



August 2013

SPECIAL DELIVERY

Office of Internal Affairs Newsletter

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AC TOMSHECK ADDRESSES NCCA GRADUATES

On July 24, 2013, five CBP students received diplomas completing the masters-level curriculum in Forensic Psychophysiology at the National Center for Credibility Assessment (NCCA) commencement. The graduates are now assigned as intern Polygraph Examiners in the CBP-IA Credibility Assessment Division (CAD). After a successful six-month internship, the graduates will become federally certified polygraph examiners. Once certified, these new polygraph examiners will play an important role in the effort to conduct 100% screening of all law enforcement applicants before they are hired by CBP, as required by the Anti-Border Corruption Act.



Left, bottom to top: AC Tomsheck, Eric Modisett, David Pelfrey. Center: NCCA Faculty/CBP Bill Gary. Right, bottom to top, Director John Schwartz, Michael Gonzalez, Sapphia Small, Michael Moylan.

NCCA Director William Norris introduced the Commencement Speaker as "one of us" and directed the attention of the audience to a highlighted photograph of the 1984 graduating class that included a young Secret Service Agent, now CBP IA Assistant Commissioner James Tomsheck. AC Tomsheck congratulated the 32 graduates representing numerous federal agencies and praised them for their diligent work in the classroom and laboratories. He emphasized their success could not have been possible without the support of their families and agencies, and the excellent instruction received from the NCCA faculty. Mr. Tomsheck advised the graduates that they were entering the profession at a time unparalleled in the government, when all agencies were relying more on the unique ability of polygraph to protect our National Security from Insider Threats, and provided the assemblage with examples of penetration attempts wherein polygraph developed critical information impossible to obtain through traditional vetting methods. He emphasized that the graduates must always maintain and follow the standards taught and endorsed by NCCA, and implemented through the policies of their respective agencies.

This semester's CBP graduates and their future office assignments are: Michael Gonzalez, McAllen; Eric Modisett, San Diego; Michael Moylan, San Diego; David Pelfrey, Detroit; and Sapphia Small, Newark.



AC Field Visits

AC Tomsheck will be traveling to the following Southwest Texas offices this month: Houston, Del Rio, Laredo and RGV/McAllen.

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IA HIGHLIGHTS

CAD Staff Members Receive Awards

On June 3-7, 2013, twenty members of the Credibility Assessment Division attended mandatory training at the **American Association of Police Polygraphists (AAPP) 36th Annual Training Seminar** held in Charlotte, NC. This required training fulfills a portion of the 80 hours of Continuing Education every CAD polygraph examiner must complete biennially to maintain federal certification.



Left to right: John Schwartz, John Mata, AAPP Director (and CAD ASAIC) Tracey Hilton, Fred Ball and Joe Levesque.

Several CAD employees were honored at the Awards Banquet: **John Mata** received the **Holly S. Canty Memorial Award**. Criteria for this selection includes outstanding leadership, service or contribution in furthering the objectives of the AAPP. **John Schwartz** received the **Max Wastl, Jr. Memorial Award**. Nominees for this award are individuals that have, over the years, made significant

contributions which can be scientific, materialistic (publications), modifications and/or advancements in instrumentation, testing techniques or distinguished, long-standing service. The **Regional Director's Award** is selected and presented by each Regional Director. The award is based upon a significant case or contribution within the respective region. This year **Joseph Levesque** and **Fred Ball** both received this award.

AC Tomscheck congratulates these CAD Employees for being formally recognized in the polygraph field.

IA Employees Participate in 5K to Benefit the USO

On July 4, 2013, IA employees DAC Paul Hamrick, COS Janene Corrado, MID Deputy Director Joe Westmoreland and Administrative Services Branch Chief Donna Marcello participated in the 2013 Firecracker 5K in Reston, VA, sponsored by Potomac River Running, to benefit the United Service Organizations, Inc. (USO).



Left to right: Joe Westmoreland, Janene Corrado, Donna Marcello and Paul Hamrick.

The USO is a nonprofit, congressionally chartered, private organization that provides programs, services and live entertainment to United States troops and their families. The USO relies on the generosity of individuals, organizations and corporations to support its activities. It is not part of the U.S. government, but is recognized by the Department of Defense, Congress and President of the United States, who serves as Honorary Chairman of the USO.

As part of the agency's goal to promote a healthier CBP and create a culture where fitness is embraced as a core value, IA leadership is working to identify future activities for possible participation.

2013 Feds Feed Families Food Drive!



feds **feed** families

U.S. Customs & Border Protection (CBP) is conducting food drives nationwide in June, July and August.

IA's representatives for this campaign are:

Christine Wells	Primary/AC's Office
Marie Schwarm	IOD/RRB
Kelly Pounds	90K, 4th Floor
Idella Dickson	90K, 5th Floor
Nate Davis	90K, 6th Floor

Employees are encourage to donate **non-perishable** food items such as canned goods, rice, dried beans, pasta, cereal, etc. For more information about Feds Feeds Families, please send an email to: volunteerprograms@cbp.dhs.gov.



IA Leadership Appointment



Mr. Jeffrey Matta was appointed Director, Integrity Programs Division (IPD) in July. Mr. Matta served as Deputy Director, IPD, from August 2009 until his selection as Director, IPD.

Agency News

Meet Our Executives

The Office of Human Resources Management (HRM) recently introduced this feature on CBPnet:

"Meet Our Executives" is a new feature where you can learn about our senior executives at CBP through interview transcripts that we will periodically post on the intranet. During the interviews, which are informal in nature, executives will share information about their hobbies, the most influential persons in their lives, and the best advice they ever received. We hope you will be inspired by their background, thoughts, and advice, and learn something new about them along the way.

A link to the interview transcripts, titled "Meet Our Executives," is located on the HRM's CBPnet home page, in the "HRM quicklinks" section. You can also access it by going directly to the CBPnet Secure site.

-excerpted from HRM article dated 6/18/13

HRM Transforms the Hiring Process

The Office of Human Resources (HRM) has been utilizing social media, e-mail messages, podcasts, and webinars to connect with applicants.

In February 2013, they added Short Messaging Service (SMS) to the list. SMS provides CBP the ability to connect with the growing number of people who actively send and receive text messages. Through SMS, text messages are delivered almost instantly to an individual's mobile device, and although short are often given greater Attention than voicemail or e-mail messages. In addition to providing a quick way to reach applicants, SMS also allows HRM the capability to create and send more personalized messages when needed.

SMS will help promote timely responses to deadlines, reduce missed appointments, and increase applicant satisfaction with the hiring process by creating a higher sense of engagement and awareness of requirements.

—excerpted from HRM article posting dated 6/19/13

CBP Foreign Travel Policy Memorandum

On July 18, 2013, CBP IA released a memorandum requiring all employees who currently possess a SECRET and above clearance to report all foreign travel (personal and official) to the Counterintelligence Operations and Liaison Group (CIOLG) within IA. Due to the volume of questions received by the CI mailbox in IA, frequently asked questions as well as further pertinent information to assist affected employees was posted to CBPnet. If after employees review the questions and answers, and still require information, they can contact the CIOLG at ci@cbp.dhs.gov. Due to the high volume of questions, a response may take a few days but one will be received.

Please Note: If you hold a Top Secret/SCI (Sensitive Compartmented Information) Clearance, the following pertains to you:

CBP's policy is that personnel with a Top Secret/SCI clearance *must* report all foreign travel and / or contacts with foreign nationals inside or outside their official duties to the Special Security Officer (SSO) within the Office of Intelligence and Investigative Liaison @ cbpsso@cbp.dhs.gov. TS SCI holders "**Do Not**" need to report their travel to CIOLG. CIOLG will coordinate with the OIIL SSO to receive this information.

Thank you.

CBP Introduces Mandatory Logical Access

On June 11, 2013, Deputy Commissioner, Thomas S. Winkowski, performing the duties of the Commissioner of Customs, issued a memorandum to all CBP employees and contractors advising of the change mandated by Homeland Security Presidential Directive 12 (HSPD-12). All CBP Network users will use a single sign-on through their personal identity verification (PIV) card and a six to eight character numeric persona identification number (PIN) associated with their PIV card. Card readers will be attached to or integrated into their workstation to facilitate the secure log-on process. Once the necessary configuration have been implemented and the card reader is attached, the employee or contractor is required to immediately begin using the logical access sign-on.

Questions regarding PIN resets or logging on with this new method can be directed to the CBP Technology Service Desk at CBP.Technology.Service.Desk@cbp.dhs.gov or (800) 927-8729.

Service Awards

July 1—September 30, 2013

10 Years

JULIE ALLARD	AUG 2013	IOD/HQ
NICOLE BELLINGER	SEPT 2013	PSD/HQ
JOE CASTLEBERRY	AUG 2013	CAD/HQ
JEANNINE HAMILTON	SEPT 2013	MID/HQ
MARY MCKEON	SEPT 2013	PSD/HQ
ALANA PLUMMER	AUG 2013	CAD/HQ

25 Years

ANA BENAVIDES	AUG 2013	IOD/HOUSTON
RODOLFO DE LUNA	SEPT 2013	CAD/LAREDO
ANDREW HENRIKSON	AUG 2013	IOD/SEATTLE
LESLIE LOCKE SR	AUG 2013	PSD/HQ
JIMMY PADGETT	JUL 2013	CAD/ORLANDO
THOMAS PYZIK	AUG 2013	MID/CHICAGO

15 Years

IBTISAM AMER	AUG 2013	OFTD/HQ
WALTER BOLTON	AUG 2013	IOD/HOUSTON
JOHN BRECKENRIDGE	JUL 2013	IOD/BLAINE
ROBERT DEA	AUG 2013	CAD/LA
ANNA GALLARDO	SEPT 2013	IOD/TUCSON
ANDRE JORDAN	AUG 2013	PSD/HQ
CHERYL SUMMERLIN	SEPT 2013	SMD/GLYNCO

30 Years

KELLY DE LOS SANTOS	SEPT 2013	IOD/HQ
MICHELE DONAHUE	JUL 2013	AC/HQ
KAREN HILL	JUL 2013	MID/NEWARK
JOHN LOVELESS	AUG 2013	PSD/HQ
RODOLFO MAEDA	SEPT 2013	MID/HOUSTON
RANDOLPH MORGAN	JUL 2013	IOD/MIAMI
CARLOS ROCHES	SEPT 2013	IOD/DALLAS

20 Years

RAMON MENA	JUL 2013	IOD/MC ALLEN
YOLANDA HUDGENS POINTER	SEPT 2013	PSD/HQ

35 Years

JANET COOK	JUL 2013	PSD/HQ
DANA HEUER	JUL 2013	MID/CHICAGO
ROBIN NOURSE	SEPT 2013	IOD/TUCSON

IA PRINCIPLES

The Office of Internal Affairs will adhere to the highest professional and ethical standards and maintain a climate that fosters excellence in product, integrity in actions, and independence and objectivity in outlook.

We will strive to provide the best customer service possible in our mission areas, and in doing so, respect the needs and interests of the offices we support.

We recognize the CBP Badge is a symbol of CBP's faith in our abilities. We will conduct our professional and private lives with a high degree of personal honesty and integrity, because CBP expects so much of us.

IA MISSION STATEMENT

As the law enforcement agency responsible for securing our nation's borders and facilitating lawful trade, the public has placed its trust and confidence in CBP. To preserve that bond and promote organizational and workforce integrity, the Office of Internal Affairs:

SCREENS potential CBP employees for character and suitability

PROMOTES integrity awareness through training and education

INVESTIGATES allegations of employee misconduct impartially, independently, and thoroughly

REPORTS investigative findings professionally and timely

EVALUATES security threats to CBP employees, operations, facilities, and sensitive information

INSPECTS CBP operations, programs and processes for managerial effectiveness and improvement