



U.S. Department of Homeland Security

FY 2019 Summary of Performance and Financial Information

*With honor and integrity, we will safeguard the American people,
our homeland, and our values.*




Fiscal Year 2019 in Review


The Department of Homeland Security (DHS) has a fundamental duty—to secure the Nation from the many threats we face. This vision requires the dedication of more than 240,000 employees in jobs that range from aviation and border security to emergency response, from cybersecurity analyst to chemical facility inspector. Our duties are wide-ranging, and as one team, with one mission—we are one DHS—keeping America safe.


DHS has a robust set of strategic performance measures that gauge and communicate the value we deliver to our stakeholders and the American public published in the [Fiscal Year \(FY\) 19-21 DHS Annual Performance Report](#). During FY 2019, DHS delivered results across all mission areas, ensuring lawful trade and travel, enhancing border operational control, interdicting migrants and drugs in the maritime environment, combatting transnational criminal organizations, and vetting all domestic passengers and checked baggage. Our results demonstrate the Department's efforts to secure key leaders and critical infrastructure, to continue enhancing our immigration system, and to constantly develop our capabilities for response and recovery in the face of disasters.


FY 2019 marks DHS's seventh consecutive year for a clean financial statement audit opinion. DHS's Net Cost of Operations for FY 2019 was \$66.1 billion as compared to \$66.8 billion in FY 2018. Whether sustaining a clean opinion on our financial statements or improving internal controls, the value of transparent and accurate financial reporting cannot be stressed enough.

We hope you enjoy our FY 2019 Summary of Performance and Financial Information (Citizen's Report) that highlights the efforts of our operational Components. Please take advantage of the links at the bottom of each page to learn more about what we do to help secure our Nation.

 [Visit DHS's Website](#)

 [See DHS's Financial Report](#)

 [See DHS's Performance Report](#)

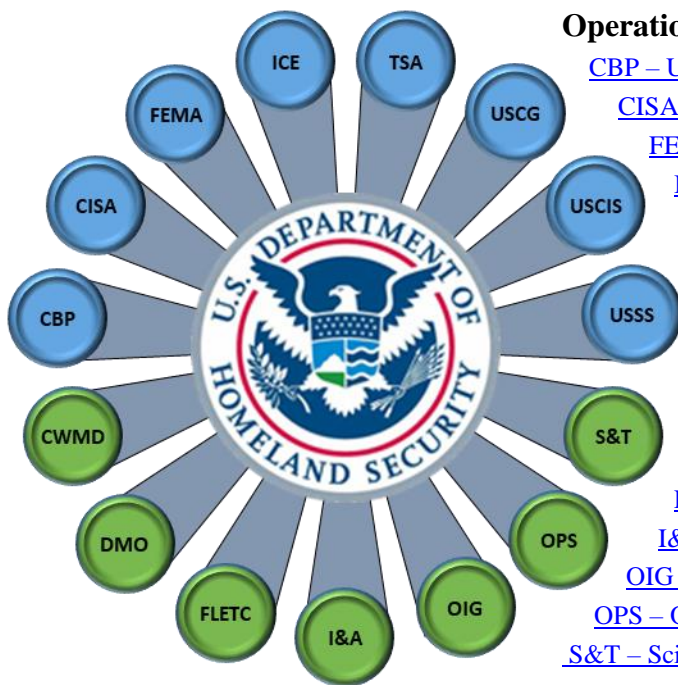
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Our Organization

DHS's operational Components lead the Department's frontline activities to protect our Nation (shaded in blue). The remaining DHS Components (shaded in green) provide valuable resources, analysis, equipment, research, policy development, and support to ensure the frontline

organizations have the tools and resources to accomplish the DHS mission. For the most up-to-date information on the Department's structure, visit our web site at <http://www.dhs.gov/organization>.

Click on the Component's link below to learn more about each organization.



Operational Components

[CBP – U.S. Customs and Border Protection](#)

[CISA – Cybersecurity and Infrastructure Security Agency](#)

[FEMA – Federal Emergency Management Agency](#)

[ICE – U.S. Immigration and Customs Enforcement](#)

[TSA – Transportation Security Administration](#)

[USCG – U.S. Coast Guard](#)

[USCIS – U.S. Citizenship and Immigration Services](#)

[USSS – U.S. Secret Service](#)

Support Components

[CWMD – Countering Weapons of Mass Destruction Office](#)

[DMO – Departmental Management and Operations](#)

[FLETC – Federal Law Enforcement Training Centers](#)

[I&A – Office of Intelligence and Analysis](#)

[OIG – Office of Inspector General](#)

[OPS – Office of Operations Coordination](#)

[S&T – Science and Technology Directorate](#)

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U.S. Customs and Border Protection (CBP)

What we do...



Border Security Operations secures America's Southwest, Northern, and Coastal borders in coordination with the U.S. Coast Guard.



Trade and Travel Operations allows the interception of threats at ports before they cause harm, while expediting legal trade and travel.



Integrated Operations (Air and Marine Operations) supports the Border Patrol's detection and interdiction roles.

What it cost...



CBP's FY 2019 gross public costs were generally consistent with FY 2018 gross public costs.

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 86% interdiction effectiveness along the Southwest Border, an increase compared with the prior four years.
- 98% of imports comply with U.S. trade laws including customs revenue laws, consistent with prior year results.
- 98% of international air passengers comply with federal, state, and local laws and regulations, consistent with prior year results.
- 99% of aircraft incursions across our borders are detected and interdicted, consistent with prior year results.

What's next...

Border Security... CBP has begun implementing the [2020 U.S. Border Patrol Strategy](#)—a holistic approach to achieving Operational Control (OPCON) of the border: 1) impede or deny illegal border crossings; 2) maintain situational awareness; and 3) apply law-enforcement responses.

Travel... Almost a million times each day, CBP officers welcome international travelers into the United States. CBP continues to find new and innovative techniques to assure strong growth of safe global travel while effectively managing risk.

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Cybersecurity and Infrastructure Security Agency (CISA)

What we do...



CISA leads the national effort to defend critical infrastructure against the threats of today, while working with partners across all levels of government and in the private sector to secure against the evolving risks of tomorrow. CISA's vision of a safe, secure, and resilient infrastructure where the American way of life can thrive drives three mission programs:



Cybersecurity; Infrastructure Security; and Emergency Communications.

What it cost...



The decrease is primarily due to the realignment of the Office of Biometric Identity Management.

What we did...

For more information see the FY19-21 DHS Annual Performance Report

59% of critical and high vulnerabilities identified through cyber hygiene scanning were mitigated within the designated timeline, up from prior year.

96% of calls by National Security/Emergency Preparedness users were connected, consistent with prior year results.

88% of facilities self-report they are likely to integrate vulnerability assessment or survey information into security and resilience enhancements, consistent with prior year results.

What's next...

Cybersecurity... CISA will continue to advance federal cybersecurity through a follow-on [FY 2020-2021 Agency Priority Goal](#) to mitigate, within 30 days, 75 percent of critical and high configuration-based vulnerabilities.

Infrastructure Security... To combat cyber-attacks for financial gain, CISA will focus on: supply chain disrupters; 5G wireless; soft targets and crowded places; government network protection; industrial control systems; and election security.

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Federal Emergency Management Agency (FEMA)

What we do...



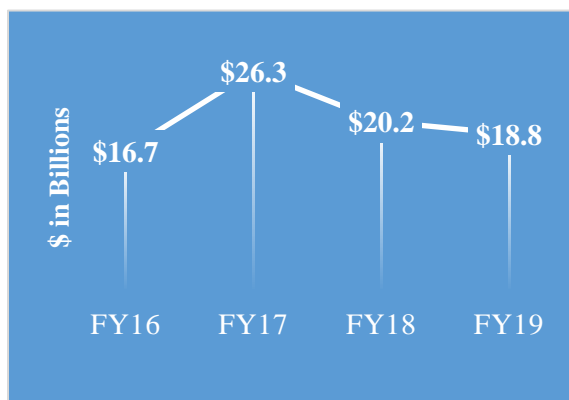
FEMA has eight mission programs supporting a national joint effort between citizens and first responders to build, sustain, and improve capabilities to prepare for, protect against, respond to, recover from, and mitigate all hazards: **Disaster Relief Fund; Education, Training, and Exercises; Grants; Mitigation; National Flood Insurance Fund; Preparedness and Protection; Regional Operations; and Response and Recovery.**

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 62% of adults reported taking multiple preparedness actions at their workplace, school, home, or other community location in the past year (first year reporting).
- 4.3 million properties covered with flood insurance (first year reporting).
- 87% of U.S. population (excluding territories) covered by planned mitigation strategies, consistent with prior year results.
- 78% of applicants satisfied with the simplicity of the Individuals and Households Program (first year reporting).

What it cost...



The decrease is the result of less disaster events during FY 2019.

What's next...

Incident Response... FEMA has begun implementing the [Community Lifelines](#) decision tool to enable continuous operation of government functions and critical business concerns essential to human health, safety, and economic security.

First Responder Training... FEMA will continue to promote community-building initiatives to disseminate and reinforce practical first-response skills including basic first aid, home maintenance, and emergency planning methods.

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U.S. Immigration and Customs Enforcement (ICE)

What we do...



Enforcement and Removal Operations enforces the Nation's immigration laws.



Homeland Security Investigations conducts criminal investigations to protect against terrorist and criminal organizations that threaten public safety and national security.



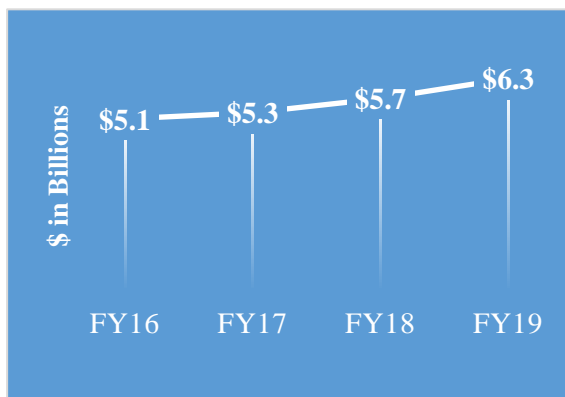
Office of Principal Legal Advisor provides legal counsel, personnel training, and litigation support for all ICE operations.

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 267,258 illegal immigrants returned or removed from the United States, up from prior year.
- 15% of significant Homeland Security Investigations cases resulted in a disruption or dismantlement (heavily degraded or incapacitated) of Transnational Criminal Organizations.
- 76% of cases presented by the Office of Principal Legal Advisor attorneys resulted in removal orders of those in the United States in violation of the immigration laws.

What it cost...



The increase is primarily the result of increased operating expenses to support the expanded immigration law enforcement activity.

What's next...

Family Units... Manage resources to implement a family case management program, facilitating access to community-based housing, healthcare, educational, and legal support.

Process Improvements ... Engage in cross training with the Department of Justice, Office of Immigration Litigation, to facilitate the timely and efficient completion of federal litigation activities.

[Visit ICE's Website](#)

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Transportation Security Administration (TSA)

What we do...



Aviation Screening Operations applies intelligence-driven, risk-based, layered procedures and technology to screen passengers and baggage, increasing aviation security and preventing terrorism and criminal activity.



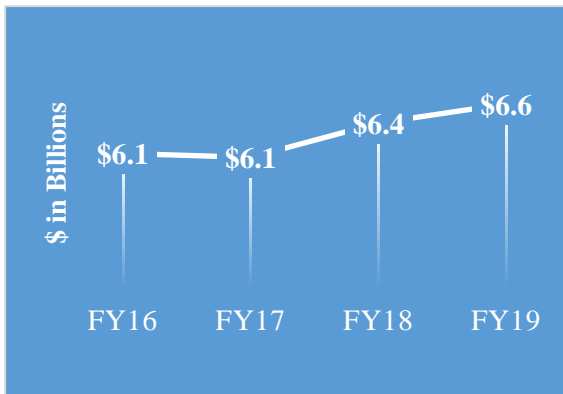
Other Operations and Enforcement encompasses security reviews, assessment, and enforcement activities in the various modes of commercial transportation.

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 100% of passenger data submissions successfully undergo Secure Flight watch list matching.
- 46% of daily passengers receive expedited physical screening based on assessed low risk, slightly down from prior year.
- 89% of air carriers operating from domestic airports comply with standard security programs, up from prior year.
- 98% of TSA regulated entities inspected per fiscal year by transportation security inspectors, up from prior year.

What it costs...



The increase is the result of employee salary and benefit expenses (Operating Costs).

What's next...

Improved Technology... TSA recently began the multi-year deployment of [computed tomography scanners](#) that apply sophisticated algorithms for the detection of explosives, creating three-dimensional images TSA officers can view and rotate for thorough visual image analysis by TSA officers.

Carrier Compliance... TSA continuously engages with air carriers to identify and correct security deficiencies and vulnerabilities to improve compliance with security rules and regulations.

[Visit TSA's Website](#)

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U.S. Citizenship and Immigration Services (USCIS)

What we do...



USCIS operates three mission programs to secure America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting awareness of citizenship, and ensuring the integrity of our immigration system: **Employment Status Verification; Immigration Services; and Fraud Prevention and Detection.**

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 0.2% of workers determined "Employment Authorized" after an initial mismatch with E-Verify (i.e., false positive).
- 71% of respondents satisfied with the citizenship and immigration-related support received from the U.S. Citizenship and Immigration Services Contact Center.
- 91% of applications for citizenship and immigration benefits not approved following a potential finding of fraud.

What it costs...



The increase is primarily the result of an increase in costs related to processing applications.

What's next...

Address Staffing Shortfalls and Training... USCIS has begun implementing plans to address critical staffing and workspace requirements and has also taken steps toward opening a USCIS Academy Training Center.

Backlog Reduction Plan... USCIS continues aggressive backlog-reduction efforts, paired with steps to optimize worker productivity to ensure timely processing of benefit applications.

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U.S. Coast Guard (USCG)

What we do...



USCG, one of five armed services designated by law, employs a distinctive blend of authorities, capabilities, competencies, and partnerships across five mission programs to provide the President, Secretary of Homeland Security, and Secretary of Defense with options to ensure the Nation's safety, security, and stewardship in the maritime domain: **Maritime Law Enforcement; Maritime Prevention; Maritime Response; Marine Transportation System Management; and Maritime Security Operations.**

What it costs...



The increase represents an increase in business operating cost.

What we did...

For more information see the FY19-21 DHS Annual Performance Report

- 86% migrant interdiction effectiveness in the maritime environment, significantly up from prior year.
- 78% percent of people in imminent danger saved in the maritime environment, consistent with prior year.
- 97% availability of short-range federal maritime navigational aids consistent with prior year.
- 748 is the three-year average of serious marine incidents, up from the prior year.

What's next...

Modernization...the U.S. Coast Guard continues its aggressive capital improvement plan to modernize air and maritime fleets to focus on delivering the Offshore Patrol Cutter, supporting Domestic Icebreaking, and acquiring the Medium Range Surveillance Aircraft.

Maritime Incidents...USCG will focus on work to counteract the capabilities of small Unmanned Aerial Systems (UAS) as well as building the counter-UAS capabilities of operational Sectors to address threats from adversaries.

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U.S. Secret Service (USSS)

What we do...



Protective Operations protects the President and Vice President and their families, former Presidents and their spouses, and other designated individuals.



Field Operations supports the daily operations of the domestic and international field offices conducting criminal investigations of financial crimes, cybercrimes, counterfeit currency, and protective intelligence.



What we did...

For more information see the FY19-21 DHS Annual Performance Report

100% of protectees (e.g., President, Vice President, and Foreign Dignitaries) arrived and departed safely.

\$7.1 billion of cyber-financial crime loss prevented (first year reporting).

3,375 law enforcement personnel trained in cybercrime and cyberforensics both domestically and overseas, a three-year upward trend.

0.0060% of inspected currency identified as counterfeit, a slight improvement over prior year's results.

What it costs...



The increase is primarily the result of the replacement of vehicles and increased construction.

What's next...

Operational Tempo and Balancing Workload...

USSS continues to address operational-tempo concerns flowing from the increase in permanent protectees by improving analytic capability and operational planning capacity across Protective Operations.

Balancing Training...

USSS has begun adapting to adversaries' cyber and technology capability improvements while concentrating staffing and resources to allow time for training.

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Homeland
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