decision-making. Late last year, Secret Service equity and employee support personnel formed the agency's Social Injustice and Race Relations Working Group (SIRRWG). This year, the SIRRWG continued to host facilitated discussions on social and current events and their relation to the Secret Service mission. Through these conversations about others' experiences, employees increased their understanding and strengthened their connection to each other, which improved how we meet the mission as an agency overall.

In each of these myriad ways, mission-enabling professionals work diligently to ensure that a workforce, which makes frequent and significant sacrifices, has the support it needs.

The Secret Service is strengthened by its diversity. The international scope of the Secret Service mission requires personnel to routinely engage with people of all backgrounds.



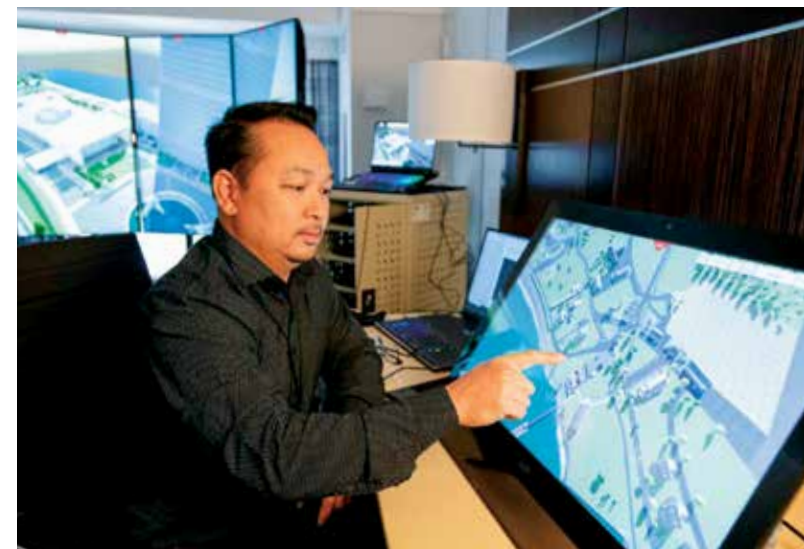
Building the Secret Service of Tomorrow

Throughout FY 2021, the Secret Service has remained focused on building the future of the agency. In this endeavor, the agency has made significant progress. Over the last year, the Secret Service completed the conversion of over 900 Secret Service-owned vehicles to a leased vehicle program. These leased vehicle replacements will reduce maintenance expenses and repair requirements on the Secret Service's aging fleet and will ensure that operational personnel have safe and reliable motor vehicles to meet the protective and investigative mission needs. Currently, the Secret Service maintains a worldwide fleet of over 5,000 vehicles.

The agency also increased the size of its procurement staff, enabling the development and facilitation of new internal training programs which will lead to efficiencies in the agency's contract activities, and increase the ability to review the efficacy of existing programs. These enhancements place the agency in a better position to equip the workforce for a changing and expanding mission environment with greater speed and flexibility. Further, amid a global pandemic, our procurement personnel confronted the challenge of undertaking the unprecedented logistical effort to obtain and distribute over 2.1 million pieces of personal protective equipment, caring for our workforce and preparing for future operations.

The Secret Service relies on a continuous dialogue with Congressional Members and staff to ensure the agency can meet future mission requirements. Secret Service Congressional Affairs personnel fulfill this liaison role, relaying the agency's legislative priorities, including the annual budget request and other mission needs. These professionals routinely engage with field offices to organize meetings between Secret Service leadership and local Members of Congress to ensure awareness of the work the agency is doing in their districts and to highlight the work of this elite organization.

This fiscal year, efforts by the Congressional Affairs Program helped secure the passage of the "Secret Service Overtime Pay Extension Act," which extended overtime pay authorities for employees performing protection duties through FY 2023. Without this legislation, the agency would have lost the authority to pay operational personnel for hours worked beyond the federal limit. Initiatives such as these are a critical component to caring for this dedicated workforce. ✓



TOTAL EMPLOYEES

7,918

16.5% increase in total workforce from FY 2017 to FY 2021

4.0% average FY increase

GENDER

Female: 24.3%

Male: 75.7%

2.1% increase in female employees from FY 2017 to FY 2021

5.7% average FY increase

VETERAN STATUS

Veteran: 20.5%

Non-Veteran: 79.5%

4.8% increase in veteran employees from FY 2017 to FY 2021

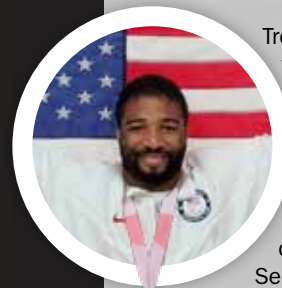
1.6% average FY increase

END OF FY 2021 STATS

The Secret Service is growing!

SERVING IN THE OFFICE AND ON THE COURT

Personnel Security Specialist Trevon Jenifer has the unique experience of serving his country by not only working at the Secret Service, but also representing his country as a Paralympic athlete. Trevon has been a member of the men's wheelchair basketball team in the London 2012, Rio 2016, and Tokyo 2020 Paralympic games, earning two gold medals and a bronze.



Trevon has a disease called congenital phocomelia, causing him to be born without legs. After watching his siblings' involvement with sports, Trevon began playing wheelchair basketball at the age of four years old in the Washington, D.C. area. He qualified for the junior national team in 2009, and then the national team after graduating college. Just one year later, he played in the London Paralympic Games.

Trevon has long dreamed of serving his country. "I wanted to be in the military, but due to my disability, I couldn't be an active enlistee and as a kid, being part of the Secret Service was a dream of mine."

This dream became a reality when Trevon attended a career fair for individuals with disabilities. There, he learned about career opportunities available at the Secret Service. He quickly applied, was hired, and recently celebrated his one-year work anniversary. "It happened so fast, but it was so awesome."

Trevon sees many parallels between his Paralympic representation of, and his public service to, the United States. "This has always been my dream agency to work with. And you are representing so much more than yourself when you are out there playing in the Paralympics. You are representing your family, the organization, and the agencies we are all working with. It's an awesome feeling to know that you have that behind you." In public service and basketball, Trevon feels a sense of purpose and duty that is bigger than himself, which has driven him to excel in both domains.

Family and friendship permeate Trevon's view of his public service and athletic life. The familial culture of the Secret Service is important to Trevon and is not unlike the closeness he feels to his Paralympic team. "Family and comradery are big personal values for me. I've been with my U.S. team for more than 12 years, and they're a family to me. I've only been with my Secret Service team for a year, but it still feels like a family too. This job is more than just what needs to be done."

During his time with the Secret Service, Trevon has displayed an incredible level of dedication, perseverance, and humility. For his efforts, he recently received a Secret Service "Extra Mile" award, and when asked about it, his answer reflected the pride Trevon feels in his duty to serve and his family in service. "It's the team that's behind me that trained me and helped me get there. Without that team the success would not be the same." He regards his Paralympic success with the same humility, deference, and pride. "When I bring home a gold medal, they don't see the family and friends that support me." To prepare for the Paralympics, he would wake up at 4:30am to train before reporting to work. After work and spending time with his family, he would then go back to the gym at 10:00pm to continue training. "This is an honor," Trevon said. "Some people don't get this opportunity one time, and they train their entire lives for it. I've been blessed that this [was] my third games." And for the Tokyo Olympic Games, all of Trevon's families followed his journey and celebrated his efforts. "When I got back from Tokyo, to have the support of the people across the entire agency shows how cordial the relationship between Secret Service employees is, and that meant everything."

The Secret Service, the USA Paralympic Team, and the nation are all fortunate that Trevon refused to let anything stand in the way of his dreams to represent and serve his country. His story reminds us that it is an honor to serve, and that in our service, we bear a solemn duty to overcome any obstacle to mission success.



Podcast Ep.038
Trevon Jenifer

Learn more about
Trevon Jenifer!

“

I wanted to be in the military, but due to my disability, I couldn't be an active enlistee and as a kid, being part of the Secret Service was a dream of mine.”





SPOTLIGHT

A Legacy of Service

FROM OUR VETERANS AND TREVON JENIFER to our many passionate contributors and interviewees, this Annual Report is filled with stories exemplifying and extolling themes of duty, honor, sacrifice, service, and family. These concepts are deeply rooted in the Secret Service culture and legacy, having been the heartbeat of the agency since 1865. The agency's most tenured employees know this better than anyone, and indeed cite them as the driving force that led them to, and kept them in, a career of public service.

Collectively, Pam Corey, Jessie Lane, Karyn Casares, and Karen Wolf have served over 170 years in the agency, dedicating their lives to the protection of the President and to the integrity of our nation's financial infrastructure. Each started their careers early; they were eager and energetic, but uncertain of their future.

"I started working at the Secret Service when I was 19. I was a college sophomore, and I joined through, what was then called, the Stay-in-School Program. I worked 16 to 20 hours a week during school and came on full time when I graduated," said Pam Corry, Component Acquisition Executive. She started her career in 1979 in the Office of Training. Upon graduation, she began working for what was then known as the Data Systems Division. She fondly recalls that when she joined, "All we had was a mainframe for processing information. Desktop computing was in development. We were using DOS [Disk Operating System]. While she had not planned for a career with the Secret Service, she quickly found purpose and community. Pam now has been with the Service for 42 years.

Jessie Lane, the agency's Assistant Equal Employment Manager, also started her Secret Service career in 1979. "I started as a Stay-in-School clerk when an inspiring female leader in my church asked if I wanted a summer job and changed the course of my life. I started at the Richmond Field Office. When I graduated from college with a degree in journalism, I took the civil service test and moved to Washington, D.C. to take a different position as a clerk in the Uniformed Division."

While individuals like Pam and Jessie have spent most of their Secret Service careers in the Washington, D.C. area, others have made a career for themselves in field offices across the country. One such individual is Karyn Casares, a career Administrative Officer in Philadelphia, who also started her career while in school. "You don't realize how time flies. I began service in the 80's as a Clerk Typist. My original plan was to go to college to become a lawyer after high school. Back in the 80's the Office of Personnel Management used to administer testing in high schools. If you passed the test, your name was provided to government agencies with vacancies. The Administrative Officer of the Secret Service called to see if I was interested in interviewing for a clerk typist position after graduating from high school. While describing the duties, she mentioned that there would be an opportunity to travel which I just couldn't pass up! My intention was to work with the Service for a year or so, travel a little and then return to my original plan as a full-time student. Needless to say, that never happened. I stayed full time and I completed my degree in the evenings instead." Karyn started with the Secret Service in 1980 and never looked back.

"After about a year, the Special Agent in Charge of the Philadelphia Field Office asked me if I was interested in filling in for the Administrative Officer in the Paris Field Office for a few weeks while she was on leave. He told me to 'go make a name for the Philadelphia Office.' The fact that somebody trusted me at that young age and being there for such a short amount of time said a lot for me." The trust, mentorship, and family that Karyn found in her colleagues was a significant part of her choice to stay with the Secret Service. "I specifically remember the moments I was able to share with my family—taking a private tour of the White House, viewing an arrival of Air Force One, and having the pleasure of shaking a President's hand—that meant a lot to me," she said. "Things like that stick with you. Everybody matters, and it's one big family. I've never felt like I've just been a number in this agency."

This experience of community was shared among our tenured employees. Karen Wolf joined the Service in 1976 and has spent her career working as the Administrative Officer in the Sioux Falls office. "The agents treated me like one of them, and we all worked until the job was done. I stayed in the Secret Service because I loved the work we do, and I loved the confidence the agents had in me to get the job done." The trust Karen built with her colleagues was so deep that, just before passing away, a former Resident Agent in Charge credited Karen as the person behind the scenes who was really responsible for keeping the Sioux Falls office running.



WORKFORCE PERSPECTIVE

"Working for the Secret Service for over 30 years has been the most rewarding... From an APT [administrative, professional, and technical personnel] perspective, it has afforded me so many opportunities that I would never have experienced with any other agency and is very family oriented. It really is the most prestigious agency to work for, and I am honored to have been chosen to be part of the Secret Service family." —Counterfeit Management Specialist



It really is the most prestigious agency to work for, and I am honored to have been chosen to be part of the Secret Service family.

"I applied to the Secret Service because I wanted to give back as a public servant. I was not born in the US, My parents are immigrants; I am an immigrant. I came to this country when I was 3 years old. This country gave me opportunities I wouldn't have had in a third world country. I'm honored to give back by working for an agency that protects our president and those freedoms."—*Maria Ruano, Lieutenant*

I applied to the Secret Service because I wanted to give back as a public servant.

This sense of family is inseparable from the culture of service and sacrifice that runs through everything the Secret Service does. "One thing that holds true is our love for the mission. That has never wavered. We can agree to disagree, but when it's time to perform, the string that ties us together no matter who you are or what position you hold, is that we are dedicated to the mission because we understand that we are the people who are responsible for protecting our nation's leaders. Together, we are going to get it done," Jessie explained.

"The sense of the mission is what I enjoy most," Pam added. "You're never far from it. You just get used to working with people who are committed, have integrity, and are there to get the job done. I've never really thought about going anywhere else. There's just a sense of mission in this agency that you don't really see anywhere else. We're always close to the mission. That's one advantage of being in an agency this small."

Together, these employees helped lead the agency to triumph and through tragedy, leaving their mark on the rich history of the Secret Service and the world events it must navigate. They've seen the Secret Service through several Presidential assassination attempts, the end of the Vietnam and Cold Wars, the Oklahoma City bombings, the terror attacks of September 11th and more, all the way through to the ongoing COVID-19 pandemic.

Pam recalls, as a Stay-in-School intern, being included with others from the office to attend the White House ceremony for the return of the Americans from the Iran Hostage Crisis in 1981. "It was certainly a piece of history, and it was exciting."

"I remember when President Reagan was shot, and I was in the Richmond Field Office... When we encounter difficult situations, we swing into action and maintain a stalwart commitment to making sure the mission is successful," Jessie recalls. "And the commitment of our organization after 9/11 was second to none. Not just to the mission, but to each other. In fact, the entire Secret Service leadership team and staff members of the Employee Assistance Program made themselves immediately available when we returned from ground zero in New York. To this day, one of my former colleagues still calls me—and several others—every year on 9/11."

Now, they hope to leave a legacy behind that embodies the duty, honor, sacrifice, service, and family that initially brought them to the Secret Service and gave them the purpose and pride to stay.



MORE THAN ANYTHING, EACH OF THESE FOUR PUBLIC SERVANTS HOPE THEY CAN PASS ALONG **THE CULTURE OF DUTY, HONOR, SACRIFICE, SERVICE, AND FAMILY.**

"I'm so proud of the new generation of employees who are coming into the agency. Whatever happens in the agency, I just want people to see the value in each other. Embracing the principles of diversity and inclusion make our agency stronger. These times have really allowed us to look around and appreciate what everyone brings to the table and how dedicated people are," Jessie noted. "Iron sharpens iron. People get together and make it happen. In spite of the many challenges we have faced as an agency, I still see people committed to our zero-fail mission. What I still think about today is the progress we've made from then to now, and the willingness of our agency to embrace change. I've seen the agency morph in different directions along the way, but our personnel have always been willing to embrace hard things. I love that people are so dedicated and committed to the mission."

Each of these remarkable individuals shared a similar sentiment and vision for the future of the Secret Service. "I just want to see the commitment to the mission and to each other to endure," Pam added.

More than anything, each of these four public servants hope they can pass along the culture of duty, honor, sacrifice, service, and family. It is this culture and the colleagues that became family that raised them and guided them through remarkable and impactful lives of service—service to a cause much larger than us all.

"The hardest part of this job for me will be ending my journey," shared Karyn. "I was a kid when I got here. The Secret Service as a whole, and my Secret Service family, are a big part of who I am today. People say, 'Wow, you lived your whole life here!' and I basically did. I spent more time with these people than I did my own family. The lessons I've taken from everyone... I'm so grateful."

"I'm so proud of the new generation of employees who are coming into the agency. Whatever happens in the agency, I just want people to see the value in each other. Embracing the principles of diversity and inclusion make our agency stronger."

JESSIE LANE,
ASSISTANT EQUAL
EMPLOYMENT MANAGER

**STUDENT PROGRAMS
SPOTLIGHT**

Building Meaningful Careers

The Secret Service is strengthened by its diversity. The international scope of the Secret Service mission requires personnel to routinely engage with people of all backgrounds.



Tanar Wright-Sackey (left), with her father, at her Master's Degree graduation.

WHEN PEOPLE FIRST HEAR OF "STUDENT OPPORTUNITIES" at a federal agency, their mind immediately jumps to an unpaid undergraduate student helping file papers in an office. However, student opportunities at the Secret Service are so much more than that. From rotational assignments to unique training opportunities in the field, Secret Service student programs offer an unmatched experience.

Most people who have completed student opportunities at the Secret Service have come through a Pathways Program, including the Internship Program—or one of its predecessors, such as the Stay-in-School Program, the Presidential Management Fellowship (PMF) Program, or the Recent Graduates Program. Others joined the agency through the Special Advisor Program. Each of these programs targets different populations of students, ranging from current high school students through graduates with advanced degrees, such as PhDs and JDs, and serve as an effective means to recruit diverse talent to the Secret Service workforce.

Tanar Wright-Sackey, Management and Program Analyst, applied to a student internship opportunity. At the time, she was working in local law enforcement while also studying policy in her master's program. She said, "I loved the opportunity to stay in law enforcement and use my education in policy—and to be able to tie those two together." Tanar enjoyed the flexibility afforded by the internship. It allowed her to dive into different divisions, including policy, administrative/business operations, human resources, records management, and emergency preparedness.

Scott Walters, Lead Document Analyst, also joined the agency as a part of the Stay-in-School Program and has been with the agency for over 33 years. He was studying criminal justice and was drawn to the mission of the Secret Service. "I was about 18 years old and learned that certain federal agencies had this

*What's to love about working at the Secret Service?
"There are opportunities to move around within the agency. You can tag team on projects and have the opportunity to meet and work with many different stakeholders—within and outside of the agency."*

program where you could go to school and work. I picked up the [phone book] and flipped right to the Secret Service. What better agency to work with?" Scott said his time as a Stay-in-School student intern not only helped with his education, but also helped him gain the experience necessary for what became a career with the Secret Service. The agency gave him opportunities he could not have found elsewhere. "I have assisted with various types of Secret Service training. I was a part of an access control team at the White House. I have worked crime scenes in different U.S. cities. I have given presentations to Secret Service task forces regarding counterfeiting cases and evidence that would be necessary to collect. My whole career to this date has been filled with different opportunities. Currently, I am working on a homicide handwriting case, tomorrow I could be contacted by [the Department of Homeland Security] to lend my expertise in creating secure documents, and the day after that I could be called to testify in court. It has been a great ride." He has found that there is still much to learn and assistance to provide with the agency's integrated mission. "Now with my current job responsibilities, I need to make sure I am properly examining the evidence to render my opinion that gives the best reflection of that evidence."

When asked why they stayed at the Secret Service to continue their careers after their student program, each agreed it was a combination of career opportunities, the people, and the service. Tanar said, "I was able to hear the incredible stories of other former interns who are now in the Senior Executive Service, learning about their career trajectory and how they were able to grow and build their career at the Secret Service." These stories let her know that if she stayed here, she would be able to grow her career through a variety of means, including rotational details and developmental assignments. Another Program Analyst, who originally joined the agency through the PMF program, says he is honored to serve as a member of the Secret Service workforce, stating, "You are contributing to something bigger than yourself—not just going in to collect a paycheck." Scott expressed a similar sentiment saying, "I feel privileged to have this opportunity to jump in and be an effective part of this mission—being the brick in the wall to do my part. We don't get to talk to the victims of some of the cases, but when the case has been adjudicated, I talk to the agents and ask how things worked out, they always say, 'The victim was very grateful.' It's an honor to be able to help people, while assisting the mission."

What's to love about working at the Secret Service? "There are opportunities to move around within the agency. You can tag team on projects and have the opportunity to meet and work with many different stakeholders—within and outside of the agency," said Tanar. For Scott, he enjoys the unique mission and challenging work saying, "I've gone to work every day to something different. You never know what to expect tomorrow, but it's always a challenge." These unique opportunities and ever-changing work enable the Secret Service workforce—including those in student programs—to gain valuable knowledge and skills. Scott reflected saying, "It has been a fantastic ride. I am just as enthusiastic today as I was on day one. The opportunities I have had have been fantastic. It has been a great career, and I look forward to the opportunities and challenges that may arise in the future."



(top)
Scott Walters during his time in the Stay-in-School-Program.

(bottom)
Scott Walters working in the Secret Service's lab.

From Student to Special Agent

For some individuals, such as Inspector Michael Rizzo and Special Agent Sanchez, the Internship Program led them to a career as a Special Agent. Starting as student interns in the Miami and San Diego Field Offices respectively, they used their time in college to explore opportunities with the Secret Service. Rizzo stated, “I thought it would be beneficial to learn more about the agency and if law enforcement was the direction I wanted to go.”

“Once I actually began working with the Secret Service, I learned more about the agency and how much it does. Originally, I thought it was just protecting the President in a black suit and sunglasses. It wasn’t until I started the internship that I actually realized there is a lot more that they do,” recalled Sanchez. As each of them began their internships, they were exposed to the Secret Service’s integrated mission, learning more about protection and investigation. While much of their internship experience was office-based, they were able to observe operations in the field as well. “It was my second day in the office. One of the agents asked, ‘Do you want to go out and see how protection works at this site?’ Those experiences, going to those events and observing the communication the agents had with one another, guided me towards where I am now. I learned and took notes from all these other agents I grew up with... They were definitely helpful, caring, and mentoring—and showed me how to do things properly.”

For Rizzo, his student internship has come full circle. In one of his recent roles, he has had the opportunity to work with student interns. “Fast forward 20 years later, I’m assigned back to Miami in charge of the interns. When I found out we had interns, I was excited to meet with them. I was able to expose them to stuff, such as taking them to a site we had. Both of those interns now are full-time employees with the Secret Service.”

Both Sanchez and Rizzo reflected on what they enjoy most about working at the Secret Service; much of their discussion focused on the people in this agency, but also the opportunities. “You can really do whatever you want to do; whatever interests you, we have a path for. We’re great about nurturing you, moving you along, and making sure you have the appropriate mentor and training,” said Rizzo. These unique opportunities, combined with the people in the Secret Service workforce, drove Sanchez to stay and pursue his life-long career at the Secret Service. He reflected saying, “The entire environment in the office drove me to stay. Everyone took me under their wing and showed me not only the work/life aspect of the job, but general life information as well, including balancing your relationships and finances. I still keep in touch with a lot of them who have since moved on, because those bonds I made during that year and a half are something I will always remember.” Rizzo shared the same sentiment saying, “The men and women that I met there. I was just some college kid. They took the time to explain things; everyone was very welcoming.”

For these agents, the work has remained dynamic and interesting. Rizzo said, “I have friends in the private sector. They’re all doing very well and make more money than I do, but I know they are not as satisfied.” For him, public service has been fulfilling, but the Secret Service family he has gained has made his career. “In 20 years, I’ve had a lot of exposure to different things. There are opportunities out there. The reason I stayed is because of the people. You want to say the mission, but a lot of places have really important missions too.

The people I work with, the friendships I’ve made, I can’t imagine going anywhere else. It was the experiences I had that made me apply; it was the people I met that made me want to apply.”

“You can really do whatever you want to do; whatever interests you, we have a path for. We’re great about nurturing you, moving you along, and making sure you have the appropriate mentor and training.”

MICHAEL RIZZO,
INSPECTOR



Michael Rizzo (center) at his Special Agent Graduation.



INTERNSHIP PROGRAM
(FORMERLY STAY-IN-SCHOOL PROGRAM)

Anna
Management and
Program Analyst

Anna started as an intern with the Secret Service during her sophomore year at American University where she was working toward her Bachelor’s in Business Administration. She says her internship has been invaluable to shaping her career. “The experiences and opportunities I have been given at such a young age and new to the workforce are unmatched.” Amid Anna’s internship experience, the COVID-19 pandemic emerged, greatly impacting the activities of the agency’s safety and health personnel. She quickly got to work. “My job was to track our testing and positive case data. I was part of a team that built and managed a new internal database system.” These experiences afforded unique professional development opportunities. “I was able to brief upper management, which not many interns have the opportunity to do.” For her work on the agency’s COVID effort, Anna has earned group awards from the Secret Service and the DHS. After graduating, Anna converted into a full-time role with the agency as a Management & Program Analyst.



PRESIDENTIAL
MANAGEMENT FELLOWSHIP
(PMF) PROGRAM

Jennifer Burke
Management and
Program Analyst

Jennifer always knew she wanted a career in the public sector but was originally focused on non-profit work. “When the pandemic happened, it made everyone think about what they were doing. I thought about the classes I liked the most and the topics I was interested in, and I saw my interest drifting in another direction.” During the last semester of her Master’s of Public Administration, she applied to the PMF program and accepted an opportunity in the Secret Service’s HR Research and Assessment Division. “There are opportunities in the Secret Service that I didn’t think even existed. It’s a diverse agency that sets people up to do anything they are interested in. As someone who has many interests, and who’s interests have shifted, this is a special agency for a PMF.” Jennifer has been especially impressed with the selflessness demonstrated by employees. “The level of commitment at the Secret Service is a different level. Everyone is passionate about what they do, and that keeps me motivated.”



RECENT GRADUATES
PROGRAM

Mikita
IT Specialist

Mikita began working at the Secret Service as an Information Technology (IT) contractor, while pursuing her Master’s in Business Administration. Her mentor told her about the Recent Graduates Program and encouraged her to apply. “[The program] allowed me to feel confident in pursuing a different area of IT. It gave me the opportunity to figure out which direction I wanted to take my career path. I was very thankful that my coworkers were willing to take the time to work with, help, and guide me. It gave me the opportunity to learn.” Mikita has continued pursuing opportunities within the Secret Service, currently serving as the African American Special Emphasis Program Manager. When asked what she enjoys most about the Secret Service, Mikita says, “I believe my coworkers appreciate the mission of supporting this nation in whatever capacity they serve. I think there is a level of pride that you do not see in a regular work environment. The experience is unmatched with the opportunities and assignments that come your way.”



SPECIAL ADVISOR
PROGRAM

Lydia Hackert
Statistician

Lydia started her career in the federal government before returning to school and earning her Master’s in Business Administration (MBA). “It was always about having a career with purpose and a mission. I wanted something I could really pour my heart into, make a difference, and give back in some way.” She first learned about the Special Advisor Program – an internal consulting program at the Secret Service – through her business school. “It was clear that [the program] was a really unique opportunity to combine my passion for public service with my business education... I have been able to apply my past work experience and MBA education to help the Secret Service work better and smarter.” Lydia is currently a Statistician in the Office of Protective Operations. She says, “I’m honored to be part of the Secret Service because of the people. Every day I work alongside colleagues who dedicate themselves to the Secret Service mission, often working long hours and spending time away from their families to ensure that we meet our zero-fail mission.”

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Special Agents

THE JOB OF A SECRET SERVICE SPECIAL AGENT carries with it a weight and responsibility that few in the general public know of or could understand. The Secret Service offers qualified individuals a challenging and fulfilling opportunity to investigate complex cyber and financial crimes, serve on protective details, and conduct specialty assignments throughout their careers.

SPECIALIZED PROGRAMS

Counter Assault Team | Cyber Fraud Task Forces | Polygraph | Hazardous Agent Mitigation Emergency Response



Uniformed Division Officers

OUR UNIFORMED DIVISION'S MISSION is to protect facilities and venues secured for Secret Service protectees. Throughout its history, the Uniformed Division has accomplished this mission a individuals who embody honor, integrity, and a commitment to excellence.

SPECIALIZED PROGRAMS

Canine | Counter Sniper Team | Crime Scene Search Unit | Emergency Response Team | Office of Training | Outreach Branch | Special Operations



Technical Law Enforcement

TECHNICAL LAW ENFORCEMENT EMPLOYEES support the Special Agents and Uniformed Division officers in their duties. These professionals are trained in both protective and investigative techniques but are also specialized in key operational and technological focus areas to support the integrated mission of investigation and protection.

OPPORTUNITIES

Investigative Protection Officer | Protective Armored Specialist | Technical Security Investigator



Administrative, Professional, Technical

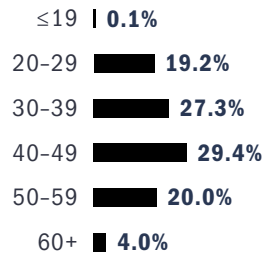
THE SECRET SERVICE employs a cadre of mission-driven professionals from a wide variety of disciplines to ensure overall mission success. From Criminal Research Specialists to Civil Engineers, the diverse specialists in the administrative, professional, and technical occupations are members of this elite team, driven by honor and share a deep commitment to excellence.

OPPORTUNITIES

Attorney-Advisor | Biologist | Electronics Engineer | Fingerprint Specialist | Investigative Analyst | Photographer (Forensics) | Writer/Editor

NOT ALL OPPORTUNITIES AND SPECIALIZED PROGRAMS ARE REFLECTED ABOVE.

AGE



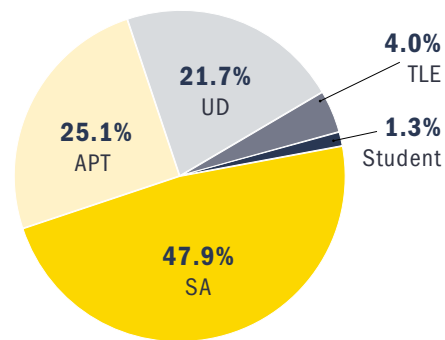
BY THE NUMBERS

7,918
Total Employees

41
Average Age

11.9
Average Years of Federal Service

JOB TYPE



- Special Agent (SA)
- Administrative, Professional, and Technical (APT)
- Uniformed Division (UD)
- Technical Law Enforcement (TLE)
- Student

GENDER



VETERAN STATUS



STUDENT EMPLOYMENT OPPORTUNITIES

OPPORTUNITIES FOR HIGH SCHOOL TO GRADUATE STUDENTS, AND ALL IN BETWEEN, TO LEARN FROM AN ELITE GROUP OF INDIVIDUALS WHO ARE AMONG THE BRIGHTEST AND MOST COMMITTED IN THE NATION.

Internship Program

The Student Internship Program is designed to provide students enrolled in a wide variety of educational institutions, from high school to graduate level, with paid opportunities to work in agencies and explore Federal careers while still in school with flexible scheduling.

Presidential Management Fellows (PMF) Program

The PMF program is a flagship leadership development program for those with advanced degrees. This program attracts and selects from among the best candidates and is designed to develop a cadre of future Federal Government leaders.

Recent Graduates Program

The Recent Graduates Program affords developmental experiences in the Federal government and is intended to promote possible careers in the civil service to individuals who have recently graduated from qualifying educational institutions or programs.

Special Advisor Program

The Special Advisor Program is a unique public-sector internal consulting opportunity. Individuals are recruited from top MBA programs across the country with the goal of applying private-sector best practices in the government environment.



ILLUSTRATIONS PAGE 5: FRIGERINT/ISTOCK.COM/MICHAEL BURRILL; PAGE 32: ISTOCK.COM/GUORONG HAO; PAGE 47: MAXBOX/DESKTOP MONITOR, LAPTOP AND CELL PHONE; ISTOCK.COM/DIANA HERASHEHENKO; BUREAU/ISTOCK.COM/ENIS ANSOV; PODCAST/ISTOCK.COM/SVITLANA HRUTS.

PHOTOGRAPHS PAGE 5: MASH/ISTOCK.COM/JULIA_SUDNITSKAYA; MHC/ISTOCK.COM/ANDRIYALANSKYI; EMPLOYMENT/ISTOCK.COM/BET_NOIRE; EVERETT/ISTOCK.COM/GORDENKOFF; PAGE 7: PANE FUTURE PUBLISHING/CONTRIBUTOR VIA GETTY IMAGES; PAGE 12: ISTOCK.COM/RAPIDEYE; PAGE 16: POOL/POOL VIA GETTY IMAGES; PAGE 20: NEW YORK DAILY NEWS ARCHIVE/CONTRIBUTOR VIA GETTY IMAGES; PAGE 31: ISTOCK.COM/GRENIN; PAGE 32: ISTOCK.COM/MATEJMO; PAGE 36: JULIUS ADAMEK/EVEM GETTY IMAGES; PAGE 52: ADAM PRETTY/SIMF VIA GETTY IMAGES; PAGE 52: ADAM PRETTY/SIMF VIA GETTY IMAGES.



WHAT DOES A
CAREER WITH THE SECRET SERVICE
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