

INTERNAL REVENUE SERVICE CRIMINAL INVESTIGATION

The Internal Revenue Service (IRS) includes both civil and criminal enforcement functions and operates out of its national headquarters (National Office) in Washington, DC; seven regional offices; 63 district offices; and various smaller posts of duties which report to the district offices. Criminal Investigation (CI) is one of two criminal law enforcement functions within the IRS.

First level CI supervisory special agents in field offices are known as group managers. Mid-level CI field managers (Assistant Special Agents in Charge) are designated as either Assistant Division Chiefs or Branch Chiefs depending upon the size of the district office and the number of special agent groups supervised. Top level field managers (Special Agents in Charge) are titled Division Chiefs and report to multi-functional executives, District Directors, who oversee all IRS functions in the district offices. There are also a number of managerial and staff positions in the regional offices and the National Office.

The following biographies detail how four women have progressed through the various levels of management in Criminal Investigation to become executive and top level managers in the IRS.

**Glenda M.
Pappillion**



Glenda was born and raised in Lake Charles, Louisiana. She began her career with the IRS in the Examination Division as a co-op student at McNeese State University. After graduating in 1973, she became a revenue agent in New Orleans. She became a special agent in the Philadelphia District in 1975. She was a special agent in Houston from 1977 to 1981.

In 1981, Glenda went to the National Office as an analyst to coordinate the Illegal Tax Protestor Program. She transferred to Chicago as a special agent in 1982. While in Chicago, Glenda investigated a group of Yugoslavian officials involved in a multi-million dollar illegal money laundering activity in the United States. This case eventually led to the arrest and prosecution of all the officials and was the first of its kind to be investigated in the Midwest Region area. She also served in several undercover investigations.

Glenda was promoted to group manager in Chicago in 1984. She supervised 12 agents who were primarily responsible for investigating individuals involved in narcotics and money laundering.

In 1984 Glenda became the first woman in Criminal Investigation to be selected as a Branch Chief. As a Branch Chief in Chicago, Glenda supervised seven groups with a total of more than 80 employees. Her branch was responsible for covering a variety of program areas involving narcotics, illegal gambling, organized crime, pornography, illegal tax protestors, and undercover activities.

On August 1, 1988, Glenda became the first woman in the history of Criminal Investigation to be selected as a Division Chief. She reported to the Houston District Criminal Investigation Division (CID) on that date and served in that capacity until November 1990.

On November 26, 1990, Glenda was selected for the 1991 IRS Executive Development Class.

Once again, she was the first woman to be selected for this program from Criminal Investigation. Glenda completed her Executive training and is presently serving as the Assistant District Director in the Seattle District of the Internal Revenue Service.

Glenda is a member of the Alpha Kappa Alpha Sorority and is actively involved in the IRS' AIM (Association for the Improvement of Minorities) Organization, NOBLE (National Organization of Black Law Enforcement Executives), and is always recruiting on college campuses for minorities to work in the Criminal Investigation Division.

Diane Svoboda



Diane began her career as a special agent in the Los Angeles District in January 1972. She was one of the first five women hired by IRS to be special agents.

Diane became a group manager in Los Angeles in 1979 and held that position until 1987 when she was selected as the Regional Representative in the office of the Assistant Commissioner Criminal Investigation in National Office. In 1989 Diane went to the St. Louis District as Assistant Division Chief. In 1990 she was selected as the CI Division Chief in the Milwaukee District.

Diane became the second

woman from Criminal Investigation to be selected to become an IRS executive when she was selected for the 1992 Executive Development Class. She is currently attending Executive Training.

Diane received a Bachelor of Science Degree from the University of Arizona in 1966 and a Master of Science in Business Education from Arizona State University in 1967. She belongs to the Professional Managers Association, the Federal Criminal Investigators Association, the Professional Women's Association, and the Bike Trek Fund Raisers for the American Lung Association.

Deborah Frahm



"Everything I ever wanted in a job I found at the IRS", says Deborah Frahm. Debbie is the CI Division Chief in the Columbia (SC) District and has been breaking new ground at every step in her career with the IRS.

She was the first woman hired as a special agent in the Milwaukee District; the first woman CI Branch Chief in the Austin (TX) Service Center; the first woman group manager in CI in the Austin (TX) District; the first woman Assistant Division

Chief in the Atlanta District; and the first woman CI Division Chief in the Columbia District.

She came to government service after finding that, as a music major, jobs were hard to come by. She accepted a position as a clerk-typist with the IRS and credits her manager with steering her to Criminal Investigation (CI). She attended night school and moved on to the position of tax fraud investigative aide with CI.

Debbie is also interested in travel, hoping to return to Berlin to see the changes in Germany since her visit in 1989. She also keeps up with her music, playing clarinet in the community band. "I feel the need to be balanced in life; you bring more enrichment and concentration to your job when you have outside interests."

Debbie advocates government work. She guided her sister to a job as a revenue officer in the El Paso, Texas, IRS office.

Debbie feels that she has found her niche in CI and is glad that the opportunities are now here for women. "There just aren't many women in CI right now. I'm one of the first, but not the last."

Diane Warcholak



Diane Warcholak is a native of Conneaut, OH, a railroad town northeast of Cleveland on the shores of Lake Erie. She graduated from Kent State University and was hired by the IRS as a revenue agent in the Examination Division of the Cleveland District in 1969.

The Criminal Investigation Division in Cleveland selected Diane as that district's first woman special agent in April 1973. In 1979 she was selected as a group manager in the Cleveland District making her the first woman group manager in the Central Region and one of only three in the country. Diane served as the group manager in the Akron, OH, office for four years.

In 1983, Diane moved to the Central Region in Cincinnati, working there as a program analyst until 1985. Diane achieved a nationwide first in September 1985 when she was selected as the CI Division Chief in the Foreign Operations District. Since March 1988, Diane has served as the Staff Assistant to the Assistant Commissioner (CI) in National Office.

Diane's husband Tony also works for the IRS National Office in the Examination function. Diane and Tony have three teenage daughters - Lara, Amie, and Lisa.