

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



FY 2023

**ANNUAL
REPORT**







COMMITMENT TO
EXCELLENCE

Message from the Director



Working together, our presence, our persistence, and our professionalism are vital to the success of this agency, and by extension to the durability of our democracy.

ROUGHLY 158 YEARS AGO, THE SECRET SERVICE was created as a division of the U.S. Treasury Department. Its sole mandate was to suppress counterfeiting. From that humble beginning on July 5, 1865, to the global organization of nearly 8,000 people who accomplish our protective and investigative mission today, we are an agency with a rich and enduring legacy grounded in our commitment to hiring and retaining the best talent, exploiting cutting edge technology, and honoring diversity. In FY 2023, we built upon that legacy, and the pages that follow document yet another year of historic achievement for the women and men of the Secret Service.

The theme of this year's report is excellence. There is little margin for error in the Secret Service mission, and whether standing post at the White House, hiring the next generation, or anything in-between, members of the Secret Service must demonstrate excellence each and every day.

Our agency is charged with the important task of protecting key leaders, locations, and events. In FY 2023, we continued to provide 100% incident-free protection all while planning, coordinating, and implementing security for three National Special Security Events, the State of the Union Address, the U.S.-Africa Leaders Summit, and the 78th Session of the United Nations General Assembly. In fact, our protective operations professionals developed and implemented plans for the U.S.-Africa Leaders Summit on a compressed timeline, demonstrating an exceptional degree of commitment and skill.

Secret Service Special Agents and Criminal Analysts also protect the integrity of the U.S. financial infrastructure from a broad range of fraud, network intrusions, and other cyber-enabled crimes. This past year, Secret Service employees across the globe recovered over \$1 billion in cyber financial crime losses and seized more than \$21 million in counterfeit currency. These achievements are only possible thanks to innovative training, cutting-edge technologies, and robust investigative partnerships.

This kind of excellence must be sustained by advanced planning. While managing their day-to-day mission responsibilities, personnel across the agency also kept an eye towards the future, developing novel capabilities in fields ranging from robotics to Enabling Unmanned Aerial Systems. Special Agents and Uniformed Division Officers built and maintained partnerships across the public and private sectors which will serve us well as we face protective and investigative demands in the future. Members of our training facility trained over 400 new law enforcement officers, and human resources professionals hired over 639 new employees using targeted recruitment methods that have helped us expedite the onboarding of the most talented Americans who bring a diverse array of perspectives to our mission. In this way, we achieve excellence through talent, technology, and diversity.

Each year, new recruits and executives alike are reminded that what we choose to do as public servants requires sacrifice. Yet, despite the challenges, the women and men of the Secret Service stand resolute as guardians of the world's most enduring democracy. Our obligation, though centuries in the making, depends on our excellence every second of every day. We firmly believe that the strength of our organization lies not only in our past accomplishments, but also in our unwavering commitment to nurturing our talented workforce, investing in leading technologies, and seeking out the boundless benefits of diversity. While this report is a testament to the remarkable achievements of our personnel this past year, it is also a harbinger for all that we will accomplish in the years to come.

Working together, our presence, our persistence, and our professionalism are vital to the success of this agency, and by extension to the durability of our democracy.

Kimberly A. Cheatle
DIRECTOR





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PUBLISHED IN February 2024

Secret Service At-a-Glance

The Secret Service is committed to achieving its no-fail mission of protecting our nation’s leaders and financial infrastructure. Accomplishments detailed in this annual report were realized by the dedicated Secret Service workforce who serve across the globe, working together to achieve mission success. While the efforts of Secret Service personnel span 16 different offices, this report is organized into four categories: Protective Operations, Investigative Operations, Training, and Mission Support.

AGENCY LEADERSHIP



Kimberly A. Cheatle
DIRECTOR



Ronald L. Rowe, Jr.
DEPUTY DIRECTOR



Cynthia Sjoberg Radway
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

Office of
TRAINING

MISSION SUPPORT

Office of
**INTERGOVERNMENTAL AND
LEGISLATIVE AFFAIRS**

Office of
**HUMAN
RESOURCES**

Office of
**PROFESSIONAL
RESPONSIBILITY**

Office of the
**CHIEF
COUNSEL**

Office of the
**CHIEF FINANCIAL
OFFICER**

Office of
**STRATEGIC PLANNING
AND POLICY**

Office of the
**CHIEF INFORMATION
OFFICER**

Office of
**ENTERPRISE
READINESS**

Office of
**COMMUNICATION AND
MEDIA RELATIONS**

Office of
INTEGRITY

Office of
**EQUITY AND EMPLOYEE
SUPPORT SERVICES**


FY 2023 Year-in-Review

Each year the Secret Service works hard to keep our nation's leaders, foreign dignitaries, and other protectees safe as they fulfill their responsibilities around the world. Further, this dedicated workforce protects the nation's economy through cyber and financial crime investigations and related activities. Look at what they have accomplished by the numbers in FY 2023.

33 protectees
in FY 2023



5,245 protectee visits
(**343** foreign)



3 National Special Security
Events (NSSEs) secured



7,476 protective
intelligence investigations



1,019 arrests for cyber
financial crime




\$257.5M+ in assets
seized



\$10.1M+ in Small
Business Administration
loan fraud seized



\$41.1M+ loss prevented
in pandemic-related
investigations



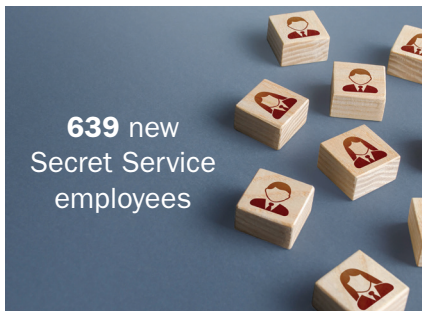
\$1.1B in cyber
financial loss
recovered




15 Special Agent,
12 Uniformed Division,
and **2** Technical Law
Enforcement Classes
Graduated



639 new
Secret Service
employees



4,739 law enforcement
personnel trained at the
National Computer
Forensics Institute



FY 2023 Notable Events

Thanks to our dedicated workforce, the Secret Service had a busy and successful FY 2023.



2022

December 13–15, 2022
U.S.-Africa Leaders Summit (NSSE)



January 30, 2023
Cynthia Sjoberg Radway appointed Secret Service Chief Operating Officer

February 7, 2023
State of the Union Address (NSSE)

March 1, 2023
20th Anniversary of the Secret Service transferring to the Department of Homeland Security

April 5, 2023
Six individuals indicted by Federal Grand Jury for perpetrating a multimillion dollar COVID Recovery Fund fraud scheme

June 1, 2023
Ronald L. Rowe, Jr. sworn in as Deputy Director of the United States Secret Service



July 5, 2023
158th Anniversary of the creation of the Secret Service

August 1–3, 2023
National Computer Forensics Institute's "Cyber Games" Competition

September 18–22, 2023
78th Session of the United Nations General Assembly (NSSE)



2023



Women of the Secret Service



Director Cheatle with female Special Agents assigned to protective details. Five additional Special Agents were on protective travel at the time of the photo.



The first female Secret Service Special Agents were sworn in on December 15, 1971.



Protective Operations



My First Foot Beat, Ep. 7 Interview with Amita Claytor

Learn more on Secret Service Podcasts

THE SECRET SERVICE is entrusted with the responsibility of protecting our nation's leaders, major events, important sites, and visiting heads of state. The agency provides full-time protection for the President and Vice President of the United States and their families; former Presidents and First Ladies; and various other high-level cabinet officials. The Secret Service also protects crucial locations such as the White House, Vice President's residence, and foreign embassies in Washington, D.C. Securing National Special Security Events (NSSE), such as the United Nations General Assembly and State of the Union, is also under the jurisdiction of the Secret Service. During election years the Secret Service protects major candidates, the conventions, and selected debates. This is a significant undertaking, and the Secret Service has already begun preparations for the 2024 Presidential Campaign.

During FY 2023, the Secret Service accomplished its protective mission in locations across the world. When the President made an unannounced diplomatic trip to Kiev, Ukraine, Special Agents quickly developed and implemented a security plan that kept the President safe in an active war zone. Additionally, the Secret Service successfully supported trips to six cities that suffered major disasters across the United States during FY 2023. All told, the agency supported 4,811 domestic trips and 343 international trips in FY 2023. Protective operations remain a critical priority for both the Secret Service and the nation.

Providing Dignitary Protection

The Secret Service is responsible for protecting foreign heads of state or heads of government visiting U.S. soil. Additionally, the Uniformed Division's Foreign Missions Branch provides year-round protection of embassies and diplomatic residences in Washington, D.C. Foreign leaders often visit the United States to attend NSSEs, such as the annual session of the United Nations General Assembly in New York City or a diplomatic summit. This past year, the Secret Service planned and implemented security operations for the 78th Session of the United Nations General Assembly and the U.S.-Africa Leaders Summit, in addition to protecting visiting dignitaries at these events.

The U.S.-Africa Leaders Summit took place in Washington, D.C. in December 2022, with heads of state from 44 nations attending. Beyond discussions at the Washington Convention Center, visiting dignitaries attended a Congressional reception on Capitol Hill, a forum at the Smithsonian's National Museum of African American History, and a dinner at the White House.

Ensuring the safety of events, locations, and people requires careful planning. Whereas NSSE planning timelines typically span one year, the Secret Service was afforded only three months to develop and execute a security plan in partnership with other law enforcement agencies. The event's success was largely due to the Secret Service's long-standing partnerships with federal, state, and local law enforcement, as well as its existing communications infrastructure that allowed for rapid establishment of a multi-agency communications center. Secret Service analysts and other partners further supported the protective efforts by assessing threats, managing risks, and creating specialized briefings.

Another essential element of the plan included establishing a secure perimeter consisting of anti-scale fences and checkpoints around the convention center. During the summit, Special Agents and Uniformed Division Officers stood post around the perimeter of the Convention Center. Special Agents and Uniformed Division Officers also protected visiting dignitaries at official events and hotels. When protesters demonstrated outside a delegation's hotel, Secret Service personnel monitored the demonstration and ensured that all dignitaries remained safe. Special Agents also facilitated motorcade movements to ensure visiting African leaders were able to safely navigate the challenging Washington traffic. Beyond the visible Special Agents and Uniformed Division Officers providing protection, a lot happens behind the scenes before, during, and after the event, from initial assessment to information sharing with partners and constant monitoring.

Securing events such as the U.S.-Africa Leaders Summit and the 78th Session of the United Nations General Assembly allows the Secret Service to build partnerships with international protection agencies, which often support Secret Service protective operations when traveling abroad. Overall, protection of foreign dignitaries remains a key part of the Secret Service's mission.



Protection by the Numbers

4,811

DOMESTIC VISITS

343

FOREIGN VISITS

91

TERRITORY VISITS

5,245

TOTAL VISITS

138

PROTECTIVE ANALYSIS BRIEFINGS TO 4,489 PEOPLE

10,000

MAIL SAMPLES ANALYZED

3,100

PIECES OF PERMANENT AND TEMPORARY PROTECTIVE EQUIPMENT INSTALLED

1M+

PEOPLE SCREENED AT PUBLIC WHITE HOUSE EVENTS

Riding with History: The Motorcade Support Unit

Established in 2001 with a class of eight recruits, the Motorcade Support Unit provides motorcycle-based support to protective motorcades, dignitary funerals, and other events of national significance. Today unit membership has increased and now includes a fleet of Harley Davidson motorcycles. These motorcycles and the personnel that drive them have since become a well-recognized symbol of the Secret Service.

Lieutenant Kenneth Smith has served on the motorcade unit for over two decades. “The minute I heard about the motorcade unit, it was all I wanted to do,” he says. Growing up in New York, Lieutenant Smith developed a passion for motorcycles while watching police motorcades ride in the Macy’s Thanksgiving Day parade. After joining the Secret Service, he served at the White House before transferring to the motorcade unit at the first opportunity.

While moving up through the unit’s ranks, Lieutenant Smith has been integral to the motorcade team’s maturation. To improve the effectiveness and professionalism of the unit, he upgraded the team’s emergency lights, acquired new uniforms, and expanded the team’s office space. He even worked with a graphic designer to design the team’s winged logo. In addition to these improvements, Lieutenant Smith also created a mechanic’s bay in the team’s garage. In the past they relied on outside mechanics for repairs, but today the Secret Service is hiring professional auto mechanics, providing cost savings for the Secret Service.

Lieutenant Smith also modernized the team’s equipment and gear by creating a life-cycle replacement program. The team typically replaces motorcycles every 5-6 years. The unit rides year-round, no matter the weather, which requires specialized gear. In winter, the motorcycles are equipped with sidecars to provide stability while driving on icy Washington, D.C. streets. Because Harley Davidson no longer produces these sidecars, the Secret Service sidecars

require customized maintenance and care to remain operational.

Joining the Motorcade Unit is no easy feat. To join the unit, applicants must pass an intense two-week training course that includes a riding assessment, a physical fitness test, and a panel interview. Applicants must also lift the motorcycle upright from a down-position. Although

applicants generally enter the program with significant motorcycle experience, learning to ride the heavy Secret Service motorcycles still proves challenging for many trainees.

To successfully pass this rigorous training, Officer-Technician Alta “Lauren” Gunawan says that applicants must have strong internal motivation and a positive attitude.

The training “forces you to push through even when you think you can’t,” she says. During training, Officer-Technician Gunawan initially struggled to lift the motorcycle but remained determined. “I really wanted this,” she says. On her second attempt, Officer-Technician Gunawan lifted the motorcycle, passed the course, and became the first woman to join the Motorcade Unit.

Officer-Technician Gunawan enjoys that she gets “paid to ride a motorcycle and be a part of history every day. It’s not just about riding a motorcycle though, it’s the passion and pride that I have for this unit, which I love.” Officer-Technician Gunawan encourages any motorcycle enthusiasts to apply. “It’s a once in a lifetime opportunity to push yourself out of your comfort zone,” she says.

Lieutenant Smith also takes great pride in leading the Motorcade Support Unit. In his supervisory role, he especially enjoys the logistics involved in coordinating events. “Seeing something go off without a hitch after you’ve spent a lot of time planning it, that’s very satisfying,” he says. Going forward, Lieutenant Smith hopes to exchange more best practices with other law enforcement entities. The Milwaukee Police Department’s motorcade unit recently adopted a tactical change learned while training with the Secret Service.

Secret Service motorcycles and the Uniformed Division Officers that drive them are active participants in history. One of the unit’s original motorcycles now sits on proud display in the lobby of the Secret Service’s headquarters. This retired motorcycle has a distinguished history, including escorting cabinet members to secure locations during the September 11 attacks. While dedicating the display, Secret Service Director Cheatle described how the motorcycle “evokes pride in the momentous mission we undertake daily.” The motorcade unit and its brave personnel play a crucial role in fulfilling the agency’s mission.



Motorcade Support Unit Logo



Motorcade Support Unit at the Vice President Residence



Standing Post, Ep. 55 Turning Wrenches with Steven Abel

Learn more on Secret Service Podcasts

PROTECTIVE PARTNERSHIP

The Explosive Detection Unit is part of the Secret Service's canine program, established to detect possible explosive devices entering the White House. The program began in 1976 with just six canines and has grown today to employ more than 100 canines across three different units. Officer-Technician Beth Hartman and her canine partner, Boyan, serve on the Explosive Detection Unit, the team responsible for conducting sweeps to investigate bomb threats and suspicious packages.

Officer-Technician Hartman knew that she wanted to serve in law enforcement after the September 11 attacks. While grappling with the news, she had a realization: "whatever I did with my life, I wanted to protect people." Officer-Technician Hartman joined the Secret Service upon graduating the University of Akron and, after four years of protecting the White House, transferred to the Explosive Detection Unit in 2013.

Like Officer-Technician Hartman, Boyan also has a deep-rooted connection to protection. He was born in the Czech Republic in 2013 to a hard-working Malinois family. His parents, grandparents, and other relatives belong to a long bloodline of working canines. After the Secret Service contacted his breeder through a working dog placement agency, two-year-old Boyan received a canine passport and set out for a new life in America.

Officer-Technician Hartman and Boyan both underwent rigorous training before joining the Explosive Detection Unit. Boyan's training required 23 total weeks of instruction at the James J. Rowley Training Center (RTC) in Maryland. He took obedience classes and learned how to respond to advanced commands. Boyan especially excelled at the training boxes exercise, where he learned to identify many types of odors hidden in the boxes. "Even today, when I bring out the training boxes, he gets very excited," Officer-Technician Hartman shared. "He loves this training exercise."

During Officer-Technician Hartman's physical fitness exam, she carried an 80-pound bag down a long hallway to prove that she could lift her canine partner during an emergency. After passing the physical tests, she went through behavioral interviews and then retrofitted her home to meet the Secret Service's kenneling requirements.

Finally, the trainers matched Boyan and Officer-Technician Hartman together. Secret Service canines live with their human handlers, and the trainers correctly predicted that Boyan's laid-back goofiness would allow him to bond with Officer-Technician Hartman's retired canine partner, Senna. The bond between a canine officer and human handler is



"extraordinary," says Officer-Technician Hartman. "I know exactly what my dog is going to do before he does it."

Over their seven-year partnership, Officer-Technician Hartman and Boyan have rarely had routine workdays. On any given shift, they may protect the White House, the Vice President's residence, or one of the over 500 diplomatic missions in Washington, D.C. They also travel frequently. Together, Officer-Technician Hartman and Boyan have worked in 27 U.S. states and three European countries, recently accompanying the First Lady to France. Officer-Technician Hartman describes commercial flight with Boyan as "a hassle," so, thankfully, the pair generally travels with the Secret Service team on non-commercial flights. As a seasoned business traveler, Boyan never flies without his battery-powered collar, portable fan, and water bowl. Depending on the destination, Boyan may also bring his boots. He passes time during flights by napping or indulging in his favorite human food, ice cubes.

To Officer-Technician Hartman, the most rewarding part of her job is "knowing that what we do keeps people safe." She also takes pride in mentoring and coaching new teammates, usually advising them to trust their canine's judgement. Outside of work, Officer-Technician Hartman volunteers for a nonprofit organization that sponsors medical care for retired law-enforcement and military canines.

As Boyan approaches 10 years old, he still enjoys exploring new places during his work. "People often stop me on the street and say that he looks so happy," says Officer-Technician Hartman. "And he is happy!" His primary motivation, however, is a desire to please Officer-Technician Hartman. The relationship between the canine and officer is critical. After completing a successful assignment, she rewards Boyan by allowing him to chew on his favorite Kong rope. For a canine to reach Boyan's level of success, "he has to want to work for me," Officer-Technician Hartman says.

Boyan plans to work until he turns 11, when he will retire to spend more time with Officer-Technician Hartman, her husband, and their adopted three-legged Malinois named Duke. Until then, Officer-Technician Hartman and Boyan will continue their protective partnership wherever they are assigned.



Standing Post, Ep. 49 A Journey on Three Legs with Officer-Tech. Elizabeth Hartman

Learn more on Secret Service Podcasts



1970s



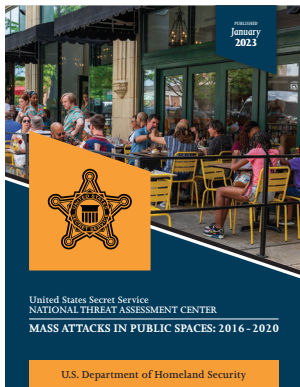
1975-1977



1980

The Secret Service canine program started in 1976 and employed six canines. Today there are over 100 canines.

Working to Prevent Mass Attacks



The Secret Service's National Threat Assessment Center (NTAC) conducts behavioral threat assessments to support the agency's protective mission. These assessments aim to prevent attacks by identifying concerning behavior that could forewarn a violent incident. Since NTAC's establishment in 1990, it has proactively assessed threats to prevent violence, both to Secret Service protectees and the community at large.

In January 2023, NTAC released a report called *Mass Attacks in Public Spaces: 2016-*

2020, analyzing data on 173 mass attacks in the United States. These attacks impact all segments of society, including businesses, schools, houses of worship, and military bases. The purpose of the report was to provide communities with the tools, training, and resources needed to intervene before violence occurs. "Everyone in the community plays a role in violence prevention," says NTAC Chief Dr. Lina Alathari.

In the report, NTAC analysts identified key commonalities in the attacks studied. The report found that most attackers had a history of physically aggressive behavior. Even before committing a large-scale attack, most attackers had previously caused friends, relatives, or other acquaintances to fear for their personal safety. In addition, 25% of attackers believed in conspiracy theories or hateful ideologies. Many attackers had also experienced stressful life events or severe mental health crises prior to the attack.

The *Mass Attacks in Public Spaces: 2016-2020* report has helped communities take measures to prevent violence. NTAC presented the report findings at two virtual rollout events, drawing a combined 32,278 registrants from 92 countries and all 50 states. Registrants represented a variety of organizations, including other federal government agencies, school districts, and private corporations such as Walmart and Major League Baseball. "Targeted violence is preventable if communities have the right information and resources," says Dr. Alathari. NTAC will continue providing communities with the tools needed to prevent tragic mass attacks.



Online Protection and Open-Source Intelligence

Malicious actors often post threats and display unusual interest toward Secret Service protectees on social media, open discussion boards, and online chatrooms. Starting in 2019, the Secret Service formed a unit to conduct round-the-clock open-source social media analysis to identify and investigate concerning behaviors. Based on the analysis, the unit shares relevant information with Secret Service leadership and operational personnel to inform investigations and protective activities. Open-source information is an important element in understanding the threat landscape and provides front-line Special Agents and Uniformed Division Officers with the information needed to keep protectees and protected sites safe.

Special Agents and analysts with a wide range of backgrounds all help conduct open-source research. Their work focuses on monitoring publicly available social media accounts to identify potential threats and unwanted outcomes. The Secret Service adheres to strict privacy guidelines and focuses on publicly available information. These efforts require Special Agents and analysts to constantly collaborate with both law enforcement and private sector partners to support the branch's mission.

As the threat from malicious online actors becomes more complex, the Secret Service continues to expand its capabilities, including more advanced cyber tools. The Secret Service is designing its first Open-Source Intelligence Operations Center, which will be housed in the Secret Service headquarters in Washington, D.C. This Operations Center will incorporate new technology and an updated layout to facilitate information sharing and collaboration. These continual innovations allow the Secret Service to continue countering ever-evolving online threats.

Spotlight

INTERNET INVESTIGATORS

Ashley Fitzgerald, a Protective Intelligence Research Specialist, joined the Secret Service after completing an internship with the Department of Homeland Security. As an intern, Ashley used her skillset as a psychology major to analyze profiles of active shooters. After learning about the Secret Service's open-source research roles, she applied because "it sounded like somewhere I could be challenged to take on a new skillset."

Ashley is one of the Protective Intelligence Research Specialists responsible for assessing online threats to Secret Service protectees. "We're basically internet investigators," she explains. "We have to look through all of the social media sites, including blogs and forums, and see what online threats or concerning content we find directed toward our protectees." Ashley and the team use automated tools, which aggregate publicly available information, along with their open-source intelligence skillset to sift through large volumes of public data.

Before joining the Secret Service, Ashley was a social media enthusiast, with personal accounts on multiple platforms. Now, however, she finds that spending her workday reviewing threatening online rhetoric "makes you want to unplug after a shift."

Nevertheless, Ashley diligently researches social media trends to keep up with the evolving online landscape.

Ashley has taken a central role in modernizing many of her team's systems. In the last year, the branch procured three new tools to improve its data analytics workflow. To support that

effort, she oversaw the evaluation of the team's existing technology and interacted with private sector vendors to assess potential new open-source tools and survey new technologies available to aid in the team's mission.

Beyond her day-to-day assignments, Ashley also served as a team lead during recent NSSEs: the State of the Union Address and the United Nations General Assembly. At the United Nations General Assembly, held in New York City, her job was to uncover online content with a threatening or unusual interest in protectees, including numerous visiting heads of state. During these high-profile events, Ashley explained that "it is important to understand social media users' sentiment towards the events."

If there is an increase in concerning rhetoric about an event, protectee, or demonstration we can use this information to proactively locate potential threats."

During Ashley's four years in open-source research, the nature of online threats has changed dramatically. "There are so many new social media sites that didn't exist before, so it makes sense that we would see an increase in threatening rhetoric toward our protectees." These evolving threats require members of the team to learn and implement new techniques and tools daily. Ashley enjoys this dynamic because "you're looking at new investigations every day. You're always challenged to put your open-source intelligence skills to the test and provide as much useful information as possible." Because of these rapid changes, Ashley considers critical thinking, open-mindedness, and trainability to be the most important traits for people on her team. Ashley and her teammates are at the forefront of the online threat identification phase of the Secret Service's protective mission.



Technology's Cutting Edge: The Secret Service Researches Robotics



Secret Service technical security personnel use advanced technology to support the agency's mission, from managing the cutting-edge alarms and cameras on the White House complex to protecting against unauthorized drones, dangerous chemicals, and explosives. To fulfill this mission, Secret Service technical personnel must constantly learn about the latest private sector technological developments.

One area of development that the Secret Service has monitored is robotic technology. Robotics and artificial intelligence can increase mobility and effectiveness while minimizing the risk of physical injury. Because robots can operate in environments that are not safely accessible to humans, they can examine a debris field resulting from a natural disaster or assess a chemical leak to measure the level of dangerous gasses. Robots can also enter collapsed or damaged buildings to determine structural integrity or to clear confined spaces. The possible application of robots to perform routine autonomous tasks could potentially reduce dangers to Secret Service personnel.



As part of its research into public safety robotics, the Secret Service explored the capabilities of quadruped robotic technology—more commonly known as robotic dogs. The private sector's latest robotic dogs can climb stairs, open doors, and move fluidly over rough or uneven terrain. Robotic dogs are equipped with software platforms and use on-board cameras to map the external environment. These cameras feed data into algorithms that enable the robotic dog to perform autonomous tasks, such as picking up an object. Robotic dogs can also carry specialized sensors that detect hazardous materials from a safe distance.

To advance the agency's ongoing research, a team of specialists—to include engineers, Physical Security Specialists, Technical Security Investigators, and Special Agents—recently traveled to the Federal Law Enforcement Training Center in Brunswick, Georgia to test robotic dog capabilities. The technology has significant potential to enhance the agency's protective mission. The Secret Service will continue its research on robotic dogs and other emerging technologies to determine the best deployment into its live operations. Through the work of this team and other partners, the agency is prepared to leverage innovative technologies to support its mission.



EYES IN THE SKY

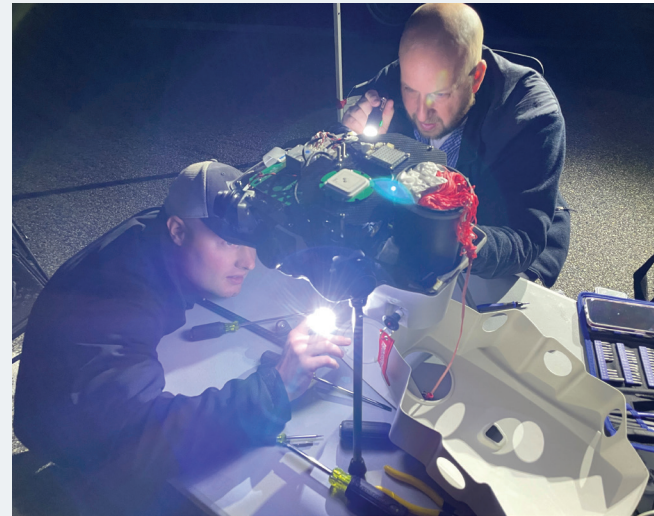
Jason Tucker, a Technical Security Investigator with the Secret Service, has always been enthusiastic about drones. As an increasing number of hobbyists like Jason use drones in the general public, the Secret Service must stay at the cutting edge of drone technology. In 2020, the Secret Service established an Enabling Unmanned Aerial System (eUAS) team, which flies drones in proactive support of the agency's protective mission. Jason has served on the team since its inception. He joined the Secret Service in 2006 after serving in the Navy and spent years working on chemical and biological countermeasures. Although he was leading a critical White House-based program when he heard about the creation of the eUAS team, he knew it "was a natural fit."

Jason's interest in drones began even before he joined the Secret Service. He grew up tinkering with radio-controlled cars at his childhood home in Kentucky, eventually developing the skillset to build his own free-style racing drones. Today, Jason enjoys building drones in his home's converted billiards-room that he now uses as a workstation. "That's half the fun, sitting down in the workshop," says Jason. He is also a member of a drone hobbyist community in his neighborhood. While building and flying drones in his personal time, Jason adopts the mantra of Build, Fly, Crash, Repeat. "You're always pushing the limit of what the drone can do before it hits the ground," he says. Jason often uses his personal drones for photography, attaching portable cameras to the drones in flight.

Jason's passion for drones helped him become a leader on the new eUAS team. At first there was little structure to draw from, and Jason described the lack of precedent as "kind of like having a blank canvas." To create structure, Jason led the team in establishing best practices and emergency procedures. Jason also coordinated with the National Institute of Standards and Technology to create a national standard for testing drone systems that are tethered to the ground. Creating this testing standard helped the team objectively evaluate new systems. Given Jason's personal experience with drones, he uses a "learn by doing" method to mentor new teammates.

Now that the eUAS team's drone systems are operational, Jason and his colleagues have many responsibilities. On a June 2023 trip to San Jose, California, the team used drones to secure a marshy area that was difficult to monitor with traditional methods. Between trips, Jason works on tasks like product research. On one major project, he resolved the complicated process of distributing video between different units within the Secret Service. Jason's efforts and leadership led the eUAS team to earn both the Secret Service Director's Award and the Department of Homeland Security Secretary's Award.

As the complexity of threats from drones increases, Jason remains focused on what he loves about his work. "When I sit back and say I fly drones for a living, it is impossible to complain about that," he says. Going forward Jason plans to conduct eUAS training with the Secret Service's Special Operations Division and lead a working group to increase collaboration with other law enforcement agencies in the Washington, D.C. area. Committed personnel like Jason keep the Secret Service at the forefront of emerging technology.





Investigative Operations



Standing Post, Ep. 53 Andrew Frey and Pig Butchering

Learn more on Secret Service Podcasts

THE SECRET SERVICE'S INVESTIGATIVE MISSION continues to adapt to the changing nature of financial crime. Digital technology has transformed the global economy. The increase in global internet services, mobile computing power, and digital systems has resulted in a networked financial sector that never sleeps. Online banking, mobile money transfers, cryptocurrency, and contactless payments have changed how Americans make financial transactions. As this digital revolution transforms the global economy, the nature of financial crime also adapts. Longstanding geography-based boundaries have been blurred, and malicious cyber actors can easily conspire across borders and target victims all around the world. Evidence needed for investigations is now often exclusively in a digital format, on a mobile phone, personal computer, web server, or a distributed ledger stored all over the world.

To tackle this unique challenge, the Secret Service's investigative function operates through an integrated global network of field offices, task forces, and partnerships. Our Special Agents, analysts, and partners conduct investigations around the clock to safeguard the integrity of the U.S. financial system and protect the American people. To address financial crime in today's environment, the Secret Service focuses on the following issue areas.

Cyber-Enabled Financial Crime

With the digitization of financial payment systems, transnational cyber-enabled financial crimes have grown. Transnational criminal organizations present systemic risks to the American financial system. The Secret Service remains at the forefront of detecting, preventing, and disrupting this type of criminal activity. Secret Service investigations brought many cyber-criminals to justice in FY 2023 and recovered \$1.1 billion dollars in cyber financial loss. Additionally, Secret Service investigations also prevented potential fraud loss by arresting individuals before they could fully realize the gains from their crimes.

Fraud, Money Laundering, and Other Financial Crimes

Fraudulent operations that prey on Americans and take advantage of the U.S. financial system undermine collective trust in our economy. The Secret Service works daily to counter threats ranging from card skimmers, ATM cash out schemes, laundering, business email compromise, and other illicit actions. In a digitally connected world, investigative success, even with respect to more traditional financial crimes, depends on broad and dynamic partnerships with industry, state and local officials, and international law enforcement groups. The Secret Service grows and develops these partnerships to harness the collective expertise of organizations across the world to tackle the challenges inherent to a digital, data-driven economy.

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. The agency has since expanded that model to develop a national network of electronic crimes task forces for the purpose of preventing, detecting, and investigating various forms of electronic crimes.

Known as Cyber Fraud Task Forces (CFTF), these groups unite team members from a variety of backgrounds to focus on investigating cyber financial crimes, including emerging trends like the illicit use of cryptocurrency. Many members of state and local law enforcement act as task force officers within the CFTFs after training at the Secret Service's National Computer Forensic Institute. These task forces are also comprised of Secret Service Special Agents, technical experts, and forensic analysts operating in the CFTF Digital Evidence Forensic Labs.

At present, the Secret Service has operationalized CFTFs in 42 domestic offices. In the coming years, the Secret Service plans to further extend the network of CFTFs across the country and around the globe.

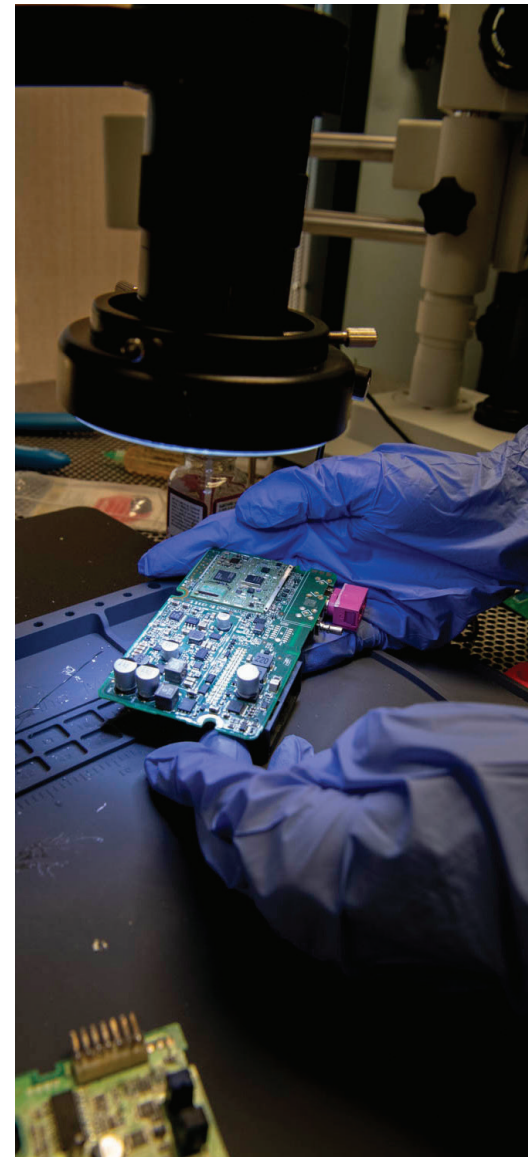
Counterfeiting

At its inception in 1865, the Secret Service was authorized to combat counterfeiting, which had become a major threat to the economy following the Civil War. Special Agents at the time had a simple method—infiltrate the criminal groups involved in counterfeiting operations and arrest key members of those groups. Shutting down these operations was critical to instilling nationwide trust in the dollar and the American financial system. Today, combatting counterfeit remains a core investigative responsibility, and the ability of our forensics specialists to detect, identify, and trace counterfeiting to its source remains unmatched. However, evolving technologies have led the Secret Service to diversify its methods to effectively investigate counterfeit operations that are facilitated over and aided by digital platforms.



Standing Post, Ep. 54 Examining Forensics with Meg O'Brien and Alicia Hope

Learn more on Secret Service Podcasts



The first standard Secret Service Special Agent badge was issued in 1874. A private firm designed and manufactured the badges, and no records of their appearance remain.

1875



In 1875 a new badge was issued, designed by the Bureau of Engraving and Printing and the first to feature the Secret Service star—the official emblem still used by the Secret Service today. The five points of the star each represent the agency's core values: justice, duty, courage, honesty, and loyalty.

1890



In 1890 the Bureau of Engraving and Printing modified the badge design, making it smaller and easier to carry.

1971



In 1971 a new badge was adopted to promote consistency among all law enforcement agencies in the Department of the Treasury. This badge was created by the Secret Service.

2003



A new badge was later introduced in September 2003. The design incorporated the Secret Service star, with the five points of the star continuing to represent the agency's core values.

Case Spotlight

Shutting Down K0pa: The Importance of International Partnerships



The transnational nature of modern cybercrime requires the Secret Service to maintain robust partnerships with foreign partners through our network of international field offices, resident offices, and domiciles. No longer is it enough to rely solely on domestic law enforcement to shut down a criminal network. In one recent example, Secret Service investigators relied on international law enforcement partners to bring to justice one of the most prolific cybercriminals of the last few decades.

Aleskei Burkov, known online as “K0pa,” was a prominent member of the cybercriminal community and the founder of various platforms that enabled criminal activity. Most famously, he ran an online forum known as Direct Connection – one of the most exclusive cybercrime forums in the world.

Direct Connection was a trusted platform for the most serious threat actors. Most members were tenured cybercriminals who operated ongoing criminal ventures responsible for fraud on an industrial scale. The forum's purpose was to enable its members to meet securely, out of law enforcement's view, and conspire on a wide range of online financial crimes.

They were the group behind some of the most damaging data breaches, the most pernicious malware, and the most lucrative online fraud schemes. Items offered on Direct Connection included stolen payment card information, stolen personally identifiable information, and malware. Other illegal services advertised on Direct Connection included



money laundering services and access to networks of compromised computers in the United States.

Burkov was also the administrator of an online market called Card Planet, which he established to sell stolen payment card information from all major U.S. banks. Card Planet averaged approximately 150,000 compromised payment cards for sale at any given time and was responsible for over 21 million dollars in fraudulent transactions during its existence.

Burkov came to the attention of Secret Service investigators through our persistent investigation and monitoring of significant cybercriminals and illicit websites, which predominantly target U.S. businesses. Several confidential sources led investigators to Burkov's online persona and related criminal enterprises.

While monitoring his activity, Secret Service agents discovered Burkov was traveling in Israel. The Secret Service notified Israeli authorities, who apprehended Burkov. He was eventually extradited to the United States and subsequently pled guilty in the Eastern District of Virginia to access device fraud and the conspiracy to commit access device fraud, identity theft, computer intrusions, wire fraud, and money laundering. Aleskei Burkov, KOPa, was sentenced to nine years in prison. Direct Connection and Card Planet were both shut down following his arrest. Success in the investigative mission hinges on international partnerships, and Burkov could not have been brought to justice without the relationships continuously cultivated and maintained by the Secret Service.



INVESTIGATION BY THE NUMBERS

CYBER-FINANCIAL CRIME LOSS
RECOVERED:

\$ 1.1B

ARRESTS FOR COUNTERFEITING:

197

ARRESTS FOR CYBER FINANCIAL
CRIMES:

1,019

COUNTERFEIT CURRENCY SEIZED:

\$21.8M

ASSETS SEIZED:

\$ 257.5M

ASSETS RETURNED TO VICTIMS:

\$ 464.9M

CRYPTOCURRENCY-RELATED ASSETS
SEIZED:

\$98.9M

Investigative Cases Across the Nation

In FY 2023, the Secret Service was integral in closing hundreds of criminal investigations, resulting in significant arrests, convictions, seizures, and the restoration of victim funds. Across the country, Secret Service Special Agents, Network Intrusion Forensic Analysts, Investigative Analysts, partner state and local law enforcement task force officers, and others all worked diligently to pursue leads and develop the evidence necessary to bring cases to completion.





Did You Know?

To effectively combat criminal networks that span jurisdictions and borders, the Secret Service utilizes its Global Investigative Operations Center (GIOIC) to increase coordination and cooperation across the field, CFTFs, and with partners. This center provides technical infrastructure, strategic guidance, and expert knowledge of the growing convergence of cyber and traditional financial crime. It acts as a central hub to ensure that investigators can leverage all information available to detect, investigate, and tie together criminal activities. For example, evidence from one case in Minneapolis can link into another being investigated across the world in Rome. The GIOIC ensures that the Secret Service can make these connections and trace the financial movements of these networks. The unified approach has enabled the Secret Service to prevent millions of dollars in financial loss each year for the American public.

Spearheading Innovation: NCFI and the Tulsa Lab

The National Computer Forensics Institute (NCFI) is the nation's premier federally funded training center for digital forensics. NCFI leverages technology, an innovative curriculum, and experienced instructors to train state, local, tribal, and territorial (SLTT) law enforcement officers, prosecutors, and judges on digital evidence collection and analysis. In doing so, the Secret Service ensures that the nation's law enforcement and judicial system is equipped to conduct modern operations that address the challenges of our increasingly digital world.

Graduates of NCFI leave the program armed with powerful equipment and cyber-skills—all provided by NCFI at no cost to them or their organization. NCFI-trained officers and investigators then partner with the Secret Service on cybercrime investigations and expertly tackle their own cases requiring identification, extraction, and analysis of digital forensic evidence from electronic devices and networks. Similarly, prosecutors and judges who attend NCFI are better positioned to present and evaluate digital evidence in the courtroom. The success of NCFI hinges on the quality training it provides. This training, and the curriculum behind it, is supported by the partnerships the Secret Service has established with various research and development universities and SLTT law enforcement agencies around the nation.

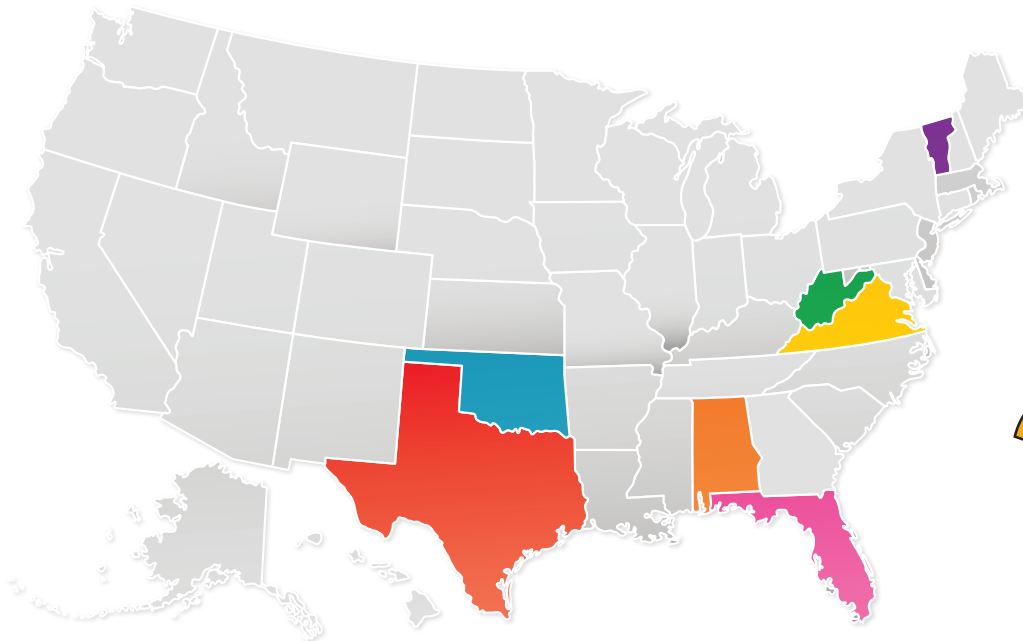
Since 2008, the Secret Service has operated a research and development lab facility housed on the University of Tulsa campus in Oklahoma. The lab is part of a network of partnerships DHS maintains with universities focused on R&D to support the Secret Service and NCFI missions.

This lab works with others around the United States to develop solutions for extracting and analyzing information embedded in digital devices. Numerous projects from this collaboration help create curriculum utilized in training law enforcement partners at the NCFI's facility in Hoover, Alabama.

An example of the Tulsa lab's work is the new "Introduction to Phone Repair" course now offered at NCFI. Law enforcement personnel often struggle with processing phones that are damaged in ways that prevent traditional data collection methods. The lab created standardized processes and curricula to teach law enforcement agencies at the NCFI how to repair devices and collect the evidence they seek.

The lab is at the vanguard of developing innovative digital investigative methods by taking on highly complex cyber related challenges that other electronic crime labs are unable to address. Equipped with more specialized hardware and technology, the lab specializes in reconstructing data from severely damaged devices, even devices struck by gunfire. Digitally reconstructing devices to aid law

NCFI University Partners



Auburn University
Champlain College
George Mason University
Jacksonville State University

Marshall University
University of Texas at San Antonio
The University of Tulsa



Standing Post, Ep. 56 Community Roots with Special Agent Tory Green

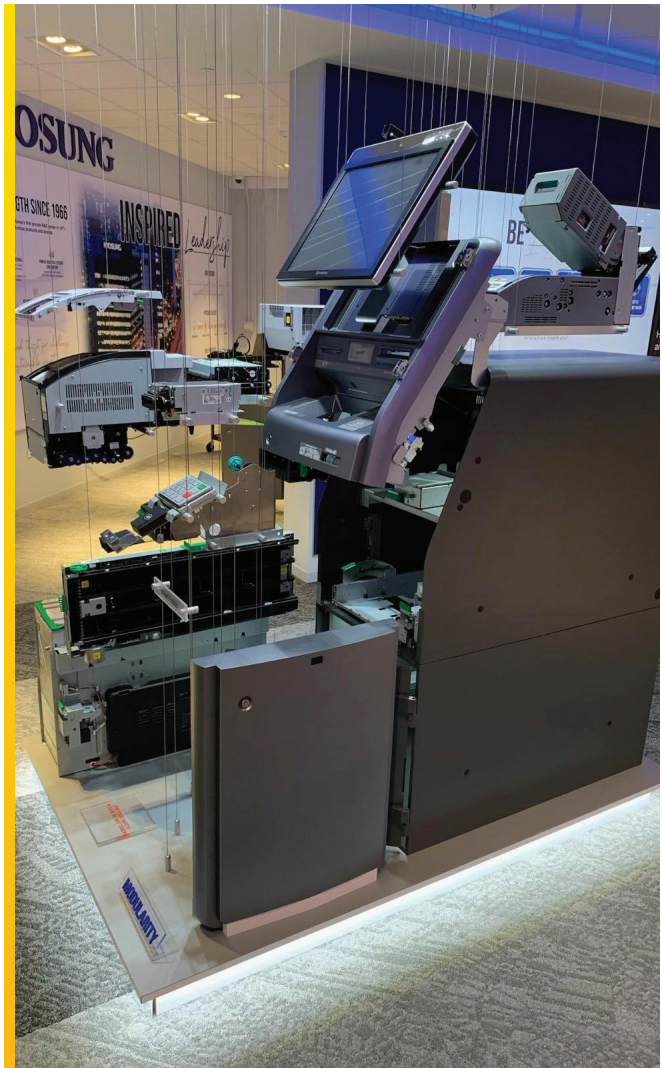
Learn more on Secret Service Podcasts

enforcement investigations requires highly technical training and often arduous work. To accomplish this, the lab has attracted some of the best examiners in the world. As a result, the Tulsa lab assists with some of the highest profile, technically difficult, and serious crimes nationwide. Through this process the lab develops new and innovative solutions and shares them nationwide through NCFI.

This lab also partners with the U.S. CyberCorps Scholarships for Service program, which recruits university students skilled in computer science, programming, and engineering. Through this program, both undergraduate and graduate level students receive real world experience working side-by-side with NCFI lab forensic examiners in the research and development of digital forensics solutions for law enforcement.

CyberCorps students conduct research that directly helps the Secret Service with its mission. Each semester, there are approximately 25 students working on various projects related to forensics and digital asset recovery. Types of research conducted by students and researchers at the lab include Internet of Things device forensics, malware analysis, connected device security, and ATM exploitation hardening. Upon graduation CyberCorps scholarship recipients agree to work at a government or public safety institution, furthering the nation's computer and forensic expertise.

This academic partnership with university students is crucial to stay at the cutting edge of investigations. Across the country, there were seven different university partnerships that worked on over 90 projects in FY 2023 to support NCFI. These labs, like Tulsa, help develop the solutions needed to equip our federal, state, and local partners with the tools necessary to conduct modern investigations.



4,730+ Law enforcement partners trained at NCFI in 170 classes

+9.7%
from
FY 2022

34.9 Petabytes of digital forensic evidence analyzed by NCFI-trained law enforcement partners

+28%
from
FY 2022

201,262 Digital forensic exams conducted by NCFI trained law enforcement partners

+20%
from
FY 2022



NCFI FY 2023 BY THE NUMBERS

NCFI training, both in-person and virtual, disseminated important information to Secret Service field offices and its network of Cyber Fraud Task Forces, including state and local law enforcement investigative partners. NCFI had an unprecedented year of training achievements with tremendous growth in the number of individuals trained and forensic exams conducted, as well as the amount of evidence analyzed. As the impact of cybercrime becomes exponentially more prominent in our society, NCFI remains committed to empowering the nation's law enforcement to combat these threats.

UNIVERSITY STUDENTS AT THE TULSA LAB



On February 13, 2023, the U.S. Secret Service and U.S. Department of State partnered with the Estonian Academy of Security Sciences and Baltic regional law enforcement authorities to open a new cyber training program. The Baltic Computer Forensics Training Program (CFTP) will bring together law enforcement officers from around the Baltic region to develop new techniques to investigate and prosecute cybercriminals. The program is funded by the U.S. Department of State's Bureau of International Narcotics and Law Enforcement Affairs.

Case Spotlight

International Money Laundering Syndicate Shut Down

It is something ripped from the plot of a Hollywood blockbuster: International criminals, conspiracy, and a money laundering network all shut down by the Secret Service and other federal agents.

It seemed legitimate at first. An average American shopping on an auction site stumbles upon a piece of sports memorabilia from their favorite team, the newest gaming system, a painting, or a piece of furniture. All seemingly real advertisements, for real goods, from real people. All of it fake.

Starting in October 2014, a Romanian national along with other co-conspirators developed an international money laundering syndicate. They posted false advertisements to popular online auction websites for goods that did not exist. Members of the group created fake accounts to post advertisements, and then used several tactics to convince victims to send money for the fake goods. In one instance, they impersonated a military member who needed to sell the advertised item before deployment.

In furtherance of their scheme, criminals delivered fraudulent invoices to the victims bearing trademarks of reputable companies to make the transaction appear legitimate. They also set up fake call centers to impersonate customer support, address questions, and alleviate concerns over the advertisements or "shipping delays."

Once victims sent payments, members of the syndicate engaged in a complex money laundering scheme wherein conspirators based in the U.S. received the initial funds, converted those funds into Bitcoin, and transferred the Bitcoin to foreign-based money launderers. Then, those foreign-based money launderers would work with other members of the group to convert the Bitcoin back into local currency.

The Secret Service and other federal partners were able to track this network of payments and bring members of the group to justice. In one instance, an individual in the syndicate was held responsible for laundering over \$3.5 million in fraudulent proceeds. To date, law enforcement has identified over 900 victims of this scheme.



CERT Program Partnership

Over thirty years ago, the Computer Emergency Response Team (CERT) was established as a division of a federally funded research and development center, the Software Engineering Institute at Carnegie Mellon University. A partnership between government, industry, and academia, it was initially founded to focus on cyber incident response. It has since expanded its research to areas such as network situational awareness, malicious code analysis, insider threats, digital investigations and intelligence, forensics, software assurance, vulnerability analysis, and risk management, among others.

In 2000 the Secret Service partnered with CERT and formally established the Secret Service CERT Liaison Program (CLP). CLP is a collaborative effort with a diverse group of researchers, software engineers, security analysts, and digital intelligence specialists working together to research security vulnerabilities and develop cutting edge information to improve the practice of cybersecurity.

CLP applies specialized technology and training to meet emerging challenges to the Secret Service's missions. The program accomplishes its mission through operational research and development of software and

prototype systems that support the full spectrum of Secret Service operations. CLP specifically researches emerging technologies being employed by cybercriminals, and the development of groundbreaking methods to combat them. The efforts of CLP broaden the Secret Service's knowledge of software engineering and networked systems security and expands partnerships with technical and academic communities.

Researchers have assisted the Secret Service in numerous ways. They have conducted research into potential vulnerabilities within critical systems, which resulted in a change to the way the Secret Service secures protected locations. CLP has also assisted with cases related to smart device exploitation and malware implanted on computer docking ports by foreign actors. The partnership with CERT helps Secret Service investigators to continuously stay on the cutting edge of cyber-investigations.

Education is also a crucial component to this partnership. CERT developed a robust insider threat program and has adapted this effort into courses and scenario exercises used by many within the federal government. Overall, this partnership with CERT allows for the Secret Service to develop innovative methods and tools to counter modern cybercrime.

Spotlight

PARTNERSHIPS WITH THE COMMUNITY

The Secret Service is committed to the communities it serves. In August 2023, the Secret Service participated in the 40th annual National Night Out, a nationwide event held every summer to promote partnerships between law enforcement agencies and their communities. The Department of Justice estimates that 17,000 localities held National Night Out activities in 2023.

The Secret Service has field offices throughout the United States, and several participated in the 2023 National Night Out. Special Agents in the New York City Field Office

attended National Night Out events in New Rochelle, Staten Island, and Manhattan's Chinatown. At the Staten Island event, Special Agents staffed a booth on the Midland Beach Promenade to speak with residents about the role of the Secret Service in the community. Similarly, Special Agents at the Chicago Field Office shared flyers and informational material outside the Tinley Park Public Library, southwest of downtown. These events allow community members to meet law enforcement personnel and learn about their work, while also enabling law enforcement officers to engage with community members and better understand their concerns. A Uniformed Division Sergeant involved with planning the event said, "National Night Out allows members of the agency to meet the community in their own space." These interactions are critical to building lasting partnerships.

While National Night Out is a highlight of the summer, strengthening public engagement is a year-round effort. The Washington, D.C. Field Office supports youth programming at the International Spy Museum by sharing techniques that Special Agents use to avoid unwanted detection. The annual Trunk-or-Treat is another popular community engagement event. There, Uniformed Division Officers welcomed D.C. residents and visitors to share candy on the Ellipse next to the White House. Through these events, the Secret Service works to strengthen connections with the community and to increase awareness of the agency's mission.





Building Connections in Your Community

Prompted by high-profile national events around the country in recent years, law enforcement agencies were called upon to reflect on their practices and to redouble efforts to engage with members of their ranks and the communities they serve. The Secret Service continues to answer that call. Building upon agency-wide conversations about the role of law enforcement in communities and social justice, many field offices took it upon themselves to build stronger relationships with local leaders and organizations. The Dallas Field Office is a shining example of this effort.

Several years ago, the Dallas Field Office joined other local law enforcement agencies in reaching out to the various NAACP chapter presidents in the Dallas-Fort Worth Region. The purpose of this engagement was to have a conversation, make connections, and develop relationships with these community leaders. At first, the goal was to open the lines of communication so that, in the event of a news report of a law enforcement incident in the area, federal law enforcement could communicate with community leaders about the facts, potential impact, and other nuances. Over the last few years, this relationship has grown beyond that initial purpose. Members of the Dallas Field Office were invited to the Grand Prairie, Texas Martin Luther King, Jr. Parade in 2022. They were able to engage with youth in the community before the event and Special Agent in Charge (SAIC) William Smarr even served as the parade marshal. In Dallas, simple outreach in the face of tragedy has grown into something enduring.

These partnerships have persisted into this past year and have proven an invaluable tool for finding common ground. Last summer, SAIC Smarr attended the yearly NAACP Youth Scholarship Banquet in Grand Prairie, where he was awarded an NAACP President's Award for the field office's partnership. In February 2023, the field office hosted regional NAACP presidents to discuss actions the agency is taking to promote diversity, equity,

and inclusion. Secret Service leaders presented the agency's efforts and facilitated an exercise on unconscious bias. This meeting further strengthened the partnership between the Secret Service and these community leaders. In May, SAIC Smarr was invited again to attend the yearly NAACP Scholarship Banquet, this time giving the keynote address where he spoke with graduating high school seniors about the Secret Service's mission and encouraged them to consider a career of public service. Through this partnership, the Secret Service has the chance to educate local leaders and groups on its mission, while learning about how to best work with the community it serves. In furtherance of this effort, the Dallas Field Office is developing the first ever Secret Service Citizens Academy. Modeled off other federal law enforcement education programs, the field office has invited leading members of their community to learn about the history of Secret Service, our mission, and why we do what we do. Every Tuesday night over the course of six weeks, the Dallas Field office will offer members of the public a peek behind the curtain to see how the Secret Service operates.

These relationships have already been a force multiplier for Secret Service recruiting efforts. At a DHS recruiting event in the Dallas area, the President of the NAACP's Grand Prairie chapter spoke highly of the Secret Service and encouraged prospective applicants to apply. As a result of this continued partnership, more people know the Secret Service is in Dallas than ever before.

The Secret Service serves in communities all around the world, and almost certainly operates in or near your zip code. Education on how we support those communities and the services we offer only aids in our ability to serve effectively and to bring in new talent to meet that end. Local leaders, who previously might not have had much knowledge about the Secret Service's role in the community, have become some of our biggest champions. The Dallas Field office has shown that becoming an active member of the community pays dividends to our mission and the public we serve.



NCMEC SUPPORT BY THE NUMBERS

CASES RELATED TO CHILD
EXPLOITATION OPENED:

100

CASES RELATED TO CHILD
EXPLOITATION CLOSED:

101

INDIVIDUALS ARRESTED:

102

TERABYTES OF DIGITAL FORENSIC
DATA ANALYZED:

49+

POLYGRAPHS RELATED TO CHILD
EXPLOITATION CASES:

102

FORENSIC EXAMS (FINGERPRINTS,
AUDIO, AND VISUAL ENHANCEMENTS):

24

INDIVIDUALS REACHED THROUGH
741 OUTREACH AND EDUCATION
EVENTS:

60k+

Community Outreach and Childhood Safety

The Secret Service promotes child safety through forensic support and community education. Since 1994, the Secret Service has provided forensic and technical support to the National Center for Missing and Exploited Children (NCMEC). In FY 2023, Secret Service conducted 102 polygraph examinations of suspects in NCMEC cases involving missing or exploited children as well as analyzing over 49 terabytes of digital evidence. In addition to providing forensic support, the Secret Service also provides community education and outreach through the Childhood Smart Program and Operation Safe Kids.

The Secret Service Childhood Smart Program is a robust education and messaging initiative delivered by Secret Service Ambassadors specially trained by NCMEC. The program is designed to bring education and awareness to children and parents about real-world and internet safety, including topics related to the prevention of child exploitation and abuse, sextortion, and child sex trafficking.

Operation Safe Kids is a public outreach program established by the Secret Service to increase child safety awareness. At these events, parents and children learn safety tips and create a document with the child's biographic and forensic data, including a current photograph and digitized, inkless fingerprints. This document can be used in the event that a child goes missing, saving time when there is no time to spare. The fingerprints, photos, and biographic information are not maintained by the Secret Service; rather, they are provided to the parents for safekeeping. Through the Childhood Smart Program, Operation Safe Kids, and other initiatives, the Secret Service supported 741 outreach events in FY 2023.









Training

ELITE TRAINING is essential for Secret Service employees to develop the skillsets needed to accomplish the protective and investigative missions. The Secret Service has a dedicated training facility, the James J. Rowley Training Center (RTC), to meet these needs. At the facility, new recruits and existing employees are trained around-the-clock in skills such as motorcade movements, defensive driving, conducting a search warrant, and firearm handling, among many others. As the start of the 2024 presidential campaign draws near, selected Special Agents participated in training courses to prepare them to protect presidential candidates as they travel the country. State-of-the-art training ensures that the Secret Service is always mission ready.

In addition to training Secret Service personnel and other federal partners, the Secret Service participates in community outreach and hosts regular tours at RTC. Here, guests can learn about the history of the training center, observe training demonstrations, and explore the weapons museum. Additionally, these tours are used as recruitment opportunities for those interested in joining the Secret Service. From running its standard day-to-day training operations to hosting tours for guests and law enforcement partners, as well as preparing for the upcoming 2024 Presidential Campaign, FY 2023 has been a busy year for RTC.





Open House at RTC

RTC, located in Maryland, initially served as a site for the Federal Law Enforcement Training Center (FLETC), an interagency federal training center. In 1971, the facility was transferred to the Secret Service for its exclusive use. It was called the Beltsville Training Center until 1983, when it was renamed to honor James J. Rowley, the Secret Service's fourteenth director, who played a significant role in the development and acquisition of the facility. Currently, it provides the space, facilities, privacy, and security needed for the Secret Service to train its employees in its specialized curriculum.

Standing Post, Ep. 58 From the NFL to CAT with Nate Burleson

Learn more on Secret Service Podcasts

RTC has proudly hosted various groups and organizations for tours in FY 2023, and leveraged these tours to recruit, engage with the public, and strengthen the Secret Service's relationship with investigative and protective partners. In FY 2023, RTC hosted more than 50 tours of the campus. Seventeen of the tours in 2023 focused on recruitment, requiring ample intra-agency coordination. These tours provided over 350 potential candidates an inside look at the dynamic training and mission of the Secret Service. The tours highlighted both Special Agents and Uniformed Division Officers through a series of live demonstrations showcasing the canine unit, the Virtual Training Simulator, and the Protective Operations Driving Course. College students, members of the military, and interns from partnering agencies were able to see how they might train to become an elite member of the Secret Service. Assistant Special Agent in Charge (ASAIC) Michael Cantilena describes how the tours are used as a recruitment opportunity:



“An RTC recruitment tour is an exclusive Secret Service job fair with multiple examples of our mission and dynamic training. It takes potential candidates away from conversations at a job fair booth, where our recruiters are competing with other agencies, and puts them into daily training exercises. The opportunity to tour a training center is exclusive to our agency, other agencies do not typically offer these types of tours. Tours also allow us to focus on recruiting a variety of groups, such as collegiate athletes, criminal justice students, interns, or other potential candidates.”

TRAINING BY THE NUMBERS

15 Special Agent (SA) Basic Training Classes
GRADUATED
254 new Special Agents



744
 training classes
 conducted

10,796
 students

12 Uniformed Division (UD) Basic Training Classes
GRADUATED
180 new Uniformed Division Officers



38,010
 firearms
 qualifications

2 Technical Law Enforcement (TLE) Training Classes
GRADUATED
19 new Technical Law Enforcement Officers

436
 completed CNOS
 training

44,199
 instances of
 online training



Preparing for a Campaign

In every image or video of the President of the United States, one is likely to spot a Special Agent, standing sentry against whatever dangers may come. Secret Service protection, however, often starts well before the President ever sets foot in the Oval Office—when they are just a citizen aspiring for the high office. The Secret Service began protecting major presidential candidates in 1968 after the assassination of Senator Robert F. Kennedy, who was seeking the Democratic presidential nomination that year. To support campaign protection every presidential election cycle, the Secret Service formed the Candidate Nominee Operations Section (CNOS) in 1998.

Preparation for a presidential campaign begins well before the campaign season. The Secret Service started laying the groundwork for the 2024 presidential campaign season in March of 2023. Several hundred Special Agents from a variety of divisions across the Secret Service were identified to participate in CNOS training.

These Special Agents participate in a tailored protective methodology training course, arranged in small groups for personalized instruction. Each CNOS training course has about 30 participants, each of whom will receive training in topics ranging from emergency medicine to shift formations. CNOS training has evolved over the years to allow for more hands-on training including drills and simulated attacks on protectees

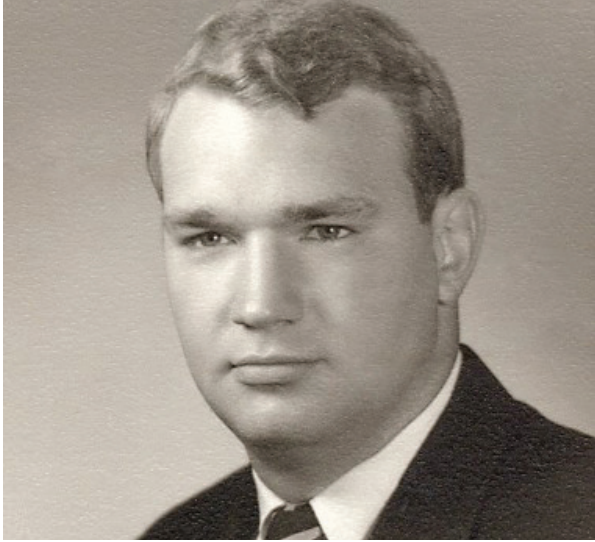
RTC personnel also provided two-day CNOS Field Training seminars to over five regional field offices. The seminar was designed to update personnel in field offices on new protective trends and other considerations for those who may become involved in protective campaign assignments due to their location. Coordinated through the Regional In-Service Training Section, the seminar included briefings on protection advances (leads, site advance, and transportation advance), as well as presentations on protective intelligence, employee assistance programs, and technical security programs.

Preparing for a presidential campaign is a resource intensive operation, but it serves a vital function that ensures the integrity and vitality of our nation's electoral process. With experienced Special Agents, advanced preparation, and CNOS training, the Secret Service is ready to protect candidates in the 2024 presidential election.



The first president-elect to receive Secret Service protection was Woodrow Wilson in 1912.

Secret Service Operatives Richard "Dick" Taylor (left) and Joseph Murphy (behind) accompany President-elect Woodrow Wilson and William Jennings Bryan in Trenton, New Jersey, on December 21, 1912. Credit/LOC.



In Remembrance of Special Agent Joseph Clifford Dietrich and the Creation of the Water Safety Program

A presidential helicopter bound for the island of Grand Cay, Bahamas, crashed at sea at approximately 10:10 p.m. on May 26, 1973. The pilot, co-pilot, crew chief, and seven members of the Secret Service were aboard when the helicopter went into the water, just 250 yards ahead of its landing pad. Upon impact, the helicopter began to roll from right to left. Within 30 seconds, the aircraft was upside down. Water filled the cabin with only a small air pocket trapped in the rear of the helicopter.

The pilot managed to open the rear door of the helicopter and insert his leg to keep it ajar against heavy pressure. These actions contributed to the escape of six Special Agents. The survivors were rescued within 20 minutes of the crash and later taken to Grand Cay for medical attention. Special Agent Joseph Clifford Dietrich, however, lost his life in the crash.

The Secret Service's Water Safety Program was created partly in response to the tragedy. Throughout the early 1980s, the agency sought funding for a facility to provide water safety instruction. Ultimately, congressional appropriations were provided to train personnel for water emergencies and the RTC Training Tank was completed in 1991. It includes four underwater viewing windows and an underwater communication system.

The facility is dedicated to Special Agent Dietrich, who made the ultimate sacrifice in the line of duty. Thousands of Secret Service personnel have received water safety training as a result of this program. It serves as a vital component in preparing Special Agents and Uniformed Division Officers for circumstances in which water emergencies may arise.

As we reflect on the 50th anniversary of that tragic day, our thoughts go out to the Dietrich family, including his wife, Janet, and children Daryl and Gretchen. The survivors of the crash are listed below.

Chief Warrant Officer Ronald Bean
Co-Pilot Frederick Evans
Crew Chief William Robinson
ATSAIC Charles "Chuck" Rochner
Special Agent William Brawley
Special Agent Michael Cleary
Special Agent James Kiefer
Special Agent Stephen Petro
Special Agent Robert Stewart, Jr.



Secret Service Rescue Swimmer Program

The Secret Service Rescue Swimmer Program, a specialization within the Secret Service Water Safety Program, began as a small group of specialists in the early 1990s. At the time, President George H.W. Bush frequented his summer home in Kennebunkport, Maine, and participated in a variety of aquatic activities, including fishing and boating.

The Secret Service recognized a need to supplement the Presidential Protective Detail with men and women who were formally trained to respond effectively to a waterborne emergency. In the years since, other protectees have spent significant time near the water. Due to this requirement, the program has grown and evolved from a handful of specifically trained specialists to a full contingent of highly trained and certified Secret Service Rescue Swimmers.

All aspiring rescue swimmer candidates must attend the Rescue Swimmer Basic Course. Earning a spot in the course is challenging, as candidates must pass a very rigorous selection process to be considered. All candidates must also complete the RTC Emergency Medical Technician (EMT) Course and become nationally certified EMTs prior to beginning the course.

The basic course is taught at RTC and other off-site locations. Centered around a variety of aquatic settings, candidates are inserted into dynamic and realistic training environments, such as static water, high surf, deep water, and swift water. Rescue swimmers are highly trained in all facets of water rescue, and graduates of the course are certified to conduct open-water, surf, and swift water rescues. This course provides the necessary skill sets for rescue swimmers to safeguard our protectees in dynamic and inherently dangerous water environments. Due to the potentially unforgiving nature of these environments, the Rescue Swimmer Basic Course is one of the most challenging the Secret Service has to offer. Those who graduate this course have demonstrated they have the skills, abilities, and stamina to operate safely and effectively in the maritime environment.

From a humble beginning in 1990, the Secret Service Rescue Swimmer Program has grown into a highly respected program able to support the protective mission anywhere in the world.

The training has evolved to meet the needs of current protectees' aquatic activities, including, but not limited to, paddleboarding, snorkeling, and scuba diving. The program developed new tactics and procedures that give our swimmers the capability to respond to waterborne emergencies from various platforms, to include boats, jets skis, and helicopters. Swimmers also receive continual training to enhance and maintain their medical skills. The Rescue Swimmer Program remains one of the most challenging and physically demanding specialty certifications to attain in the Secret Service.



WEAPONS SPECIALIST DAVID COHEN

For anyone visiting RTC, it's hard to miss one of the most passionate and tenured employees at the Secret Service. Weapons Specialist David Cohen began his career with the Secret Service in 1981. David was working in a fire investigations unit in Montgomery County, Maryland when a friend told him about the agency. David joined the Secret Service as a Uniformed Division Officer and had various assignments at the White House and the Foreign Missions Branch. He later assisted with fire rescue activities at RTC. "With the background I had, it worked out really well." In 2003, David was eligible to retire, but was offered an opportunity to teach full-time at RTC. He jumped at that chance.

David's long and dedicated career with the agency has spanned more than 42 years. He was instrumental in the creation of the Hazardous Agent Mitigation Medical Emergency Response (HAMMER) team. After the 1995 Tokyo subway sarin attack, the Secret Service recognized the need for a proactive approach to counter chemical, biological, radiological, or nuclear threats. About a year after this attack, then President Bill Clinton, former President Jimmy Carter, and former President George H.W. Bush were set to visit Japan. To prepare for the arrival of these protectees, the Secret Service sent David to Japan where he deployed the HAMMER team for the first time.

Today, David teaches multiple courses at RTC and works on numerous special projects. His favorite course to teach is the Highrise Fire Safety course, which was created after the 1986 arsonist attack on Dupont Plaza in Puerto Rico that tragically killed a Secret Service Special Agent. In addition to teaching, David is involved in numerous projects, including the research and development of new protective measures.

Along with his other duties, David is the coordinator of the weapons museum and lab, located on the RTC campus. When guests enter the museum lobby, they receive an overview of Secret Service history. David shares his passion for the Secret Service and customizes tours for each audience. The tours educate visitors and gives back to partners who have made invaluable contributions supporting the Secret Service mission. Both the lab and museum have been visited by the Royal Canadian Mounted Police, British police, foreign protective details, and representatives from embassies all over the world.

There are many types of weapons housed with the museum and the lab, including battle rifles, portable air defense systems, surreptitious weapons that are more easily concealed, and everything in between. A crossbow even hangs from the wall in David's office. Most of the collection is comprised of items that were



either donated or confiscated. Among the collection are guns donated by notable former Secret Service Special Agents Jerry Parr (who served on President Reagan's detail during the assassination attempt) and Clint Hill (who served on the First Lady's detail at the time of the Kennedy assassination). "We're beggars with badges," David jokes. When police departments come for a tour, he always asks if they have anything they'd like to donate to the collection.

Managing the collection brings together history and firearms, two of David's passions. With all the unique pieces to choose from, however, he doesn't have a favorite item. "It is like choosing a favorite child. It is hard to decide. I like old historic weapons, from WWII on back through history. Those weapons helped free our country, helped free other countries."

The weapons lab also serves as a research, development, and testing site for homemade or improvised weapons, chemical/biological dispersal devices, and explosive munitions. After the assassination of the former Japanese Prime Minister Shinzo Abe, David and the lab created a replica of the homemade pipe gun used by the killer.

When not knee-deep in teaching curricula, testing, and weaponry, David avidly practices yoga, and has taught a Functional Movement Yoga class for several years. "In our daily life...stresses take a toll on your physical body. Each of us does what we can to stay fit and healthy. A Functional Movement Yoga class can really help reduce physical and mental stress."

David credits his long and unique career to phenomenal coworkers and the opportunity to contribute daily to important and impactful work. "The Secret Service is a great place to work. Law enforcement, fire-rescue, and other first responder positions can be very rewarding careers. Within the Secret Service, you get to do all sorts of things. It is a great place to be. If it wasn't, I would not have stuck around. I'm going to keep going until they throw me out!"



Mission Support



ALONGSIDE SPECIAL AGENTS AND UNIFORMED DIVISION OFFICERS, a dedicated workforce of administrative, professional, and technical experts (APTs) provide invaluable support to enable the Secret Service to accomplish its mission each day. Through continuous human capital efforts, robust strategic planning, cutting-edge information technology, skilled financial management, and rigorous training, among other mission-enabling activities, APTs help the agency achieve operational excellence. The professionalism, diversity, adaptability, and excellence demonstrated by Secret Service mission support personnel exemplify why the Secret Service remains the preeminent federal law enforcement agency in the United States.

Standing Post, Ep. 51 A Military Lense with Photographer Victoria Taylor

Learn more on Secret Service Podcasts





Maintaining Federal Partnerships

The Secret Service accomplishes its full mission through robust partnerships and relationships across the federal government. To ensure the agency can meet current and future mission requirements, the Secret Service relies on a continuous dialogue with members of Congress and their staff. 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.

Operational Advisory Groups (OAGs) are another vital partnership, allowing stakeholders to provide direct input to the Secret Service to better inform resourcing decisions on topics of interest. In FY 2023, the OAG addressed deployable barriers for protective events. Secret Service personnel met with vendors as well as representatives from other federal agencies to discuss common acquisition needs related to deployable barriers. The OAGs leverage partnerships to learn from the experiences of various end users, subject matter experts, program managers, vendors, and acquisition personnel. Secret Service analysts review this information to identify solutions for any current or emerging capability gaps. In this way, the Secret Service ensures it obtains high-quality information to help identify emerging technology, forecast future threats, and coordinate updated legislation and policies.



Mission Support by the Numbers

- **1,371**
RECRUITING EVENTS
- **2.5M+**
INDIVIDUALS ENGAGED ON SOCIAL MEDIA
- **1.2M+**
WEBSITE VISITORS
- **74.4K**
PODCAST EPISODE PLAYS
- **730**
LAPTOPS DONATED TO SCHOOLS
- **100%**
FISMA SCORECARD METRICS EXCEEDED
- **100+**
MEETINGS WITH CONGRESSIONAL MEMBERS AND STAFF
- **130+**
BRIEFINGS TO DHS SECRETARY AND EXECUTIVE LEADERSHIP
- **3,865**
VISAS PROCESSED FOR MISSION-RELATED TRAVEL
- **2,355**
PASSPORTS PROCESSED FOR MISSION-RELATED TRAVEL
- **639**
NEW SECRET SERVICE EMPLOYEES



EVERYONE IS A RECRUITER!

This year, the Secret Service relaunched the Everyone is a Recruiter initiative. The initiative enhances the agency's ability to refer potential candidates and attract top talent. All current Secret Service employees have ready access to this unique QR code, which efficiently links referred candidates to vacant Secret Service positions. Within moments, any Secret Service employee can seamlessly direct potential applicants to open positions to start the process of becoming a member of the Secret Service family.



Bringing in Top Talent

In FY 2023, the Secret Service took significant steps towards modernizing its recruitment efforts. The Secret Service implemented the Special Agent Talent and Achievement Recruitment (STAR) program, designed to recruit high-performing recent college graduates who demonstrate superior academic achievement for entry-level Special Agent positions. STAR participants may have limited professional work experience but qualify with experience gained through non-career activities (e.g., college athletics, collegiate leadership, etc.).

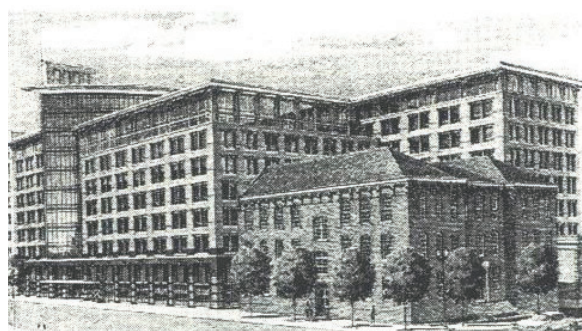
The Secret Service has realized positive results through STAR. To date, the number of STAR applicants is 3,719 Special Agent applicants. STAR applicants account for 22.5% of Special Agents hired in FY 2023.

The Secret Service enhanced the Special Agent and Uniformed Division Officer hiring processes by consolidating hiring steps to expedite the onboarding process and mitigate redundancy; increasing the number of Job Opportunity Announcements (JOA) to reach a broader applicant pool; and decreasing re-application waiting periods from six months to three months. In addition to clarifying the hiring process in the JOA, the Secret Service also increased communication and engagement with applicants as they navigate the multi-stage hiring process. The Secret Service will continue refining their recruitment and hiring processes to hire the next generation of Secret Service talent.

A Regional Method to Recruiting

A critical component to maintaining the Secret Service's commitment to excellence is its ability to attract, recruit, and retain talent. Many on the job now initially learned about opportunities at the Secret Service through a current or former employee or at a college or university recruitment event, all requiring human interaction. Recognizing the value of direct personal contact, the Secret Service is adding more recruitment and hiring professionals to field offices throughout the United States.

Placing more of these professionals across the country will greatly enhance the Secret Service's sourcing and recruiting capabilities, allowing the agency to identify and onboard more diverse talent. These recruiters will focus on all job series, from mission support professionals to Special Agents and Uniformed Division Officers. Human resource professionals in Washington, D.C. will continue to support this distributed approach by ensuring there is a consistent, efficient, and organized recruitment strategy agency wide. This modified approach is just one way that the Secret Service continues to grow and improve its workforce, as well as its business operations.



Secret Service Headquarters moved from Washington, D.C. to New York City in 1870. Headquarters returned to D.C. in 1874. The current Headquarters Memorial Building was dedicated in 1999.



Investment in Retention

Providing care and support for the workforce is paramount. The Secret Service goes to great lengths to not only enhance the employee experience, but to retain its top tier talent through various retention initiatives and programs. As a part of a larger effort to retain the agency's workforce, the Secret Service has recently updated some of its retention incentive policies to maximize employee eligibility and participation. The Child Care Subsidy Program, a program that provides financial support to parents working for the federal government, was recently enhanced by increasing the total family income threshold from \$170K to \$250K and by increasing the maximum subsidy amount to \$416.50 monthly or \$4,998 annually. Additionally, the Student Loan Repayment Program, which helps those with college or professional degrees to repay their student loans, was expanded by including Parent PLUS loans as a qualifying loan.

Another retention incentive that was recently implemented is the Special Agent Group Retention Incentive. This incentive helps retain highly skilled Special Agents with 20 years of eligible law enforcement experience by offering a monetary incentive, which is 10% of their basic pay, before deductions. These incentives are paid quarterly to eligible Special Agents during a 12-month service agreement. This initiative rewards the long service and sacrifice from some of our most important and experienced personnel in the agency.



Standing Post, Ep. 52 Director to Directors

Learn more on Secret Service Podcasts



Modernizing Our Fleet

With a focus on harnessing advancements in clean energy technology, the Secret Service recently implemented a zero-emission vehicle pilot program with the purchase of nine electric vehicles. The goal of this program is to explore how the agency can utilize zero-emission vehicles across the fleet in support of federal mandates, without compromising mission requirements. This initiative, as well as other programs, will ensure the Secret Service is able to make well-informed decisions regarding vehicle acquisition, funding, and infrastructure that align with national and global priorities.

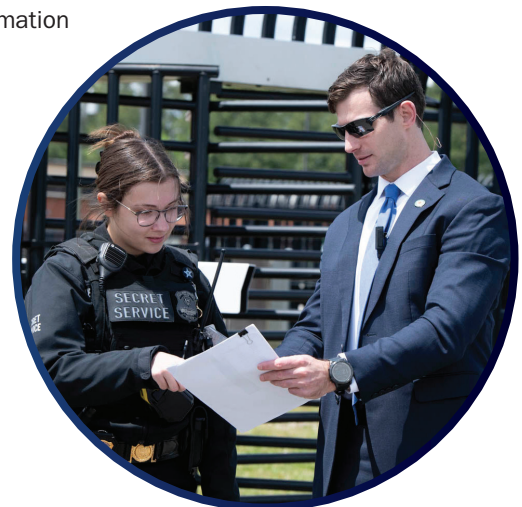


Shaping Agency Culture

The Secret Service's critical mission relies on its people and recognizes that they are the driving force behind all agency successes. The agency aims to foster a culture that embodies care, support, and respect through training, cultural experiences, care of family members, and diverse recruitment and outreach. To ensure that the workforce is primed for this immense task, the Secret Service provides a wide range of resources and opportunities to ensure that the agency creates a culture of Diversity, Equity, Inclusion, and Accessibility (DEIA). During FY 2023, the Secret Service focused on providing training to employees in areas critical to maintaining a diverse and professional workplace. These efforts included:

- New supervisor training on Equal Employment Opportunity laws and available services for conflict resolution.
- New Special Agents in Charge training on how best to support employees within their field office.
- Leadership training on how best to support LGBTQ+ employees.
- Workforce training on Reasonable Accommodations, including information on how to remove barriers to employee success.
- Workforce training on unconscious bias, with strategies to make more inclusive decisions and create belonging by increasing empathy and understanding of one another.
- Workforce training on suicide education and awareness, with tools and resources to build resilience and openly discuss concerns.

These trainings support employees by fostering a safe and welcoming environment for open and honest discussions on a myriad of important and difficult topics.



Spotlight

RECRUITING GOLD MEDAL TALENT



LAST YEAR THE SECRET SERVICE established the Mobility, Outreach, Equity, and Inclusion Program (MOEIP) to increase the recruitment, retention, and advancement of persons with disabilities. MOEIP directly aligns with the agency's strategy to focus on achieving excellence through recruiting and retaining diverse elite talent.

The first MOEIP recruitment initiative was piloted at Gallaudet University in October of 2022. Gallaudet University is a private, federally chartered research university in Washington, D.C. for the education of the deaf and hard of hearing. The Secret Service's MOEIP hiring event was for current and former Gallaudet students and led to the successful onboarding of employee Sabina Shysh in March of 2023.

"I attended the Secret Service Information Session in partnership with Gallaudet University last year. I learned about career opportunities available at the Secret Service, and I quickly applied and was hired."

Sabina graduated from Gallaudet University in May 2021, with a Master of Public Administration and holds a Bachelor of Science in Accounting and Business Administration from the university. Sabina is currently serving as a budget analyst in the Secret Service and was the first person hired under MOEIP.

"The main reason I applied to the Secret Service was because I wanted to give back as a public servant. I was not born in the United States, my mom is an immigrant; I am an immigrant. I came to this country when I was 7 years old. This country gave me opportunities as a deaf individual that I could not have in my home country."

In addition, Sabina is an active alumna at Gallaudet University, serving as an Assistant Coach to the women's soccer and basketball teams. She also represents her adopted country on the world stage and plays on the USA World Deaf Basketball Championship Team. The USA Team recently won the gold medal at the 2023 World Deaf Basketball Championship in Heraklion, Greece, where Sabina served as a point guard.

"The trip to Greece was an incredible experience as I had an opportunity to play the sport that I love the most. Not only was I able to play, but I was also able to travel around Greece and witness the country's exquisite natural beauty. I am so thankful that I was able to represent the USA, and I could not replace the experience with anything else."

A consistent dedication to her passion and a chance to represent her country allowed Sabina to accomplish goals she could only dream about as a child. "Winning my fifth medal for my country

was an incredible experience, blending pride and achievement with a deep sense of national identity. Gratitude for my support system amplified the joy, and the accomplishment left me feeling blessed and motivated to strive for greater heights."

She has parlayed her national pride and ambition into a career with the Secret Service. "I'm honored to give back by working for [this] agency... the organization aligns with my values and mission, there are promising opportunities for personal growth, and a chance to contribute to meaningful work in a field I am passionate about."

The Secret Service continues to expand efforts to increase talent by hiring those with disabilities and diverse backgrounds. Sabina Shysh is just one example of how the agency is achieving excellence through these initiatives.



"I attended the Secret Service Information Session in partnership with Gallaudet University last year. I learned about career opportunities available at the Secret Service, and I quickly applied and was hired."

Celebrating our Unity

The Secret Service takes time to celebrate the rich history, heritage, and culture of its workforce community by curating a unique experience for its employees. Now in its thirteenth year, Unity Day has become an event that employees look forward to each year. Volunteers from across the organization work together to create an event that honors the vast diversity of the Secret Service. All offices worldwide are invited to participate in hybrid and in-person events that offer opportunities for training, thought provoking discussions, cultural activities, and presentations for the whole family that promote new and evolving perspectives on, and appreciation for, our diversity. Offices outside of the Washington, D.C. area, such as the New York and Los Angeles Field Offices, participated with their own versions of Unity Day. This year, the Keynote Speaker was the National Aeronautics and Space Administration's Ambassador for DEIA, who emphasized the importance of unity and its alignment to the Secret Service mission. These new experiences enhance our ability to be more responsive to the communities that we serve and promote a cohesive working environment characterized by camaraderie and respect.



Award Winning Technical Business Management

Maximizing the value of Information Technology (IT) by understanding its expenditures and total cost of ownership within federal agencies can be very challenging. This year, the Secret Service established its Technical Business Management (TBM) process to solve this issue. Using an agile approach, the team focused on delivering value quickly and incrementally building new capabilities.

The new process utilized financial and program data from across the agency to create a tool that presents data from different perspectives. This new capability is becoming the definitive source for IT total costs, value, and asset data. The combination of contract data with asset information allows Secret Service leaders to quickly compare actual technology acquisitions against planned acquisitions. This information can be viewed by year, by office, or by technology, and yields a significantly better forecast, improving the Secret Service's ability to budget for future years.

Financial reporting at the Secret Service now requires less time to prepare, has become more consistent, and more credible over time allowing for better trade off discussions between consumers and service owners. This program's successes have increased trust in the quality of data provided and the perceived value in IT investment across the organization.

As a testament to this improvement, Secret Service's federal technology acquisition compliance scores increased to 100% as a result of TBM. The Secret Service was also awarded the Public Sector Award by the Technical Business Management Council. This award recognizes excellence in leveraging TBM to bring a consolidated, transparent view to technology investments. Overall, the implementation of TBM enabled a robust repeatable business process that improved executive decision-making and agency reporting capabilities.

Supporting the Secret Service Family

Building a strong workforce includes ensuring our employees' family members are supported while their loved ones are protecting our country. The Secret Service has several programs and resources to support the entire "Secret Service Family." When a new Special Agent or Uniformed Division Officer graduates from basic training, information about our Chaplain services, Ombudsman services, and Employee Assistance services is available in-person at these events. Representatives are also available to talk about these resources, programs, and initiatives at new employee orientations. The Secret Service publishes a monthly newsletter detailing support programs and activities geared towards employee wellness and work-life balance.

For the first time, this year the Director invited spouses to Secret Service headquarters to discuss how the agency can better support employees and their families. In addition to the discussion, she provided an overview of Secret Service employee services and resources, and fielded questions from spouses. Overall, the Secret Service is dedicated to developing new opportunities for providing holistic family support and improving how we care for our workforce community.

Championing Employee Development and Outreach

The Secret Service sponsors employees' participation in affinity law enforcement training conferences to learn about challenges and barriers faced by certain groups, and how to foster career growth and development. These conferences are facilitated by organizations such as the Women in Federal Law Enforcement, the National Organization of Black Law Enforcement Executives, the National Asian Peace Officers Association, the National Native American Law Enforcement Association, and the Hispanic American Police Command Association.

In addition, Secret Service personnel participate on discussion panels, staff recruitment booths, and conduct workshops and trainings. The Secret Service continues to support its employees and their development, recognizing that a diverse workforce is an invaluable resource for a thriving organization that continuously achieves mission success.

Preserving Our Legacy

On September 11, 2023, the Secret Service unveiled a memorial to those fallen twenty-two years ago during the terrorist attacks on our nation. Minutes after the attacks on the World Trade Center, Secret Service personnel demonstrated courage as they assisted in the evacuation of the area. The Secret Service lost two of its members as a result of that day: Master Special Officer Craig Miller and Special Agent in Charge Charles "Chuck" Friend.



Additionally, the New York Field Office, which was located at 7 World Trade Center, was destroyed. Recovered in the wreckage was the American flag that flew above the field office. Tattered and scarred, this flag has been partially restored, preserved, and is now the central focus of the reverential memorial at Secret Service headquarters. Along with the flag, the memorial displays photos and other items recovered from the wreckage. This restoration process and memorial unveiling was curated by Secret Service archivists, who diligently preserve the agency's history so that we may honor our legacy.



The archivists maintain and preserve historical records, photographs, and artifacts, some dating back as far as our agency's founding in 1865. This past year, the archivists also curated an exhibit to showcase the history of the Motorcade Support Unit, staging an original motorcycle from the unit in the atrium at headquarters. They also maintain the Secret Service Exhibit Hall at Secret Service headquarters. This exhibit details the founding of the Secret Service, the changing nature of financial crime, and the addition of the agency's protective mission in 1901 following the assassination of President William McKinley. Accompanying the educational material are historical relics such as old counterfeit currency, antiquated weapons, and early versions of credit card skimmers. There are even artifacts from major historical events like the bulletproof window from the attempted assassination of President Reagan. This exhibit is open by appointment to Secret Service employees and their guests. The archivists also partner with the National Archives, the Library of Congress, and various presidential libraries to maintain historical records and photographs. They also partner with photographers throughout the agency to ensure that major events throughout the year are properly recorded and archived. In addition, they support historical requests of archival footage and photographs that come in from the public and the media.

By establishing new memorials, honoring our fallen, and maintaining existing exhibits, the archivists honor the Secret Service and educate employees and guests daily about the agency's rich history and enduring legacy.





Join us!



BE TOMORROW'S SECRET SERVICE

secretservice.gov/careers

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

CAREERS AT THE SECRET SERVICE



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 Medical 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 through 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

THE TECHNICAL LAW ENFORCEMENT JOB FAMILY supports 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 mission of investigation and protection.

OPPORTUNITIES

Investigative Protection Officer | Protective Armored Specialist | Technical Security Investigator



Administrative, Professional, Technical

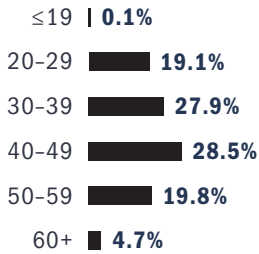
THE SECRET SERVICE employs a cadre of mission-driven professionals from a wide variety of disciplines to ensure the overall success of its protective and investigative missions. From Criminal Research Specialists to Civil Engineers, the diverse specialists in the administrative, professional, and technical occupations are experts in their field and selected from across all segments of American life. In addition to top technical qualifications, the members of this elite team are driven by honor and share a deep commitment to excellence.

EXAMPLE OPPORTUNITIES

Attorney Advisor | Administrative Officer | Biologist | Information Technology | Fingerprint Specialist | Investigative Analyst | Photographer (Forensics) | Cyber | Human Resource Specialist | Security Specialist | Auto Mechanic

NOT ALL OPPORTUNITIES AND SPECIALIZED PROGRAMS ARE REFLECTED ABOVE.

AGE



GENDER



BY THE NUMBERS

7,791
Total Employees

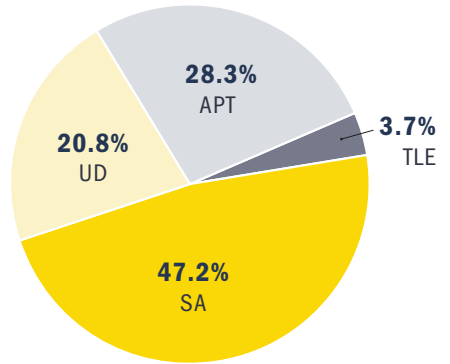
41
Average Age

11.9
Average Years of Federal Service

VETERAN STATUS



JOB TYPE



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

STUDENT EMPLOYMENT OPPORTUNITIES

OPPORTUNITIES FOR HIGH SCHOOL STUDENTS, 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 Pathways Student Intern Program is designed to provide students enrolled in a wide variety of educational institutions, from high school to graduate level, with opportunities to work in agencies and explore Federal careers while still in school with flexible scheduling and while getting paid for the work performed.

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.

Presidential Management Fellows (PMF) Program

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



VETERAN EMPLOYMENT OPPORTUNITIES

OPPORTUNITIES FOR VETERANS TO LEARN FROM AN ELITE GROUP OF INDIVIDUALS WHO ARE AMONG THE BRIGHTEST AND MOST COMMITTED IN THE NATION.

DOD SkillBridge

DoD SkillBridge is an opportunity for service members to gain valuable civilian work experience through administrative, professional, technical internships during the last 180 days of service.

Operation Warfighter (OWF)

Operation Warfighter (OWF) is a DoD internship program that matches qualified wounded, ill, and injured service members with non-funded federal internships in order to gain valuable work experience during their recovery and rehabilitation in an administrative, technical, professional internship.

GET IN TOUCH



**BE TOMORROW'S
SECRET SERVICE**

AN EQUAL OPPORTUNITY EMPLOYER



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