



The “Write Attitude” in Homeland Security

Doing things right and doing the right things with the
“Write Attitude” in Homeland Security

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Objectives

- To gain an understanding of the Homeland Security mission.
- To learn that the mission is very diverse, challenging and exciting.
- To understand the basic techniques in identifying at risk passengers and cargo.
- To understand the importance of Emergency Management.
- To be exposed to the A+ way to document results with the “Write Attitude.”



GLOBALIZATION HAS FUNDAMENTALLY ALTERED THE ECONOMIC AND SECURITY LANDSCAPE

- In the decade ahead, the world economy will be shaped by several distinct forces: the rise of emerging markets, the scarcity of natural resources, and the increased flow of capital, information, people and goods across borders.
- As this flow increases, the challenges and complexities of securing the Homeland from man made and natural threats will grow proportionately.
- In response to the events of 9-11, The Department of Homeland Security, DHS, was established to meet these challenges.
- Customs and Border Protection, CBP, serves as one of the forces within DHS along with 22 other agencies.

Protecting the Border

Every day, CBP deploys more than 42,000 frontline personnel to protect nearly 7,000 miles of land border and 329 ports of entry. DHS has over 180,000 personnel.



**DHS was created November 25, 2002 in
response to the events of 9-11**



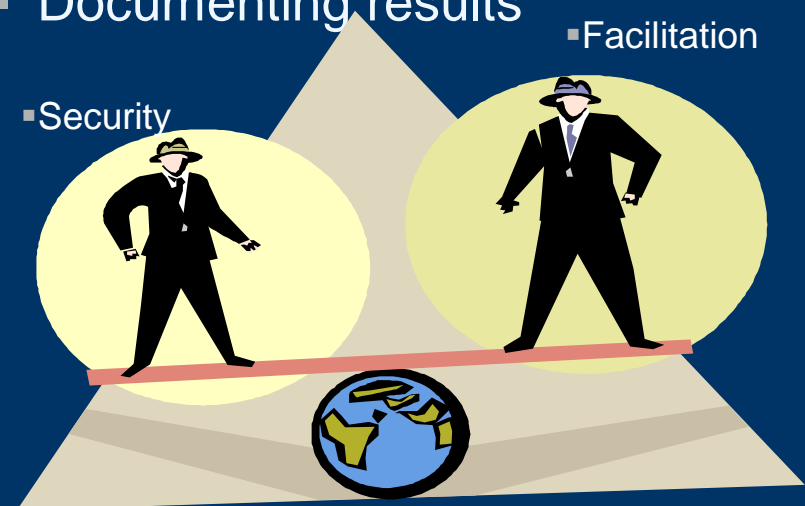
DHS/CBP Balancing Global Security & Facilitation

Security

- Prevent terrorism
- Prevent illegal immigration
- Interdict narcotics & human smuggling
- Intercept and mitigate agricultural pests and diseases
- Secure national events
- Plan & Assist in disaster relief
- Interdict counterfeit and unsafe goods

Facilitation

- Facilitate legitimate trade/travel
- Collect duties & revenue
- Inspect imports
- Inspect exports
- Documenting results



Some Examples of DHS Careers



Agriculture Specialist
Attaché
Auditor
DHS Technician
Congressional Liaison
Engineer
Fingerprint Analyst
Forensic Scientist
Import Specialist
Policy Analyst
Public Affairs Specialist

Air Interdiction Agent
Emergency Management, FEMA
Border Patrol Agent
Chemist
Contract Specialist
Financial Analyst
DHS Officer, TSA, CBP, ICE
Human Resources Specialist
Intelligence Research Specialist
Project Manager
Federal, State & Local agencies



The Characteristics of the “Write Attitude” for DHS Careers

- Purposeful
- Reader-centred
- Clear
- Concise
- Accurate
- Complete
- Objective
- Situated Within Its Strategic Context
- Designed for Readability
- On Time
- Correct



On a Typical Border Day in CBP the following activities have to be planned and documented...

- **Processes:**
 - **965,167 Passengers & Pedestrians**
 - **248,836 Incoming International Air Passengers**
 - **47,005 Passengers & Crew Arriving via Vessel**
 - **669,325 Incoming Land Travelers**
 - **47,293 Truck, Rail & Sea Containers**
 - **257,989 Incoming Privately Owned Vehicles**
- **Executed:**
 - **1,903 Apprehensions at & In Between the Ports of Entry for Illegal Entry**
 - **225 Refusals of Entry at Our Ports of Entry**
 - **75 Arrests of Criminals at Ports of Entry**
- **Intercepted:**
 - **83 Fraudulent Documents**
- **Seized:**
 - **11,435 Kilograms of Narcotics**
 - **\$348,527 In Undeclared or Illicit Currency**
 - **539 Pest Interceptions Submitted to USDA for Identification**

Core Capabilities that need documenting at Ports of Entry

IDENTIFY

Identify people and goods approaching the ports of entry

ASSESS

Assess the risk-level of people and goods intending to cross through the ports of entry

INSPECT

Inspect all people and goods according to their assessed level of risk

DETECT

Detect potential threats and inadmissible people and goods

ENFORCE

Enforce the law and take action against violators

RECORD

Record events at the POE, including crossings and findings

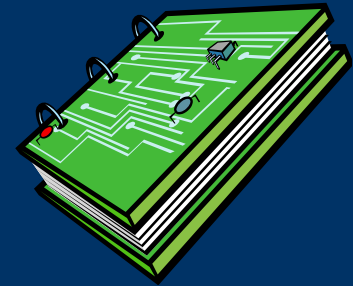
ANALYZE

Analyze outcomes, at a micro and macro level, to address emerging threats

DETER

Deter potential violators from crossing or shipping goods through the ports of entry

Style Manual for CBP/DHS to record and analyze results



- The Office of the Executive Secretariat (OES) created a style manual for writing government correspondence.
- Purpose of the manual:
 - “Our goal is to ensure all written materials submitted to the Commissioner’s Office, including all correspondence, internal memoranda, all reports, Congressional responses, and taskings are clear, concise, and accurate.”
- The manual covers a wide range of correspondence but refers the government employee to the Chicago Manual of Style for any matters not covered in the government document.
- Every employee is required to use this manual for 100% of all written material.

4,800 Pounds of Marijuana Finding it is only the beginning!!!!!!!



Documenting Seizures

- Savannah, Georgia – 4800 KG Marijuana Intercept in Container SSUW 2403289
- **Summary:** On August 1, 2011, container SSUW 1403289 arrived at the U.S. Customs & Border Protection Centralized Examination Station (CES) at the Port of Savannah, Georgia. The inspection revealed approximately 4800 kilograms of marijuana smuggled inside the shipment.
- Each seizure report will be unique to the facts of each event.
- **Background:**
 - To include shipping itinerary (Port of loading and vessel ports of call), shipper, importer and final consignee. All facts related to the shipment to include all previous violations.
- Who, What, Where and When. Just the facts, no opinion.

Concealment Attempts



9 Tons of cocaine from Peru, 1 Ton after extraction.



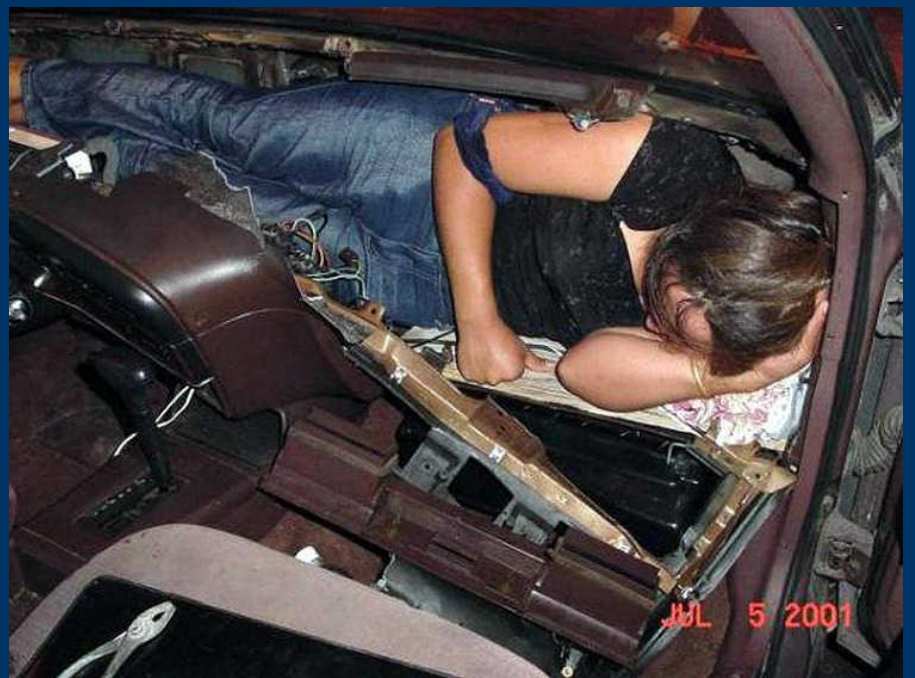
Concealment Attempts! How would your report change for each incident?



Drugs Hidden in a Bike



**Human Smuggling, you
can't make this up! So
don't, report the facts
only!**



Illegal Alien in Van Seat



Stowaway Activity



Documenting a stowaway

- **SIGNIFICANT INCIDENT REPORTING REFERENCE**
- **Stowaway**
- **Summaries of the incident should include, but are not limited to, the following information that would be relevant to the specific event. Please document specific times when appropriate to support an adequate time- line of events**
- **Date and Time of Incident:**
- **Location of incident (POE or station):**
- **Subject information**
- **Arrival information**



Documenting a stowaway Cont.

- Provide a summary of the incident.
- Provide photos if available.
- Exact location of the incident (aircraft/ship, container/compartment, etc.)
- Where/How was the stowaway discovered? By whom?
- What is the health status of the subject?
- Did the subject have documents?
- What is the disposition of the subject's documents?
- Prior crossings/Criminal records?
- Was the subject positively identified?

Documenting a stowaway Cont.

- What relevant computer queries were done and what information was obtained from database queries?
- Based on the ID, was the subject a lookout “hit”? If so, what type of lookout and from what agency?
- Was the individual assisted in their attempt?
- What other agencies were notified/involved?
- What other agencies responded?
- Is there any known or anticipated media attention to this incident?
- What is the disposition of the subject?
- Any additional information you deem pertinent



DHS Protecting the U.S. from Pests



DHS/CBP International Property Rights, IPR, Enforcement



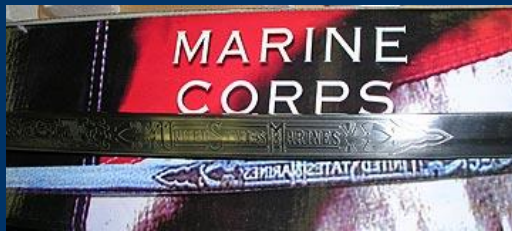
■ MSRP \$5 Million



■ MSRP \$7.1 Million



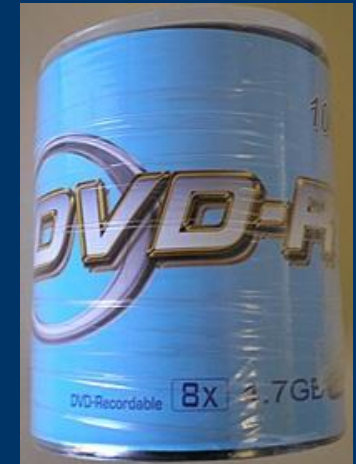
■ MSRP \$1.3 Million



■ MSRP \$79,980



■ Counterfeit UL Mark



■ MSRP \$874,8000

Disaster Preparedness & Response

- **100 CBP Field Operations, Border Patrol and Air and Marine personnel were assigned to support 13 FEMA missions during response & recovery operations for Hurricane Ike.**
- **During the height of the Hurricane Katrina response, CBP deployed over 700 employees from across the country to perform a range of search and rescue, humanitarian and civil defense operations. These activities covered land, waterways and air.**



Disaster Preparedness & Response, Hurricane Katrina

- DHS aircrews flew more than 20 hours a day providing coordination of search and rescue missions, real-time communications links and real-time video to disaster-response planners.
- DHS officers performed law enforcement missions, including securing the morgue in St. Gabriele, La., and the Custom House in New Orleans. CBP conducted joint operations with the Louisiana National Guard providing security during the delivery of essential medical supplies to those in need.
- DHS locally provides technical assistance in planning, designing and executing emergency management exercises with local, state and federal agencies to help prepare Savannah for future responses like Katrina.



Why Exercise & Why Plan?



This Is Why



~~Plan A~~
Plan B

Technologies provide critical help...

Enables DHS/CBP to efficiently process a significant volume of passengers and trade.

These technologies have been deployed to support everything from sporting events to G8 summits

- Non-intrusive inspection systems: X-ray and gamma imaging, rail gamma imaging, radiation portal monitors, radiation detection pagers

Radiation Portal Monitors, RPMs, Scan Cargo for Radiation and WMDs



Tools Used by DHS/CBP Officers in Savannah



Passive Radiation Detection Equipment



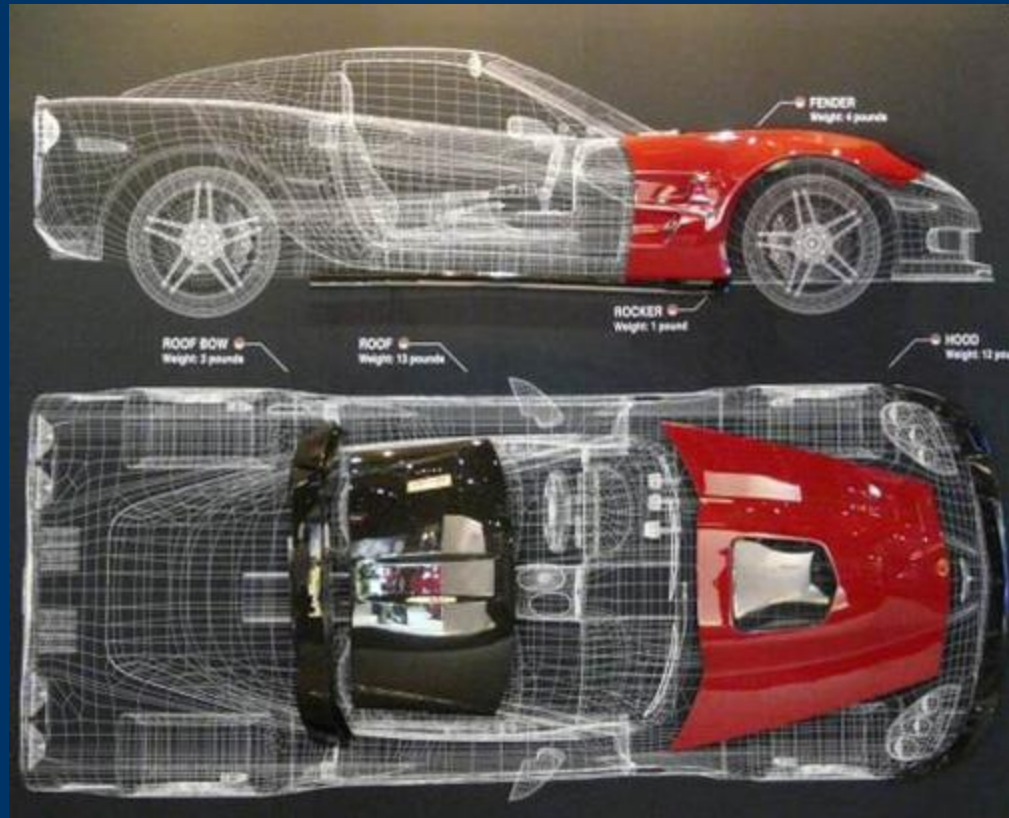
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Tools Used by DHS Officers in Savannah



Non Intrusive Inspection, NII



Issue Paper Guidelines when problems are noticed and change recommended.

- HSEM Savannah State University Issue Paper
- Date Prepared
- THE VARIOUS TITLES SHOULD BE USED AS NEEDED, HOWEVER THE ORDER OF PRESENTATION SHOULD REMAIN THE SAME
- Action Required: Approval/Information Only/Situational Awareness
- Time Constraint: Decision depends upon the meeting date/date of the event/special operation.
- “Office Comments” block on the Document Routing Form should also include the precise time constraint information (e.g. Mtg. Date: Tuesday 1/20 or None)

Issue Paper Guidelines Con't

- **Issue:** Provide a simple concise statement of the issue.
- **Executive Summary:**
- Issue papers should be limited to one page whenever possible.
- Use Times New Roman 12pt font only.
- This area should contain an executive summary of the information you are providing to the Executive Officer or Professor.
- Include a Document Routing Form filled out with all appropriate routing and originators name.

Issue Paper Guideline Con't

- **Background:**

- Include all areas you would like to focus on.
- Should be in bullet format with simple concise statements.

- **Current Status:**

- The information provided outlines action being taken at the present time.

- **Abilities/Strengths/Risk:**

- Outline the areas that are key to the program/project/operation.
- Present options in this section.

- **Recommendation: Give a concise simple explanation**

Document Routing Form

Author (s):	Topic/Desc:		
Reviewer/ Student Name: Team Peer Review 1:		Date/Time Delivered for Team Peer Review 1:	
Reviewer/ Student Name: Team Peer Review 2:		Date/Time Delivered for Team Peer Review 2:	
Evening Director/Professor Review (Name):		Date/Time Delivered for Evening Director Review:	
Date Returned:		Time Returned:	
Comments:			



Currency Bundles

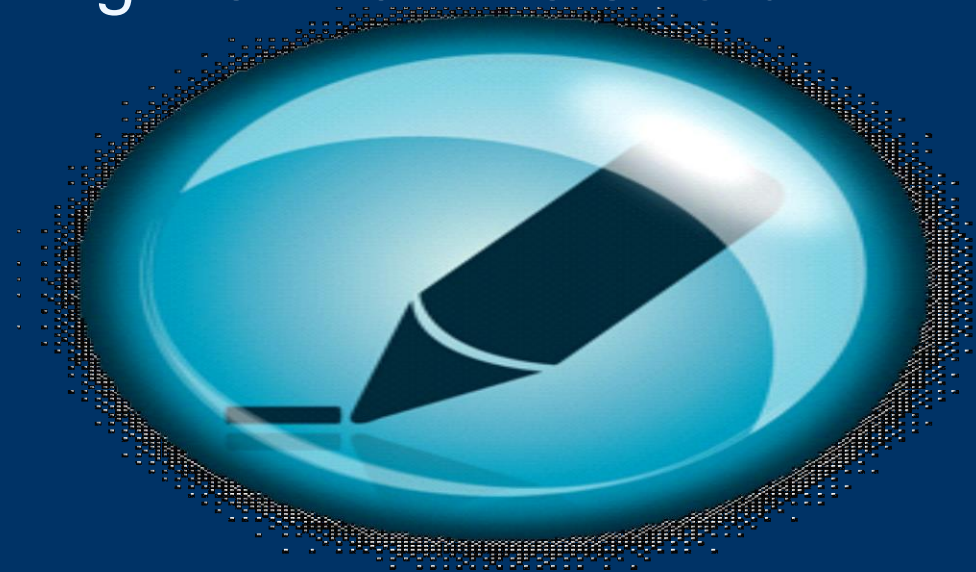
1.44 Million in U.S. Currency



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The most life changing weapon used by DHS in Security & Emergency Management

- The Pen is mightier than the sword!



Questions?

© Michael McD



Never Forget

Never Surrender