

UNITED STATES POSTAL INSPECTION SERVICE

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WHO WE ARE

The U.S. Postal Service[®] backs its products and services with the protection of its own federal law enforcement organization — the U.S. Postal Inspection Service[®]. We are the primary law enforcement, crime prevention, and security arm of the Postal Service. We provide the investigative and security resources that ensure America's confidence in the U.S. Mail. It's our mission to support and protect the Postal Service and its employees, infrastructure, and customers; enforce the laws that defend the nation's mail system from illegal or dangerous use; and ensure public trust in the mail.

We work to ensure that American businesses can safely dispatch funds, securities, information, and physical goods through the mail; that postal customers can entrust their correspondence to the mail; and that postal employees can work in a safe environment.

Our Postal Inspectors are federal law enforcement agents who carry firearms, make arrests, execute federal search warrants, and serve subpoenas. Approximately 1,300 Inspectors enforce roughly 200 federal laws covering crimes that include fraudulent use of the U.S. Mail and the postal system. We have almost 500 armed, uniformed Postal Police Officers is assigned to protect postal facilities. Our national information technology infrastructure supports users at nearly 200 sites nationwide, and our offices are linked nationally via a private law enforcement network. Our more than 600 professional, technical, and administrative personnel support these efforts nationwide and at the National Forensic Laboratory. There, a state-of-the-art facility is staffed by highly trained forensic scientists and technical specialists who play a key role in identifying, apprehending, prosecuting, and convicting individuals responsible for postal-related criminal offenses. They also provide scientific and technical expertise to the criminal and security investigations of the Postal Inspection Service.

Our Postal Inspectors investigate postal-related crimes, such as mail theft, identity theft, mail bombs, postal robberies, and burglaries. They protect against the use of the mail to transport illegal drugs and drug money, defraud customers, and exploit children. And they ensure postal employees, customers, and approximately 32,000 postal facilities are safe from criminal attack.

If it has anything to do with preserving the safety, security, and integrity of the nation's mail system from criminal misuse, we do it. And we've been doing it successfully since our inception 246 years ago, on August 7, 1775.



MESSAGE FROM THE CHIEF

Most Americans have heard that famous saying: "Neither Snow, nor rain, nor heat, nor gloom of night stays these couriers from the swift completion of their appointed rounds." Many would be surprised to learn that is not the official motto of the United States Postal Service, because the quote has long been associated with the steadfast dedication of our nation's postal workers. Though it may not be our motto, it captures very well the devotion and sheer tenacity our employees display toward serving our customers. And it paints a vivid picture of the obstacles and challenges postal employees face day after day to deliver for America.

In Fiscal Year 2021, the Postal Service demonstrated an ability to overcome challenges far greater than snow and rain. Faced with extraordinarily demanding conditions, we did more than merely persevere. We showed our commitment to evolve as an agency, as seen in the ambitious realignment described in our 10-year plan: Delivering for America. Throughout this turbulent year, postal operations never ceased, proving that neither hurricanes and flooding in the eastern states, nor wildfires in the west, nor record-level vote by mail in a historic national election, nor even a global pandemic can stop the U.S. Mail.

In the same way, FY 2021 found the U.S. Postal Inspection Service standing firm and unwavering as we worked to fulfill our mission: to support and protect the U.S. Postal Service and its employees, infrastructure, and customers; enforce the laws that defend the nation's mail system from illegal or dangerous use; and ensure public trust in the mail. The exemplary work of our almost 2,400 employees this past year shows we are more committed to that mission than ever. As we enter 2022—and a third year of the COVID pandemic—we remain ready to adapt to new threats and to ensuring the safety and security of our more than 630,000 postal employees, the millions of customers who rely on the Postal Service, and the mailstream of essential correspondence and goods that binds our nation together.

This Annual Report of Investigations details only a fraction of the many successes and achievements we have seen in FY 2021. Yet it demonstrates our relentless pursuit of criminals who attack or misuse the U.S. Mail, whether it be scammers who use the mailstream to target the elderly, or drug traffickers who ship dangerous synthetic opioids, or even sex offenders who use the mail to exchange child exploitation material. In fact, during the reporting period, we made over 5,000 arrests for dozens of postal-related crimes.

Of course, our number one priority is the safety of postal employees. In FY 2021, we conducted numerous prevention activities and preparedness initiatives to ensure our frontline workers are aware of risks and to reduce instances of violent crime. In the unfortunate event that one of our employees was the target of violence or threats, our Postal Inspectors aggressively investigated to identify, locate, and arrest offenders and bring them to justice.

Throughout the pandemic, our Postal Police Officers (PPOs) were on site at major postal facilities protecting employees and the public. This fiscal year also marked the 50-year anniversary for our Postal Police Officers. For half a century, these officers have proven their dedication by providing a vital public service, even during a global health crisis.

In addition to employee and customer safety, FY 2021 saw an expansion of our traditional "core" investigations within mail fraud and mail theft. Specifically, we continue to combat threats related to the COVID pandemic. In support of the Coronavirus Aid, Relief and Economic Security (CARES) Act, we took great measures to safeguard millions of Economic Impact Payments (or "stimulus checks") from would-be thieves. Further, in November, as millions of citizens chose not to risk exposure to the virus at the voting booth, we responded to record-level vote-by-mail by increasing security checks and Observations of Mail Conditions (OMCs). Over 700 personnel worked over 13,000 hours to conduct OMCs in the weeks leading up to and after the election, ensuring the security of election-related mail from dispatch to delivery. On the fraud front, we pursued and arrested numerous scammers who exploited the Payroll Protection Program and other assistance programs established by the CARES Act. We also continued our role on the Department of Justice Hoarding and Price Gouging Task Force to ensure scarce equipment and supplies reached those who needed them. With the FBI, Homeland Security Investigations, U.S. Secret Service, and other federal and local law enforcement partners, we also expanded our "money mule" initiative to stop the flow of illicit funds from victims to fraudsters overseas.

The global COVID pandemic was, however, not the only crisis we faced. An epidemic of opioid overdoses continues to spread within our own borders, with an estimated 100,000 overdose deaths in the calendar year. Our Contraband Interdiction and Investigations (CI2) Program has not relented in combating deadly drugs like fentanyl. During the reporting period, we arrested 2,323 suspects on charges involving drugs in the mail, seized over 133,000 pounds of illegal narcotics, and confiscated over \$76 million in illicit cash and virtual currency. Our Southwest Border Initiative alone resulted in the seizure of over 60 pounds of fentanyl and \$767,000 in illicit proceeds.

Creating new relationships and building on our existing law enforcement partnerships was also a high priority for FY 2021. We expanded our Task Force Officer (TFO) Program to embed local and state law enforcement officers with Cl2 teams for closer, real-time collaboration, with 68 TFOs trained, sworn in, and credentialed to date. This program has proven to be critical to the success of our mission and will undoubtedly continue to produce results in the years ahead.

FY 2021 was a year of unprecedented challenges for the Postal Service, the nation, and the world. I am certain, however, that the accomplishments listed in this report prove the U.S. Postal Inspection Service has passed every test. I am proud of the work of our dedicated men and women, and I know they stand capable and committed to overcoming whatever threats and challenges may lie ahead.

~ Gary R. Barksdale

MEET OUR LEADERS

The Executive Committee of the U.S. Postal Inspection Service considers and sets the organizational direction of the agency, focusing on all matters encompassing strategic planning, policy development, investment and risk programs, workplace issues, and succession planning. The members also serve as a liaison to the U.S. Postal Service's leadership team and other law enforcement and investigative agencies. Committee members include the Chief Postal Inspector, the Deputy Chief Inspectors, the Inspector in Charge of the Office of Counsel, and the Director of Business Operations.



ROBERT B. WEMYSS Deputy Chief Inspector Eastern Field Operations



DAVID G. BOWERS Deputy Chief Inspector Strategic Initiatives



PATRICIA ARMSTRONG Deputy Chief Inspector Western Field Operations



CRAIG GOLDBERG Deputy Chief Inspector Headquarters Operations



JEANNINE GRAHAM Director

Director Business Operations



PETER R. RENDINA Acting Deputy Chief Inspector Headquarters Operations



LOUIS J. DIRIENZO Chief Counsel Office of Counsel

FIGHTING MAIL FRAUD

U nited States Postal Inspectors investigate and pursue fraudsters—both domestically and around the world—when the U.S. Mail is utilized to further a fraud scheme. We especially focus our investigative efforts on fraud schemes that victimize vulnerable or special populations, such as the elderly, veterans, or those who have been affected by natural or manmade disasters. In FY 2021, our Postal Inspectors also took on criminals who defrauded COVID-19 pandemic relief funding programs and diverted badly needed government funds from deserving individuals. We work in close collaboration with partners at the Department of Justice (DOJ) and with other federal law enforcement agencies to protect the U.S. Mail from fraudulent misuse.

and astrology schemes, often against older Americans and other vulnerable groups. Epsilon admitted that it sold more than 30 million consumers' data to the perpetrators of these schemes. The landmark resolution requires that Epsilon pay \$127.5 million in victim compensation. The company must also implement stringent compliance measures to protect consumer information. The investigation was conducted by Postal Inspectors assigned to the U.S. Postal Inspection Service's DOJ Transnational Elder Fraud Strike Force Team, which focuses on high-impact investigations targeting transnational criminal organizations.

Inspectors Take Down COVID-19 Scammer

Investigation into One of World's Largest Marketing Companies Ends in Landmark Resolution for Elder Victims

In January 2021, Epsilon Data Management LLC (Epsilon), one of the largest marketing companies in the world, entered into a deferred prosecution agreement. The settlement was a result of an investigation by Postal Inspectors and the DOJ into Epsilon's role in selling highly targeted, modeled lists of consumers to scammers who perpetrated sweepstakes In April 2021, Brandon Lewis of North Carolina was sentenced to 63 months in federal prison after Postal Inspectors and federal law enforcement partners uncovered and investigated three separate COVID-19related fraud schemes perpetrated by Lewis. Those three schemes include a fake "COVID-19 Relief Fund," a fake website for orders of pandemic critical materials, and an Economic Impact Disaster Loan (EIDL) Fraud Scheme, in which Lewis submitted approximately 68 fraudulent loan applications for government relief funds.





American Relief Fund

AmericanRelief.org

\$5,000 grants for every American affected by COVID-19 (until funds run out). Funded by franchisees of America's largest corporations.

Inspectors Crack Down on Money Mules

Between October and November 2020, Postal Inspectors, along with the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI), led a two-month federal law enforcement operation targeting "money mules," individuals who transfer fraud victim funds on behalf of scammers. Money mules may be witting or unwitting, but the result of their conduct is the same in that it allows fraud schemes to proliferate and helps to enrich transnational fraud cartels. During the operation, Postal Inspectors and their law enforcement partners took action to halt the conduct of approximately 2,300 money mules across the United States, including the service of approximately 2,000 unlicensed money transmitter warning letters. Postal Inspectors in FY 21 served thousands of additional unlicensed money transmitter warning letters to suspected money mules, which has helped to curb money mule activity through the U.S. mailstream.

Inspectors Protect Americans from COVID-19-Related Hoarding and Price Gouging

During the COVID-19 pandemic, the U.S. Postal Inspection Service joined the DOJ Hoarding and Price Gouging Task Force to protect Americans from the hoarding and price gouging of scarce materials, such as personal protective equipment (PPE). These materials were needed by medical providers, first responders, and others on the front line of the pandemic. Postal Inspectors and their local, state, and federal law enforcement partners conducted investigations throughout the country into allegations of hoarding and price gouging. In one such investigation, in August 2021, Niki Schwarz of the Los Angeles, CA, area was sentenced to three years of federal probation and ordered to pay a fine of \$100,000 for her role in price gouging customers through the sale of N95 respirator masks. Schwarz accumulated thousands of N95 respirator masks and then sold them at highly inflated prices.

Innovative Elder Fraud Outreach Services Delivered to Thousands of Elder Fraud Victims

The Postal Inspection Service employs Victim Services Specialists who specifically enhance the agency's response to elder fraud victims. The Victim Service Specialists are tasked with making initial contact with victims and skillfully asking follow-up questions to identify any social services needed, such as assistance with food and utilities. If social services are needed, the victims are put in contact with local agencies. The Victim Services Specialists may also contact a victim's family (with the victim's permission) if the coordinator estimates that it is safe to do so. The Postal Inspection Service's Victim Service Specialists also deliver elder fraud prevention material to elder fraud victims and, in some cases, their family members.







PROTECTING POSTAL CUSTOMERS

The Postal Inspection Service is committed to protecting our primary customer — the American public — from fraud schemes that exploit the U.S. Mail. As we approach the third year of the COVID-19 pandemic, scammers continue their attempts to exploit this crisis with frauds related to the virus. Teaching potential victims how to recognize and avoid these and other types of scams can prevent many crimes before they occur.

Fraud Prevention and Consumer Protection

A critical element of the Postal Inspection Service's crime prevention efforts is informing and educating consumers about fraud schemes involving the mail. Inspectors have found that educating people about crimes is the best way to prevent them from becoming victims. Armed with the right knowledge, almost anyone can recognize a fraudulent scheme and make the right decision — to stay away.

Since the beginning of the COVID-19 pandemic, our Mail Fraud Program has worked with our Communications, Governance & Strategy (CGS) Group to engage in a coronavirus/COVID-19-related fraud prevention campaign. This has included: a page on the Postal Inspection Service website dedicated to coronavirus-related scams and prevention tips; social media posts on Facebook and Twitter; and a series of COVID-19-related fraud Public Service Announcement (PSA) videos.

During FY 2021, we scripted, filmed, and released an additional 42 PSA videos covering a wide range of frauds and scams. We also created an additional 28 PSA videos specifically for Spanish-speaking viewers. Further, we built four new crime-prevention pages for our website, USPIS.gov, informing the public on unemployment insurance fraud schemes, nonmailable items, election mail security, and how to recognizing attempted theft of personal information through smart phone text messages, or "smishing."

During the reporting period, we also utilized the USPS Informed Delivery platform to spread important crime prevention messaging. In November, to coincide with Veterans Day, subscribers received a message about scams that specifically target our nation's military men and women. In March, for National Consumer Protection Week, a similar message warned subscribers about "Money Mule" scams, in which fraudsters use victims to transfer illicit funds. These messages reached an estimated 44 million USPS customers.





ASSISTING CRIME VICTIMS

The impact of fraud and financial crimes can be devastating. Victims are often underserved due to underreporting and the complexities of investigations and prosecutions. Victims of financial crimes are seldom made whole.

To help them find their way in the criminal justice system, the Inspection Service works with victims of crime involving the mail by advising them of their rights and the services available to them. Inspection Service staff regularly contact victims, offering support and guidance.

With this outreach, victims feel more comfortable in an unfamiliar system. This support also has a significant impact on the confidence of victims in the criminal justice system.

National Crime Victims' Rights Week

For the past 15 years, the Inspection Service has supported National Crime Victims' Rights Week (NCVRW), which is held annually in April. This year marked the 40th Anniversary and was themed – Support Victims; Build Trust; Engage Communities. Even during the COVID-19 pandemic, we continued to spread awareness, distributing posters to over 11,000 Post Offices throughout the nation.

Open Portal for MoneyGram Fraud Victims

As part of a deferred Prosecution Agreement with the U.S. Department of Justice (DOJ) and the Federal

Trade Commission (FTC), MoneyGram agreed to pay a \$125 million settlement. In February 2021, over 161,000 MoneyGram Remission petitions were sent to known victims of fraud through MoneyGram for the period 2013 through 2017. Petitioners had until May 31, 2021, to return those petitions. Over 35,000 petitioners have agreed to their listed amount, totaling over \$95 million.

On June 1, 2021, we created and opened a second portal for petitioners who were not known to us as victims. The portal allowed persons who used MoneyGram to send money to a scammer between January 1, 2013, and December 31, 2017, to apply for recovery of lost funds. This portal closed on August 31, 2021. Approximately 1,500 individuals petitions are still under review.



ADMINISTERING ASSET FORFEITURE

Preserving the American public's trust in the integrity of the U.S. Mail is in the DNA of every Postal Inspector. Asset forfeiture has a long history as a critical component of the Inspection Service's strategies to achieve its mission in combating mail theft, mail fraud, child pornography, money laundering, and drug trafficking through the mail.

Asset forfeiture deters criminal activity and punishes criminals by depriving them of property used in or acquired through illegal activities. It also provides an effective means to recover assets that, when authorized under federal law, may be used to compensate victims. Moreover, forfeited proceeds unrelated to victim loss may be reinvested in the continuing fight against crime by helping offset the costs to the government. Such funds are used to support task force operations, train personnel, acquire needed technologies and equipment, enable canine detection capabilities, and cover many more necessary expenses of combating crime.

The availability of asset forfeiture funding also allows us to support numerous innovative investigative initiatives, such as Project JOLT (Jamaican Operations Linked to Telemarketing) and the Cross-Border Task Force partnerships with Canadian law enforcement. These, along with other partnerships around the globe, make us more effective at protecting U.S. citizens from criminals who prey upon them from beyond our borders through international mail. Crimes involving the mail often involve the use of the internet, particularly the Dark Web. Inspectors have honed their investigative skills to find and seize illegal proceeds hidden in online cryptocurrency accounts.

In FY 2021, the Inspection Service seized 2,385 assets worth over \$173 million. Of these seizures, over \$119 million has either been returned to crime victims or is in the process of being returned to victims. The following cases illustrate some of the ways Inspectors are utilizing forfeiture.



Photo Credits — Getty Images — BBC News

"Fentmaster" Forfeits \$30 Million

In August 2021, a Postal Inspection Service investigation culminated in a 15-year prison sentence for a notorious Dark Web drug trafficker. The investigation began in January 2017, when Postal Inspectors were notified of 1,051 grams of fentanyl recovered from a USPS parcel. Inspectors and Homeland Security Agents conducted a joint investigation, resulting in the arrest of Chukwuemeka Okparaeke, a.k.a. Fentmaster. Through our cooperation with federal, state, and local partners, our investigation developed into a much wider case involving the New York and Chicago Inspection Service Divisions, Fairfax County Police Department, and Homeland Security Investigations. On October 5, 2020, Okparaeke pleaded guilty to importing 100 grams or more of acrylfentanyl and making false statements to prosecutors and investigators. Okparaeke further admitted that in November 2016 he sold U-47700 (a highly potent synthetic opioid) to a victim who died from an overdose after using the drug. Okparaeke also stated that his narcotics offenses involved 9,044 kilograms of acrylfentanyl, 6,957 kilograms of U-47700, 1.159 kilograms of furanylfentanyl, and 12 grams of another type of fentanyl called 4-ANPP. As part of his guilty plea, Okparaeke agreed to forfeit 680.60963624 bitcoins in illegal proceeds worth approximately \$30,653,977.

Arrest Affidavit



Spent \$318,497 on super-luxury Lamborghini





Postal Inspectors Seize Lamborghini and Almost \$4 Million

A Miami-based business owner fraudulently applied for over \$13 million in SBA-backed PPP loans afforded to the public by the CARES Act to help small businesses during the COVID-19 pandemic. The loans are intended to be used for employee payroll and business operation expenses. David Hines, owner of Unified Relocation Solutions, Cash in Holdings, and Promaster Movers, used the funds for personal expenses, including the purchase of a 2020 Lamborghini Huracán (valued at over \$318,000). After a multi-agency investigation with IRS Criminal Investigations, U.S. Marshals Service, and several others, the Inspection Service seized more than \$3,996,000, as well as the Lamborghini (pictured above).



Photo Credits – Benedict College

\$3 Million Seized from PPP Scammers

After an analysis was conducted of Paycheck Protection Program (PPP) loan applications, four suspect names appeared on multiple applications. The applicants sought more than \$7 million in PPP loans and Economic Injury Disaster Loans (EIDLs) from various lenders, service providers, and the Small Business Administration (SBA). At least 12 loan applications were approved and funded. Moreover, to obscure their ill-gotten gains, the applicants used proceeds of the fraud to purchase cryptocurrency at various exchanges that included Payward Ventures (Kraken), Gemini Trust Company, LLC, Coinbase, and BAM Trading, Inc., (d.b.a. Binance.us). As a result of the investigation, Inspectors seized over \$3 million in cryptocurrency and bank accounts.



TARGETING THEFT



The mail contains valuable information about individuals and even election ballots. Criminals seek access to the mail to engage in a wide variety of crimes.

The U.S. Postal Service delivers mail to every home and business in the country, transporting almost 130 billion pieces of mail annually to over 160 million addresses nationwide. While the vast majority of mail arrives intact, thieves persist in their efforts to steal it. Whether these thieves are "fishing" for mail from postal collection boxes or stealing mail from customer boxes after it has been delivered, Postal Inspectors aggressively investigate these thefts.

Enforcement, however, is not our only approach to combating mail theft. Postal Inspectors across the

country work hard to protect the mail and keep it out of the hands of thieves. The Postal Inspection Service reviews, tracks, and refers mail theft complaints to Postal Inspectors through our Mail Theft Analytics Program (MTAP). These complaints are filed online, through U.S. Postal Service call centers, and directly with Postal Inspection Service field offices. Reports of potential mail theft Iosses from major mailers and the U.S. Postal Service's National Change of Address database also assist Postal Inspectors in identifying mail theft trends, enhancing current investigations, and opening new cases.

This fiscal year, the Inspection Service continued to face challenges related to the Coronavirus Aid, Relief

and Economic Security (CARES) Act passed in March 2020. This stimulus bill provided additional Economic Impact Payments (EIPs) to over 80 million Americans through 2021. Though the majority of these EIPs were distributed electronically, millions of physical checks and EIP cards entered the mailstream, and we directed our focus and resources on mail security to ensure our customers received much needed financial assistance.

Recidivist Receives Fifth Federal Conviction for Mail Theft Postal Inspector James Tynan, Houston Division

While it is unusual for Inspectors to arrest someone twice, it rarely happens a fifth time. That is what happened when Inspector James Tynan of the Houston Division arrested Valnica Strong-Garner for stealing mail. On January 27, 2021, her persistence earned her a 38-month prison sentence, along with five years' probation.

Almost a year earlier, a resident of Valley Grande, AL, mailed a \$12,000 check to the U.S. Department of Treasury from her residence. When the check didn't arrive at the IRS, the resident knew something was wrong. Inspectors learned Garner stole the check from the mail and cashed it at a local grocery store. Inspectors also determined that she was responsible for mail theft in Louisiana and Florida. In the same month, Garner was arrested by the Brewton Police Department in a grocery store parking lot. She had outstanding arrest warrants, including one issued by the U.S. Marshals Service. During the encounter, Garner initially provided officers with a false name and was found in possession of five checks drawn on a victim's bank account. She was arrested by Brewton Police, and her federal supervised release was revoked.

Upon being questioned by Inspectors, Garner admitted to altering and cashing multiple victims' checks she had stolen from mailboxes. She also told Inspectors she used "white out" to change the payee name on the \$12,000 check to herself. Garner said after she purchased items with victims' checks, she returned the merchandise in exchange for cash.

On September 29, 2020, Garner pleaded guilty in the Middle District of Alabama to one count of mail theft and one count of bank fraud. She received a 38-month prison sentence followed by five years of supervised release. The 38 months is consecutive to the 12-month additional sentence she received for violating her federal probation. Garner was also ordered to pay restitution in the amount of \$10,502 and a \$100 special assessment.

Garner's history with the Inspection Service began in 2002 when she was caught with over 90 pieces of mail and charged in the Middle District of Alabama. She pleaded guilty to mail theft and was sentenced to six months in prison and six months' probation. She was convicted three more times in federal court for mail theft, forgery, and identity theft. As a result of those convictions, she received prison sentences of one year, two years, and two years, respectively. During her most recent conviction in 2015, Garner and her husband, Takis Garner, were both charged in the Middle District of Alabama with mail theft and identity theft. He also received a two-year prison sentence.

Valnica Strong-Garner's mother is also no stranger to the Inspection Service. In 2003 and 2007, Darlene Strong was convicted in the Middle District of Alabama for mail theft and identity theft. She received a 16-month sentence, and her second conviction resulted in a revocation of her probation and a 24-month sentence. Strong's boyfriend, David Tatum was also convicted of mail theft with Darlene Strong in 2007. He received a one-year sentence and was ordered to pay \$11,664 in restitution.

New England Repeat Offender *Postal Inspector Joshua Governale, Boston Division*

In August 2021, an Inspection Service investigation led to a 48-month prison sentence for Henry A. Fellela, Jr. The investigation began in October 2018 when Postal Inspector Joshua Governale of the Boston Division received information from two fellow Postal Inspectors in Rhode Island and Connecticut that Fellela was a suspect in several Inspection Service mail theft investigations. In each investigation, credit cards were stolen from mailboxes and used to make fraudulent purchases.

From September 2018 through March 2019, Fellela stole credit cards from the mail in Connecticut, Massachusetts, Rhode Island, and New Hampshire. Inspectors identified 13 victims with stolen credit cards where electronics were purchased. Postal Inspectors obtained video surveillance from retailers that showed Fellela using victims' credit cards without their permission. He had been convicted in federal court in 1989, 1999, and 2014 for similar crimes. For his most recent conviction in 2014, Fellela served 48 months in prison and was on supervised release when he committed the 2019 offenses.

In early 2019, Postal Inspectors arrested Fellela, charging him with access device fraud and aggravated identity theft. A search warrant was also served upon his residence.

After pleading guilty to both access device fraud and aggravated identity theft, Fellela was sentenced on August 4, 2021, to 48 months in prison, followed by three years of probation. He was also ordered to pay a \$100 special assessment and \$48,719 in restitution.



"PO Box Bandits" Convicted *Postal Inspector Alyssa Rodriguez, Los Angeles Division*

The Los Angeles Division investigated two individuals who frequently targeted Post Office lobbies after hours. Between September 2019 through May 2020, Inspectors received dozens of complaints for PO Box break-ins. After entering the lobby, the individuals would use various tools to pry open PO Boxes and steal mail. These thieves would obtain mail containing checks, credit cards, and various personal identifying information. USPS identified over 15 Post Offices targeted in this scheme, which included over 500 PO Boxes. Inspector Alyssa Rodriguez reviewed video surveillance from from a Post Office in South Pasadena, CA, and saw Arno Abramian breaking into PO Boxes on numerous occasions. He was observed looking through the mail he stole and returning the mail he didn't want to other PO Boxes he had pried open.

Inspectors got a break in late May 2020, when a USPS supervisor at the North Hollywood Post Office reported that a person broke into multiple PO Boxes. Inspector Rodriguez reviewed video surveillance and identified Abramian. She later learned Abramian fled the Post Office and entered a local hotel. Inspector Rodriguez obtained a federal search warrant for Abramian's hotel room and recovered financial documents, check washing equipment, and numerous digital devices. Unfortunately, Abramian's whereabouts were unknown, as he had fled the Post Office and hotel.

Inspector Rodriguez's investigation did not stop there. She obtained a federal search warrant for the digital devices seized from Abramian and identified a co-conspirator, Marina Haghnazarian, who was in a relationship with Abramian.

In June 2020, Abramian was arrested by the San Diego Police Department for identity theft and was later transported to the U.S. Marshals.

During the investigation, Inspector Rodriguez also obtained bank records related to the stolen mail and vandalized PO Boxes. Based on her review of these records, she identified Haghnazarian opening false business bank accounts in the names of the PO Box victims. Abramian was captured on video surveillance depositing stolen checks into these fraudulent accounts. Both Abramian and Haghnazarian would then conduct withdrawals to obtain the stolen funds. Abramian was indicted by a federal Grand Jury on a 25-count indictment to include 18 USC 1708: Mail Theft; 18 USC 1344(2): Bank Fraud; 18 USC 1029(a) (2): Use of an Unauthorized Access Device; and 18 USC 1028A(a)(1): Aggravated Identity Theft. On May 17, 2021, Abramian pleaded guilty to seven counts of Bank Fraud and one count of Aggravated Identity Theft.

Haghnazarian was indicted by a federal grand jury on two counts of 18 USC 1344(2): Bank Fraud. She pleaded guilty on August 16, 2021.



Rifled mail found in Abramian's possession.

INTERCEPTING DANGEROUS MAIL

The Inspection Service's Dangerous Mail Investigations (DMI) program is made up of approximately 400 specially trained Inspectors who are equipped to respond when prohibited mailings, suspicious substances, or hazardous materials (including explosive devices) are sent through the U.S. Mail. The DMI program, which has evolved since the first response to the 2001 Anthrax investigation, remains a top priority for the Inspection Service. This past year, DMI Inspectors responded to 2,010 incidents involving suspicious items, substances, powders, or liquids in the mail or at postal facilities.

DMI Inspectors receive comprehensive HAZMAT training and use multi-tiered field-screening equipment to identify hazards surrounding the U.S. Postal Service. These hazards may include suspicious powders, liquids, threats, hoaxes, or improvised explosive devices (IEDs). During FY 2021, DMI Inspectors were involved in numerous high-profile investigations involving mail that contained suspicious substances, along with threatening communications to federal and state government officials, religious organizations, foreign embassies, and news media agencies. These investigations and others led to 23 arrests and 26 convictions.

Mail Screening at National Security Events

The Inspection Service worked with federal, state, and local law enforcement partners to provide mail screening at national mail-screening events during FY 21. These events were conducted throughout the country and included Super Bowl 55 in Tampa, FL, the NBA All-Star Game, the Masters Golf Tournament, and a variety of other high-profile events. The Postal Inspection Service was tasked with providing security for mail and mailrelated matter at selected sites and with providing investigative and intelligence support during each event. The Postal Inspection Service has participated in over 75 national mail screening events in the past eight years.



Northern California Mailed Devices

In October 2020 a federal jury convicted Ross Gordon Laverty of multiple felonies in connection with mailing two explosive devices. In late 2017, Laverty mailed two explosive devices in the San Francisco bay area with the intent to injure or kill his targets.

Postal Inspectors responded and investigated the devices, collecting evidence from both crime scenes. The evidence was sent to our Forensic Laboratory Services, which assisted in developing a suspect—Ross Gordon Laverty. Simultaneously, Postal Inspectors continued the investigation, eventually leading to Laverty's arrest.

Laverty faces up to 20 years in prison. The conviction was a result of the investigation by the Postal Inspection Service, our Forensic Laboratory Services, the ATF, and the FBI.

Prison Inmate Sends Threatening Letters to Attorney

In November 2020, Quintin Kinchen—an inmate in the Pennsylvania prison system—was sentenced to four years in prison and three years of supervised release. Kinchen was clearly the primary suspect in the 2019 mailing of two threatening letters to the Lackawanna County, PA, District Attorney's Office. The handwritten letters, addressed to a now-former assistant district attorney, listed "Quintin L. Kinchen" on the return address.

POLICE

U.S. POSTAL INSPECTOR POLICE

POLICE HSI

In his first letter, Kinchen wrote he was convicted of a crime he did not commit and threatened to kill the attorney and her family after his release from prison. A month later, the District Attorney's Office received a second letter from Kinchen, who wrote he would kill the attorney with a machete.

Postal Inspectors interviewed Kinchen, who admitted he sent the letters. After his arrest, he pleaded guilty to mailing threatening communications. His new four-year sentence will run consecutively to his current prison term.

IMPEDING NARCOTICS TRAFFICKING

The mission of Contraband Interdiction and Investigations (CI2) is to protect postal employees, the American public, and the U.S. Mail from dangerous and illegal contraband, specifically illicit drugs and firearms. Through relationships with domestic and international law enforcement partners, we continue to combat the distribution of illegal contraband through the U.S. Mail and the international postal system.

In FY 2021, Postal Inspectors made 2,323 arrests involving drug trafficking, saw the conviction of 1,691 suspects, seized over 133,000 pounds of illegal narcotics, and confiscated over \$43 million in illicit proceeds shipped through the U.S. Mail, as well as more than \$33 million in virtual currency.

| <u>Cases initiated</u> | <u>Arrests</u> | <u>Convictions</u> |
|------------------------|----------------|--------------------|
| 2,377 | 2,323 | 1,691 |

Southwest and Caribbean Border Initiatives

Since 2019, the Inspection Service has noted an 81% decrease in international fentanyl seizures and a 174% increase in domestic fentanyl seizures. There have been no fentanyl seizures directly from China since the fall of 2019. Furthermore, methamphetamine seizures by weight increased 50% in FY 2021, with the vast majority originating along the Southwest Border (SWB). As a result, the Cl2 Program conducted several



Multiple kilograms of methamphetamine, cocaine, and fentanyl seized at one of several locations during the CI2 Southwest Border Initiative.



Firearms, bulk cash, and cocaine recently seized by CI2 Inspectors from Puerto Rico.

large-scale interdictions focused specifically at the SWB and Caribbean regions within the United States.

In 2021, Cl2 conducted a Southwest Border Initiative (SWBI), where Inspectors seized over 60 pounds of fentanyl, 213 pounds of methamphetamine, and \$767,000 in illicit proceeds. This operation produced significant intelligence that will be used to help assist in multiple high-impact investigations. The results of these interdictions will be used to strategize future operations.

Cl2 also focused efforts in FY 2021 within the Caribbean region to reduce inbound firearms and prevent the flow of narcotics, more specifically cocaine, which is generally trafficked to and from this region. We conducted several operations to gain valuable intelligence and insight into drug trafficking networks within the Caribbean region as well as support our local Cl2 teams. Through these operations, Inspectors seized over 989 pounds of cocaine, 13 firearms, \$867,000 in illicit proceeds, and generated numerous investigations.

Task Force Officer (TFO) Program

The Inspection Service created a standardized nationwide Task Force Officer (TFO) program for CI2. This program is designed to further collaborate with state and local law enforcement partners and create a force multiplier to combat narcotics and firearms trafficking in the mail. The TFO program embeds state and local law enforcement officers with Inspection Service Cl2 teams to work collaboratively on cases of mutual interest and exchange real-time intelligence. To date, over 68 officers have been trained, sworn, and credentialed as TFO Inspectors.



Chief Postal Inspector Gary Barksdale in Guam conducting an official swearing-in ceremony to several newly credentialed Task Force Officers.

Enhanced Network Targeting & Detection Capabilities

In FY 21, Cl2 created the Investigative Support Section (IS2) in Chantilly, VA. This center consists of intelligence analysts and subject matter experts who will directly support Cl2 Inspectors and ensure field divisions have the intelligence and actionable information they need to build comprehensive high-impact, end-to-end drug investigations.

The Inspection Service currently uses multiple types of drug detection equipment within its 17 field divisions. In FY 21, we made a large purchase of drug detection technology, which doubled our current inventory of equipment.

International Partnerships

Postal Inspectors in CI2 work with a wide variety of international stakeholders, including foreign postal operators (FPOs), law enforcement, and intergovernmental organizations such as the Universal Postal Union (UPU) and United Nations (UN). We also rely on close collaboration with nongovernmental organizations and private-sector stakeholders.

In FY 21, the Inspection Service played a vital role in educating other countries in ways to detect and investigate illicit goods in the mail. Through international workshops, we lend our expertise to train foreign posts and law enforcement in ways to detect and intercept illegal drugs in the mail. We are also active participants in international conferences and policy discussions. In FY 21, the Inspection Service was part of a U.S. Delegation to attend the 64th United Nations Office on Drugs and Crime (UNODC) Commission on Narcotic Drugs (CND). We also participated in an expert panel discussion at the International Narcotics Control Board (INCB), where we provided insight into solutions to combat illicit synthetic opioids in the mail during the COVID-19 pandemic. As part of a bilateral "US-CAN Joint Action Plan on Opioids" deliverable, the Inspection Service and Canada Post Security & Investigations Services has enhanced our collaborative partnership to provide greater postal security and visibility for interdicting illicit opioids through the mail.

Dark Net Vendor Fentmaster

In August 2016, Chicago Division Inspectors began investigating a Dark Web vendor by the name of "Fentmaster." Based on a review of Fentmaster's online profile, this vendor used the U.S. Mail to ship gram to kilogram quantities of synthetic opioids, both domestically and internationally. Using postal records, we identified approximately 2,000 addresses associated with this vendor.

In February, 2017, New York Division Inspectors and Homeland Security Investigations (HSI) conducted a controlled delivery of two packages containing approximately two kilograms of fentanyl to an individual named Chukwuemeka Okparaeke in Middletown, NY. After Okparaeke accepted both packages, we detained him for questioning. New York Inspectors later obtained a search and seizure warrant for Okparaeke's phone, which connected Okparaeke to Dark Net vendor "Fentmaster," who was selling large amounts of fentanyl and synthetic opioid analogues. After reviewing relevant information, investigators from Chicago and New York were able to link both investigations.

A search warrant for Okparaeke's apartment in Middletown, NY, and Kearny, NJ, led to the seizure of electronic devices and storage media, drug paraphernalia, shipping materials, and over 14 kilograms of fentanyl analogues. Additionally, his apartments contained over 82 packages ready to be shipped through the U.S. Mail had Okparaeke not been arrested.

Inspectors identified a significant amount of virtual currency associated with Okparaeke's illicit activity. A review of postal mailings and subsequent suspect interviews made a connection to a fatal overdose death. The U.S. Attorney's office in the Southern District of New York obtained a superseding indictment linking Mr. Okparaeke to the death.

Okparaeke pleaded guilty and was sentenced to 15 years in prison. He also forfeited over \$30 million dollars in virtual currency. This was a highly coordinated investigation into one of the Dark Web's most prolific fentanyl analogue dealers known to date. quantities of cocaine through the mail and bribed U.S. Postal Service letter carriers to help their narcotics operation. This investigation led to the arrest and conviction of Stanley, who—along with five coconspirators—received 11 years in federal prison. The investigation also led to the seizure of over 30 kilograms of cocaine and was worked by multiple Cl2 Inspectors around the country, as well as the Army National Guard, DEA, and Maryland High Intensity Drug Trafficking Areas (HIDTA).

Holla Back

In July 2018, Washington Division Inspectors and the Drug Enforcement Administration (DEA) identified a drug trafficking organization (DTO) responsible for mailing large quantities of cocaine from Puerto Rico to multiple states. Inspectors identified numerous addresses in Florida, Pennsylvania, New York, and Maryland associated with these mailings. This was designated as a multi-agency Organized Crime Drug Enforcement Task Force (OCDETF) investigation.

The DTO leader, identified as Russell Stanley III, directed his co-conspirators to receive kilogram

HALTING CHILD EXPLOITATION

ederal law prohibits the production, distribution, reception, and possession of child pornography. Using the mail to transmit materials that exploit children debases the integrity of the postal system and further endangers the safety and well-being of young victims. The Inspection Service assigns specially trained Inspectors to investigate incidents when the mail is used for this purpose or when child pornography is identified through other Inspection Service investigations.

The Postal Inspection Service partners with the National Center for Missing and Exploited Children (NCMEC), the Department of Justice Child Exploitation and Obscenity Section, and all 93 U.S. Attorney's Offices across the United States to investigate child sexual exploitation involving the U.S. Mail and the internet.

California Resident Sentenced to 121 Months for Possession of Child Pornography and Telemarketing Conspiracy Postal Inspector Luis Soler, Miami Division

In May 2021, Angel Armando Adrianzen was sentenced to 121 months in prison on fraud and child exploitation charges. Postal Inspectors originally began investigating Adrianzen for his suspected involvement in a telemarketing scheme. As the sole owner and operator of AAD Learning Center, Adrianzen performed services for and worked with Peruvian call centers by receiving and processing payments from U.S. consumers, as well as purchasing and shipping products to U.S. consumers on behalf of the call centers. A criminal complaint alleged he was a knowing participant in a fraudulent scheme that operated by communicating with Spanish-speaking consumers in the United States through telemarketing calls. The calls told consumers they were eligible to be awarded a government-subsidized English-language course, and then subjected consumers to threatening communications if they did not pay hundreds of dollars in fees.

On March 27, 2019, Postal Inspectors executed a search warrant at Adrianzen's residence in Woodland Hills, CA. Inspection Service personnel forensically imaged multiple electronic devices and, in an initial review of Adrianzen's MacBook computer, uncovered many files responsive to the warrant as well as a file name suggestive of child pornography and/or child exploitation. After obtaining a second search warrant to examine the forensic image of the MacBook computer and the hard drive containing the extracted data from that forensic image, Inspectors discovered numerous files containing child pornography or child exploitation. The files were sent to the NCMEC to be compared against the Child Recognition and Identification System and further reviewed by NCMEC experts to determine whether the downloads, ZIP files, and images were the same as other photographs of known child pornography images. NCMEC's Child Identification Report identified 62 known images of child pornography from a database series of 26 separate investigations conducted by law enforcement agencies from the United States and multiple foreign countries.

Adrianzen was arrested in Los Angeles, CA, on September 16, 2019. On May 21, 2021, he was sentenced to 121 months' incarceration, 15 years' supervised release, \$93,298.11 in restitution, a \$300 special assessment, substance abuse treatment, registration as a sex offender, and a victim no-contact order for facilitating telemarketing conspiracy that defrauded thousands of vulnerable U.S. consumers and sexual exploitation and other abuse of children.



VIOLENT CRIME RESPONSE AND PREVENTION

The Postal Inspection Service is entrusted to provide safety and security to all postal employees. To accomplish this mission, Inspection Service personnel conduct prevention activities, preparedness initiatives, and enforcement. We also invest in employee education and awareness campaigns such as Safe & Secure. As part of that effort, we continued our Safe & Secure Phase V – Employee Collusion campaign throughout FY 2021. This campaign centers around the consequences of colluding in narcotics trafficking. In addition, Postal Inspection Service personnel work proactively to assess and address risks to USPS employee safety to reduce the prevalence of violent crime.

In the unfortunate circumstances where one of our employees is the victim of a violent crime, Inspection Service personnel respond, investigate, and arrest identified suspects. The cases highlighted below demonstrate the types of violent crimes the Inspection Service is faced with investigating throughout the year.

Homicide of USPS Letter Carrier Commerce, GA (Atlanta Division) Press Release: Banks County Sheriff's Office via Facebook

"On Saturday, August 7, 2021, at approximately 0938 AM, deputies with the Banks County Sheriff's Office received a 911 call regarding an intentional shooting. Upon deputies' arrival, they located 59-yearold Asa (Junior) Wood of Commerce deceased from a gunshot wound. Wood, a rural postal worker, was working his morning route when he was fatally shot."

A suspect has been identified and charged with murder by the state of Georgia. Federal charges are pending.

Shooting Involving a USPS Lead Clerk Memphis, TN (Atlanta Division)

On September 4, 2019, a USPS lead clerk at the Memphis Priority Mail Annex was shot at multiple times when he interrupted a suspect breaking into his personal vehicle parked in the employee parking lot. The suspect, along with a female accomplice, fled in a blue sedan. Inspectors obtained video surveillance of the vehicle leaving the area and released the video and a description to media sources. A tip led Inspectors to the identification of the owner of the vehicle, who matched the description of the female accomplice. Inspectors interviewed the suspect, and she confessed to being present during the shooting. She also identified her boyfriend, Bernard Jones, as the shooter. Through further investigation, Inspectors subsequently recovered the gun used during the shooting after executing a search warrant on a storage facility.

Jones was arrested on June 2, 2020. After entering a guilty plea, he was sentenced on March 24, 2021, to 132 months' imprisonment for Aggravated Assault Against a Postal Employee (18 USC 111) and Discharge of a Weapon During a Crime of Violence (18 USC 924). Jones's sentence is to be followed by three years of supervised release. He was also ordered to pay a \$200 Special Assessment.

Assault of a Letter Carrier Augusta, GA (Miami Division)

On September 24, 2019, Inspectors responded to an incident in which a letter carrier was assaulted on his route in an apartment complex in Augusta, GA. The letter carrier was approached by two male suspects who alleged that contents were missing from a package they recently received. The suspects physically assaulted the letter carrier, resulting in multiple contusions, cuts, and scratches to his face and knees. The letter carrier provided a description of both suspects and their vehicle with a partial license plate number.

On September 26, 2019, Inspectors canvassed the apartment complex and located a vehicle matching the description. The vehicle's owner, Fernandez Moment, also matched the description of one of the suspects from the assault. Inspectors presented the letter carrier with a photo line-up that included Moment, and the carrier positively identified him as one of the suspects who assaulted him. Moment was arrested on September 28, 2019, for Attempted Robbery and an outstanding warrant for unrelated state charges. Moment refused to identify the other suspect who assaulted the letter carrier.

Further investigation and tips led to the identification of the second suspect as Davon Jones. On July 2, 2020, Inspectors and local law enforcement executed a search warrant on Jones's residence. The search warrant yielded a loaded .40 caliber handgun, a .380 handgun, 28 grams of MDMA pills, 3.5 grams of cocaine (powder), 18.48 grams of marijuana, a pill press, digital scale, and plastic baggies.

On October 30, 2020, Fernandez Moment appeared in the U.S. District Court for the Southern District of Georgia and entered a guilty plea. He was sentenced on February 4, 2021, to 46 months in federal prison followed by three years of supervised release for Assaulting, Resisting, or Impeding Certain Officers or Employees (18 USC 111), as well as a \$1,500 fine and a \$100 special assessment.

On January 14, 2021, Davon Jones appeared in the U.S. District Court for the Southern District of Georgia and entered a guilty plea. He was sentenced on April 1, 2021, to 84 months in federal prison, followed by three years of supervised release for Possession of a Firearm by a Prohibited Person (18 USC 922) and Possession with Intent to Distribute a Controlled Substance (18 USC 841), as well as a \$1,500 fine and \$200 special assessment. Jones also admitted guilt for his part in the assault of the letter carrier.



DEPLOYING SECURITY

Protecting postal employees, our facilities, and the mail they process and handle is of vital importance to the Postal Service and the Postal Inspection Service. Ensuring the Postal Service can continue operations in the event of an attack, natural disaster, or other crisis involves coordinated protection planning efforts and a thorough evaluation of every vulnerability.

Postal Inspectors and Postal Police Officers (PPOs) ensure the safety of over 600,000 employees and approximately/nearly 32,000 postal facilities. Our uniformed PPOs are assigned to postal facilities throughout the country. PPOs provide facility security, respond to emergency situations at postal facilities, report security breaches and threats against employees, and carry out essential protective functions.

To help accomplish this mission, the Inspection Service conducts annual risk assessments to ensure security controls are upheld and in place. During FY 2021, we conducted security reviews of 575 postal facilities using the Vulnerability Risk Assessment Tool (VRAT)-a comprehensive, risk-based model to identify security deficiencies. Based on an analysis of crimes against persons and property in each area where a postal facility exists, these annual Postal Inspection Service risk assessments ensure security controls are in place to mitigate the risks in each area.

Uniformed PPOs help raise the security profile at large USPS facilities. Whether they are securing or performing other critical protective actions, their presence and professionalism play a crucial role in accomplishing the Inspection Service mission to protect the Postal Service, its employees, and infrastructure.

Securing Election Mail

Beginning with the 2020 Election Season, Postal Inspection Service divisions conducted Observations of Mail Conditions (OMCs) for primary and special elections in nearly every state and territory. OMCs provide election mail protection and security from dispatch to delivery. More than 700 Postal Inspection Service personnel were involved, and over 13,000 work hours were recorded to conduct 2,224 OMCs. In addition, an Election Mail Security Task Force worked to overhaul the OMC training, notification, and reporting system to make it more efficient for field personnel doing the work.

The Inspection Service collaborates with federal, state, and local officials in regard to election planning, information, and security preparedness and contributes to tabletop exercises, trainings, information-sharing sessions, and conferences focused on elections and election security. Inspection Service program managers have met with federal partners, such as Cybersecurity and Infrastructure Security Agency (CISA), to prepare, secure, and support mail-in ballot initiatives for future elections.

Retail Security

The Security Group has worked closely with postal districts to provide input on the security and implementation of several retail pilot projects across the country. With the unveiling of Postmaster General Louis DeJoy's 10-year plan, it has been critical for the Security Group to work closely with postal stakeholders on the design, implementation, and monitoring of pilot projects that seek to bring retail innovations that enhance customer experience and safety at the Post Office.

Logistics

The Security Group has worked closely with USPS Logistics to help ensure the security of the mail across the postal network. As the Postal Service enhances its partnerships across the transportation industry, the Security Group works simultaneously to build relationships with those same partners and to maintain the trust and accountability that underpin security and safety across the postal supply chain. In their efforts, as part of the 10-year plan, security representatives have met with network partners at ocean ports, railyards, and handling terminals across the country to discuss security and safety and find new ways to support the Postal Service in its mission to move the mail.



SAFEGUARDING REVENUE & ASSETS

The U.S. Postal Service delivers almost 150 billion pieces of mail annually, more efficiently and at a lower cost than any comparable post. It does so without the financial support of the American taxpayer. USPS is a self-funding entity that derives its revenues entirely through the sale of postal products and services. For that reason, the Postal Service relies on its customers to pay the required postage costs. Postal Inspectors work with Postal Service groups to protect revenue and investigate claims of short-paid postage that indicates possible fraud.

Miami Division

A case investigated by the Miami Division led to a guilty plea and a sentence of 78-months in prison for a recidivist check fraudster. From November 2016 through May 2019, the subject visited hundreds of Post Offices in Florida and 22 other states to purchase postage stamps with over 655 counterfeit checks. The Postal Service suffered a loss of \$405,935, which is the amount of court ordered restitution to the USPS.

Los Angeles Division

In September 2013 the Los Angeles Division began investigating a business suspected of using altered/counterfeited PC Postage labels on mailpieces submitted to USPS. Review of postal records discovered the business legitimately purchased three-ounce First Class Package Service labels. Prior to printing, information on the label was altered to include the weight, and in many cases the mail class was changed from First Class Package Service to Priority Mail in order to mail heavier items using Priority Mail service. The business owner was sentenced to 90 days in prison, 21 months of home detention, and three years of probation. He was also ordered to pay a special assessment fee of \$400 to the court and restitution to USPS in the amount of \$2 million.

New York Division

The New York Division was contacted by USPS Revenue Assurance in November 2020 regarding an online company suspected of improper payment of postage. Review and analysis of the company's parcels showed the company was altering both their PC Postage and ePostage labels. The company purchased labels at the Priority Mail Flat Rate Envelope rate and used software to remove the Flat Rate indicator printed on the labels, making the label appear as a regular Priority Mail label. The altered labels were then affixed to large boxes, not the Flat Rate Envelopes required for the rate paid. Over 15,000 labels were altered and used to avoid proper payment of postage, resulting in an estimated loss of over \$1.7 million. In June 2021, the owner of the company was arrested, pleaded guilty, and was sentenced to 18 months in federal prison, along with \$750,000 in restitution.

Projects: *Revenue Fraud Reporting Email Mailbox*

The Revenue Investigations (RI) Program and the USPS Revenue Assurance Team standardized the process for USPS employees to report possible fraudulent postage labels and other potential revenue issues. The RI Program set up a shared special email address to receive the reports. A special edition of the USPS Retail Digest was published on September 20, 2021, announcing the email address and the process to be followed. The mailbox began receiving emails the same day the Retail Digest was published. The emails are referred to the RI team members who cover the territory where the report originated. From there, they are vetted and processed. Feedback and disposition instructions are provided to the employee who reported the issue.

Reference Guides

The Postal Service has multiple postage payment methods, each with its own unique characteristics. The Revenue Investigations Group created two guides to assist Inspection Service employees with understanding the types of postage and what information is available that could be helpful in an investigation. The Postage Reference Guide provides an overview of each postage type, including specific information on the postage indicia and how to obtain additional data from USPS systems. The Tracking Numbers Element Reference Guide explains the different fields in a USPS Intelligent Mail Package Barcode (IMpb) or package tracking number. This information is useful for investigations and can also be used to identify fraudulent postage.

MAIL TRANSPORT EQUIPMENT RECOVERY PROGRAM

Global Security has oversight of the Mail Transportation Equipment (MTE) recovery program, which serves to identify and recover postal equipment and, when warranted, seek criminal prosecution. In FY 21, hotline tips, leads, and enforcement efforts led to a recovery of \$1,053,180 in USPS MTE. A total of 327 prevention visits were completed at recyclers, major mailers, freight forwarders, commercial mail receiving agencies, USPS facilities, and airports.



In June 2021, members of the Fort Worth Division recovered approximately 75 pieces of MTE valued at \$77,719 during an airport review in Dallas, TX.

WORKING GLOBALLY

MILITARY & DIPLOMATIC MAIL

Our Global Security Group oversees military and diplomatic mail security worldwide. Program managers partnered with military investigative agencies (NCIS, CID, and OSI) on over 50 criminal cases. The casework primarily involved mail theft and narcotic investigations, consultations on postal crimes, and interagency liaison. Despite COVID-19 travel restrictions, 10 security reviews were conducted at military mail facilities. Program managers coordinated and participated in a weeklong narcotics interdiction alongside United Kingdom Customs (Border Force). Additionally, program managers ensured airline partners were following security-related contract requirements and resolved approximately 25 international alarm resolution incidents.

Prevention efforts focused on providing training and guidance to military branch Command Postal Managers on topics such as:

- external and internal mail theft reporting procedures.
- general security measures.
- dangerous goods.
- eccentric mailings.
- fraud schemes targeting the military community.

During FY 21, Global Security was actively engaged in support of Inspection Service Election Mail security initiatives. Program managers provided guidance on the Military Strategic Voting Plan and reviewed the action plans for Military Postal Commands across all branches of service. We provided recommendations focused on lessons learned from previous elections and emphasized the need for the military to conduct self-audits, or Observations of Mail Conditions (OMCs). An estimated one million active duty service members, dependents, Department of Defense civilians, military contractors, and Americans living overseas mailed absentee ballots without any major issues reported.



OFFICIAL INTERNATIONAL TRAVEL PROGRAM

The Official International Travel Program managed by Global Security facilitated 13 trips to seven foreign countries for Inspectors conducting investigations and security missions. Due to COVID-19, in FY 21, official international travel was limited to mission critical travel only. The international travel program processed 25 official passports, bringing the total number of official passports currently maintained to 231. Our required training course Official International Travel Training (OITT) was updated for relevancy and reformatted using the standard Postal Inspection Service template to ensure its compatibility with the HERO Learning Management System.



INTERPOL & OFFICE OF INTERNATIONAL AFFAIRS

Global Security serves as the liaison to INTERPOL and the Office of International Affairs. INTERPOL is an International criminal police organization composed of 194 member countries. During FY 21, Global Security collaborated with INTERPOL to submit 10 Red Notices to member countries, which served as notice of wanted fugitives for Postal Inspection Service investigations. In FY 21, three fugitives were detained in member countries based on these Red Notices.

Additional liaison work with the Office of International Affairs in FY 21 led to information exchange and international investigative assistance with Australia, Belarus, Bulgaria, Canada, China, Dominican Republic, Germany, France, Guatemala, Lebanon, Nigeria, Peru, Ukraine, and Uzbekistan. Global Security continued to promote INTERPOL and the Office of International Affairs through presentations to the National Leadership Team, the Denver Division, and the Chicago Division.



San Francisco Division Inspector Thang Bui escorting a fugitive back to the United States from Verona, Italy. Inspector Bui created a Red Notice for the fugitive and completed the extradition in June 2021.

HAZMAT & DANGEROUS GOODS

In response to the discovery of undeclared, improperly prepared, and/or prohibited hazardous materials found in the mail, approximately 700 requests for civil penalties were received and reviewed during FY 2021, with over 450 warning letters issued. Nineteen (19) such requests resulted in civil penalties with the total amount exceeding \$300,000.

The group also collaborated with various USPS stakeholders to provide training, develop various HAZMAT tools and resources, and write and deliver articles on numerous HAZMAT-related issues. Some highlights of note included the development and delivery of a new HAZMAT marks and labels poster, the development and delivery of a series of online HAZMAT "Lunch and Learns" designed to provide specific and timely training to retail personnel, and a critical and productive collaboration with the Postal Inspection Service Communications, Governance, and Strategy Group to deliver a series of public service announcements designed to educate the public on commonly encountered hazardous materials that are prohibited in the mail.

Additionally, the group worked closely with the Homeland Security Coordinators (HSCs) in every division to increase compliance with respect to local reporting of HAZMAT-related incidents and findings in the Mailpiece Incident Reporting Tool. Through the efforts of the HSCs, an increase of 17% overall and 28% for non-ISC-related facilities in comparison to FY 2020 was realized with respect to the number of entries captured in the system. In FY 21, we put in a great deal of effort towards collaboration with eCommerce institutes to prevent HAZMAT incidents from occurring. This cooperative effort attacks the issue at one of the primary roots: third-party online listings on popular eCommerce platforms. To this end, the IS HAZMAT Program served as a pilot organization for eBay's Regulators Portal, which allowed for the identification and removal of over 3,500 hazardous material listings that showed improper shipping through Postal Service networks.



Global Security Team members Vincent Desiderio and Troy Blair met with Los Angeles Division and Amazon representatives in Ontario, CA

UPU/PSG

The Universal Postal Congress is the supreme decision-making body of the Universal Postal Union (UPU). The 27th Congress, held in August 2021 in Abidjan, Côte d'Ivoire, was the first ever conducted in a hybrid format, with more than 1,000 participants joining the meetings remotely. Over 900 individuals from 100 member countries participated in person.

The Congress reviewed more than 200 proposals on a range of issues aimed at improving the effectiveness and efficiency of international postal services and the operations of the UPU. Member countries convening at the meeting made key decisions on opening the UPU to wider postal sector players, defining a new remuneration system, and improving postal development.

S58 and S59 security certifications were issued for those designated operators that successfully completed the process this past year. Each of the postal operators present at Congress received the certificate personally from UPU Deputy Director General Pascal Clivaz, who later joined them for a group photograph. The countries awarded a certificate were: Argentina, Bermuda, Columbia, Costa Rica, Denmark, Ecuador, El Salvador, Mexico, Paraguay, Solomon Islands, St Vincent and the Grenadines, Thailand, United Kingdom, and Vanuatu.

The Congress unanimously adopted a proposal that will see a step-by-step opening approach presented to an Extraordinary Congress held in 2023. As a first step, the Congress approved immediate changes to strengthen the UPU's Consultative Committee, a UPU body through which wider postal sector players are able to participate.

The Universal Postal Congress takes place every four years. The 28th Universal Postal Congress will be held in 2025 in Dubai, United Arab Emirates.



Participants are welcomed to the 27th Universal Postal Congress in Abidjan, Côte d'Ivoire

UPU Certifications

Despite the obstacles presented by COVID-19 travel restrictions, Postal Inspectors in the Global Security Group continued to lead international working groups in UPU security certification processes. Through innovative "Virtual Reviews" for equivalency standards, several foreign posts underwent security reviews in FY 21. In one case, the review teams conducted an "equivalency review" to compare Copenhagen's Office of Exchange, which has Regulated Agent accreditation, to the standards established by the Universal Postal Union. Both standards define general security and screening controls, which designated postal operators are expected to apply in order to mitigate the risk of explosives and other potential threats in the mail.

COUNTERFEIT PREVENTION EFFORTS

Shortly before the start of FY 21, USPS was notified by a foreign post that items purportedly from them were being sent to the United States and inducted into the mailstream. Because these items were not legitimate mail, USPS was advised that it would not be compensated for processing or delivering the items. Global Security Group members worked closely with Global Business, International Accounting, International Operations and Logistics, and Office of Counsel to establish the most efficient way to identify the problem items and create a gating process that prevented more items from being presented at USPS International Service Centers. Through coordination with Customs and Border Protection, we prevented over 2,600 receptacles containing an estimated one million individual pieces from entering the mailstream, thus saving limited USPS resources and revenue.


Security Group INC Dan Brubaker and Global Security Program Managers (PMs) William Janzen and Eula Toca observe counterfeit items at the SFO ISC.

GLOBAL SECURITY – ALWAYS READY TO ASSIST!

In August 2021, the General Post Office located in San Juan, Puerto Rico, was evacuated when it was determined the facility was structurally unsafe to support postal operations. The Southern Area executed emergency plans to move postal operations to a temporary facility to continue operations. The Newark Division San Juan, Puerto Rico, Domicile and the Global Security Group worked collaboratively to provide the security necessary to mitigate any potential risk to the continuity of operations.



Pictured from left to right are PPO M. Massa, Global Security PM C. Rodriguez, PPO Sgt. C. Figueroa, San Juan PI Y. Ortiz and PPO N. Arias.

In August 2021, members of the Global Security Group met with the Postal Service and external warehouse locations responsible for the handling and transport of bypass mail to remote locations in Alaska. During the meetings, team members evaluated the current security measures in place and were able to gain a better understanding of the complex process of delivering the mail around Alaska. For many villages in Alaska, the Postal Service is the lifeline for the community.



The loading of bypass mail, including food supplies for a local village, at the Barrow, Alaska airport.

Throughout FY 21, Security Group program managers worked with USPS Logistics to ensure the security of the mail across the supply chain, including the critical area of containerized and intermodal transportation. As part of this effort, Global Security and Physical Security program managers worked with USPS stakeholders and industry partners to review operational security along transportation routes and at more than a dozen ocean port facilities and railyards in California, Washington, Alaska, and Puerto Rico. This important work helps the Inspection Service and Postal Service identify, prevent, and respond to any natural or manmade incidents that pose a risk to the Postal Service and the mail.



Global Security PM Carlos Rodriguez and Security PM Brendan Soennecken meet with a representative at a port facility



on commercial passenger aircraft. The shifting of this mail volume from high-cost private courier air transportation to commercial passenger aircraft will save the Postal Service millions of dollars annually. Since November 2020, the 3PK9 teams have screened over 27 million pounds of mail, which has resulted in savings of over \$26 million to the Postal Service.



Chief Postal Inspector Gary Barksdale, Acting Deputy Chief Inspector Pete Rendina, Assistant Inspector in Charge Claudia Angel, and MSA Security CEO Glen Kucera stand with an MSA canine and handler at the IAD 3PK9 rollout.



Global Security PM William Janzen provides instruction on the 3PK9 screening.



Members of the 3PK9 project team, including Dangerous Mail Investigations PM Landen Hawkins, SF Division Team Leader Darin Oda, and Hazardous Material Program Specialist Vincent Desiderio at the HNL rollout.

AVIATION SECURITY

In FY 21 Security Group personnel successfully rolled out the third-party canine (3PK9) program at five international mail service centers and 28 domestic airport locations. This was the result of extensive planning and collaboration with internal and external stakeholders, such as the U.S. Postal Service, TSA, and commercial airline operators, among others. The 3PK9 program now allows the Postal Service to transport Priority Mail and mail weighing more than 16 ounces



MSA handler and canine screen mail at the SFO ISC.



FORENSIC EXAMINATION

A t the National Forensic Laboratory in Dulles, VA, and at 21 Digital Evidence locations around the United States, highly trained forensic scientists and technical specialists play a key role in identifying, apprehending, prosecuting, and convicting individuals responsible for postal-related criminal offenses. Postal Inspectors rely on Forensic Laboratory Services (FLS) and our four units — Questioned Documents & Imaging, Fingerprints & AFIS, Physical Sciences, and Digital Evidence — for our scientific and technical expertise in helping to solve postal crimes.

Quality and Expertise

As part of our ongoing commitment to quality, FLS applied for and received reaccreditation under the international requirements ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories. This reaccreditation was through A2LA (an independent, non-profit, internationally recognized accreditation body) and included an extensive application process and remote assessment by trained A2LA technical assessors. The assessment covered all aspects of FLS's quality system. By achieving reaccreditation under the ISO/ IEC 17025:2017 International Requirements, FLS demonstrated that the Digital Evidence, Fingerprint & AFIS, Physical Sciences, and Questioned Documents & Imaging Units, as well as the overall Quality Management System, are in compliance with rigorous international standards.

In FY 2021, several FLS personnel participated in national forensic science standard development organizations, such as the Organization of Scientific Area Committees, ASTM International E30 Committee on Forensic Sciences, the Scientific Working Group on Digital Evidence, and the American Academy of Forensic Sciences. The Assistant Laboratory Director for Questioned Documents & Imaging continued as the Inspection Service's Technical Representative to USPS for the ongoing development of the new USPS Money Order. FLS personnel also served as Subject Matter Experts and provided instruction for the Improvised Explosive Device Recognition and Response, the Advanced Crime Scene Processing, and the Suspicious Substance Response Training courses.

Examinations and Evidence

In FY 2021, FLS demonstrated its dedication to excellent customer service through case work achievements, technical assistance, and expert testimony. Our scientists and experts examined over 242,000 items, including 673 terabytes of data. We also identified 1,912 suspects in Postal Inspection Service investigations and coordinated 47 new requests for DNA analysis, which led to 17 identifications. Twenty (20) DNA profiles from Postal Inspection Service cases were entered into the FBI's Combined DNA Index System, resulting in nine matches and vital investigative information for the field. FLS also submitted 44 exhibits to the National Integrated Ballistic Information Network, resulting in two matches. The Incident Response Team responded five times to different locations for five cases, providing Inspectors with on-site crime scene processing support. FLS personnel also appeared in court 43 times and provided testimony 23 times.

FLS continues to use additional resources, such as in-house contractors and an external controlled substance laboratory to address high volumes of laboratory requests and backlog in chemistry and fingerprint examinations. In FY 2021, FLS saw a 23% increase in requests for examinations. Examinations of controlled substances increased 32%, and fingerprint examinations increased by 16%. Despite these significant increases and the ongoing challenges due to COVID-19 and analyst vacancies, FLS increased productivity and maintained the backlog at a level comparable to FY 2020. Notably, all requests in FLS control were less than 365 days old at the end of FY 2021.

Incident Response

FLS's Incident Response Team (IRT) continued to respond and provide on-site support to investigations, even during the challenging times caused by the global pandemic. The IRT is a group of forensic analysts that responds to crime scenes across the nation and aids in the collection and processing of physical and digital evidence. In June 2021, IRT responded to a critical incident involving the kidnapping of a USPS carrier. The four-member team provided on-site processing support for digital evidence and a vehicle related to the incident. Multiple laboratory requests for the examination of videos, mobile devices, computers, fingerprints, handwritten notes, DNA, and controlled substances were submitted for analysis.

Technology

In FY 2021, FLS focused on technology and procured several pieces of new laboratory instrumentation and equipment to support investigations. In the Physical Sciences Unit, a trace evidence workstation with glass refractive index measurement and UV-Vis-IR 240-1000nm Microspectrometer will enable particles to be traced to possible sources. A portable alternate light source will aid in the visualization of biological and trace materials. A Fourier Transform Infrared Spectrometer will identify controlled substances, and a new comparison microscope will be instrumental in the comparison of bullets, cartridge casings, and other tool marks submitted for analysis. In the Fingerprints & AFIS Unit, two dual wavelength laser systems with increased capabilities to visualize very faint or invisible prints through inherent luminescence, cyanoacrylate fuming, and dye stain, along with portable alternate light sources and Digital Image Capture Systems, were incorporated into the workflow. These instruments add to the existing capabilities and technology at FLS, strengthening our ability to analyze evidence and provide information to investigations.

FLS and COVID-19

As the global pandemic persisted, FLS personnel continued incorporating ways of examining evidence that cannot leave the laboratory while also protecting themselves and others. The use of digital case notes and workflows enabled analysts to batch process evidence and then work from home to complete their examinations, reviews, and processing of laboratory files. The continued practice of social distancing and telework allowed analysts to remain safe while completing examinations and supporting Inspection Service investigations. FLS also participated in many remote and distance learning opportunities, allowing for technical training and employee development during COVID travel restrictions.



INVESTIGATING CYBER THREATS

The Postal Inspection Service's Cybercrime Program provides investigative, forensic, preventive, and analytical support to Inspection Service field divisions and the USPS Corporate Information Security Office. Our Inspectors and analysts aggressively investigate potential criminal incidents and activities affecting the USPS computer network, USPS eCommerce products and services, and field investigations related to websites and cryptocurrencies.

To accomplish this mission, Cybercrime program managers and intelligence analysts are embedded in multiple task forces and fusion centers (both internal and external to USPS) focusing on combating cybercrime.

Cybercrime Investigations Unit

Our Cybercrime Program contains a nationally focused investigations unit composed of both Postal Inspectors and computer forensic analysts. The focus of this unit is to investigate cybercrime and attacks targeting the USPS infrastructure, employees, and customers.

Some investigative highlights of FY 21 include:

- Investigative and forensic support related to the potential targeting of USPS by the SolarWinds cyber intrusion attack.
- Investigations of multiple Dark Web sites collecting

and selling compromised USPS.com account credentials.

 Investigations of email, texting, and website phishing attacks using USPS branding to victimize consumers.

Cybercrime Task Force-Fusion Center Partnerships

NCIJTF

The National Cyber Investigative Joint Task Force (NCIJTF) is composed of multiple Law Enforcement and Intelligence agencies formed together to consolidate intelligence and research into cybercrime trends and techniques. As part of its relationship and liaison activities at the NCIJTF, our Cybercrime Program focuses on intelligence surrounding cyber security, organized cyber-attack threats, and virtual currency crimes that present potential threats to USPS employees, customers, and infrastructure.

NCFTA

Inspection Service Cybercrime personnel located on site at the National Cyber Forensics & Training Alliance (NCFTA) in Pittsburgh, PA, partner with multiple public and private organizations that are members of the NCFTA. The overall purpose of the NCFTA is to bring together government, law enforcement, and private organizations to combat various types of cybercrime.

One of the most significant focus areas of our NCFTA liaisons during FY 21 was potential malware and cyber threats for the USPS network.

Cybercrime Group personnel located on site at the National Cyber Forensics & Training Alliance (NCFTA) have partnered with the NCFTA Malware & Cyber Threat (MCT) group to provide technical malicious indicators observed by the NCFTA to the USPS Corporate Information Security Office (CISO).

eCommerce Fraud Prevention and Risk

During FY 21 our Cybercrime Program continued to lead a USPS enterprise-wide eCommerce Fraud Risk Steering Committee (FRSC). This committee comprises multiple eCommerce product and service owners and managers within USPS, along with program managers and analysts from the Cybercrime Program. The Fraud Risk Steering Committee (FRSC) serves as the designated eCommerce anti-fraud entity for USPS. The FRSC plays a critical role in minimizing the fraud risk within USPS digital products and services and ensures that the organization's mission and resources are not compromised.

Liaison to the USPS Corporate Information Security Office (USPS-CISO)

Our Cybercrime personnel located on site at the USPS Corporate Information Security Office (CISO) Security Operations Center provide cybercrime-related support services to USPS. Some of the incidents we prevent and respond to include network intrusions, social media fraud, USPS website phishing, internal and external email fraud, and other online threats.

One of the focus areas of our Cybercrime CISO liaison team during FY 21 was preventing and investigating USPS-related email fraud and cyber threats.



CONNECTING WITH CUSTOMERS



The NLECC/Radio Unit comprises two National Law Enforcement Communications Centers (NLECCs) and the Radio Communications Group (RCG). The mission of the NLECC/Radio Unit is to provide critical public safety functions and essential services—24 hours a day, 365 days a year—to U.S. Postal Service employees, Postal Inspectors, Postal Police Officers (PPOs), USPS customers, and outside law enforcement agencies.

Daily operations at both NLECC locations include centralized monitoring of the Inspection Service radio communications network and all USPS alarmed facilities. NLECC dispatchers access law enforcement and intelligence data to deliver vital criminal justice information to Postal Inspectors and PPOs. In addition, NLECC provides after-hours emergency telephone coverage for Inspection Service field offices to ensure emergency support and response 24 hours a day. The Radio Communications Group has oversight of the Inspection Service radio network and is responsible for the design, procurement, implementation, and maintenance of all aspects of the radio communications infrastructure. NLECC is a hub for the radio network, allowing NLECC personnel to provide emergency communications response to Inspectors and PPOs using handheld and mobile radios. In addition, the radio network supports interoperable radio communications between Inspectors, PPOs, USPS personnel, and other law enforcement agencies.

Significant NLECC/Radio Unit Statistics for FY 2021

- 205,258 telephone calls for assistance ±
- 18,008 radio calls handled ★
- 17,556 incident reports generated 🛇
- 63,881 investigative database queries 🔺
- 276 warrant confirmations on suspects detained by outside law enforcement





PREPARING OUR WORKFORCE

Our Career Development Unit (CDU) oversees the functions of the National Training Academy, which includes the delivery of Inspector and Postal Police Officer basic training programs. CDU has maintained its Federal Law Enforcement Training Accreditation (FLETA) status since 2005. Our academy is one of only 16 FLETA accredited training centers in the nation. CDU also oversees the Assessment Center process for Postal Inspector applicants, the Polygraph Unit, and In-Service training programs — including the Leadership and Employee Development Program (LEDP) and the Employee Engagement Program.

The development of the new Postal Inspection Service-HERO platform expanded CDU's ability to provide training to all Inspection Service personnel. It allowed all our personnel to complete a combined variety of 69 online courses, with 16,912 completions.

CDU continued to provide training through the COVID-19 pandemic, monitoring CDC guidelines and adjusting training protocols as needed.

At the same time, our In-Service training program conducted 35 in-person trainings, reaching 580 participants. Additionally, we conducted 31 subject matter expert meetings. Once In-Service trainings were resumed in person, CDU established COVID protocols to include antigen testing, face coverings, and social distancing. CDU resumed in-person Basic Inspector Training (BIT) in August 2021. All 21 students successfully completed the program and were sworn in as Postal Inspectors. The Assessment Center process ensures Postal Inspector applicants travel to CDU and are assessed through an in-box exercise, panel interview, and group exercise where they are required to demonstrate the knowledge, skills, and abilities necessary to be a Postal Inspector. They are also required to undergo a polygraph examination. Prior to the COVID pandemic, CDU conducted six Assessment Center events, assessing 134 Postal Inspector applicants.

The Inspection Service Polygraph Unit supports the field through the consultation and administration of polygraph examinations in support of various criminal investigations. They also support the Postal Inspector hiring process through the administration of applicant exams.

During FY 2021, our polygraph examiners conducted 15 criminal examinations in support of field investigations and 80 examinations for Postal Inspector applicants.



The Career Development Unit utilizes VirTra, a police training simulator, to prepare Postal Inspectors and Postal Police Officers for real-world interactions.





PREPARING FOR SUCCESS

COVID Peak Hiring continued at full momentum well into FY 2021. Contributing to the mission of the Postal Inspection Service, the Security Investigations Service Center (SISC) processed over 275,000 National Agency Checks with Inquiries (NACI) background investigations for postal applicants and over 64,000 background investigations for postal contractors. In addition to seasonal help, these employees were onboarded to fill critical vacancies due to COVID-related absences and the rising increase in package volume.

SISC focused on streamlining and enhancing processes in FY 2021. Collaborative efforts between USPS Human Resources and IT resulted in the deployment of an improved Workforce Dashboard. The Dashboard provides more visibility into statuses of NACI background requests and tracks progress towards attaining hiring targets. Enhancements to the Inspector Recruitment Application System (IRAS) and the Recruitment Application Processing System (RAPS) were also deployed in support of expedited 1811 hiring. The modernization of appeals practices resulted in a new electronic appeals process. E-Appeals allow for simplified and more efficient processing of requests when background investigations have been denied or deemed unfavorable.

Despite the transitioning of many team members to working remotely, the SISC workforce continued to meet goals, collaborate, and innovate. Efforts to ensure the safety of SISC personnel reduced the likelihood of the COVID pandemic greatly impacting the workforce. This unprecedented move allowed the SISC to ensure the safety of team members, meet the challenges brought on by the pandemic, promote the continued USPS universal service mission, and maintain the American public's trust in the U.S. Mail.





INVESTIGATIVE STATISTICS: FY 2021

| Program | Cases Initiated | Arrests* | Convictions* |
|---|-----------------|----------|--------------|
| Assaults | 584 | 250 | 165 |
| Burglary | 207 | 51 | 61 |
| Child Exploitation | 7 | 4 | 4 |
| Mail Fraud | 537 | 571 | 340 |
| Mail Theft | 1,079 | 1,511 | 1,263 |
| Prohibited Mail Narcotics | 2,377 | 2,323 | 1,691 |
| Money Laundering | 103 | 189 | 103 |
| Nonmailable, Restricted Matter | 121 | 122 | 77 |
| Revenue Investigations | 20 | 9 | 12 |
| Robbery | 253 | 88 | 42 |
| Suspicious Substances and Items (includes bombs, explosives, threats, hazardous items, non-threatening items, and hoax CBRNE**) | 39 | 23 | 26 |
| Security and Crime Prevention | 440 | | |
| Total | 5767 | 5141 | 3784 |

* Arrests and convictions reported in this period may be related to cases initiated in prior reporting periods. Convictions include pretrial diversions.

** CBRNE refers to chemical, biological, radiological, nuclear, and explosive material.



UNITED STATES POSTAL INSPECTION SERVICE ANNUAL REPORT



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