



# Office of Government Information Services Open Cases

as of March 25, 2011

Case #	Received	Dept/Agency	Category	Description	Status	Notes
10-0071	3/3/2010	NASA	Ombuds issues	Customer asked for OGIS assistance with a voluminous request that has been filed with 60+ other agencies. Asked if OGIS could help facilitate communication for responses.	Facilitating resolution	OGIS worked with the requester to narrow the scope; met with representatives from several agencies to discuss the requests and share the narrowed fields. Many agencies have responded and OGIS continues to assist other agencies.
10-0122	4/5/2010	HHS	Agency practices	Customer questioned agency's process of deleting certain information from a preliminary response without citing an exemption or formally denying release.	Facilitating resolution	OGIS began discussing the issue with the agency and the DOJ's OIP in 05/10 to try to reach a resolution. Agency updated customer on progress on 11/12/10 but customer still requesting OGIS assistance. OGIS, customer and agency met to discuss on 2/22/11.
10-0139	4/14/2010	n/a	Denial	Customer is seeking assistance in obtaining more information regarding withholdings and for denial of fee waiver.	Fact finding	OGIS clarified issues with customer and will discuss matter with CIA.
10-0153	4/26/2010	n/a	Agency practices	Customer is seeking OGIS assistance with the assignment of rights from JMP to NSC.	Facilitating resolution	OGIS to discuss matter with CIA week of 5/10/2010.

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10-0202	5/17/2010	State and DHS	Delay	Customer seeks information on the status of 20 delayed requests	Facilitating resolution	Department of State forwarded an updated status of all cases (28). Analyst has followed up with the customer and attorney, awaiting response. Also received USCIS statuses.
10-0212	5/24/2010	VA	Fees	Agency quoted the requester \$50,000 to pull 1,000 records requested for review, not duplication, citing an agreement with the Federal Records Center to charge \$50/record. Customer disputes the fees being charged.	Facilitating resolution	Customer appealed the agency's response. The agency remanded the appeal with a suggestion to work with the requester on the fee issue. In 12/10, agency began sampling some records to provide an estimate but has not been able to update OGIS on progress.
10-0245	6/17/2010	Treasury	Fees	Initial FOIA request to Department of Energy was re-routed to Department of Treasury and requester disputes the fees as well as some processing details.	Facilitating resolution	The requester appealed the adverse decision; OGIS spoke with the person working on the appeal who was looking into whether fees might be different if the records were provided electronically.
10-0246	6/24/2010	Multiple	Denial	Customer filed the same request with approximately 40 departments and agencies; some have denied citing one or more exemptions while one agency released it. The customer asked if OGIS could help determine the appropriate consistent response.	Facilitating resolution	OGIS, OMB and OIP held a fact finding meeting and call with representatives to gather information on 09/16/10. OGIS held a second meeting on 11/29/10 and will continue working with agencies and requester to resolve the dispute.

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10-0248	6/24/2010	DHS, HHS, DOD, Natl Endowment for Democracy	Delay	Customer is looking for the status of multiple requests.	Ombuds service provided	Obtained status of all agencies' requests. Customer has been informed via phone of the current statuses and options. Ombuds services provided 9/7/10, however customer would like OGIS case to remain open until all FOIA requests completed.
10-0284	7/20/2010	DOJ	Delay	Customer is looking for the status of request.	Fact finding	Customer also seeking information on agency practices.
10-0304	8/10/2010	DOJ	Ombuds issues	Customer is looking for the status of requests and appeals with BOP.	Fact finding	Sent letter asking for consent on 8/18/10, awaiting response from customer before attempting to contact agency.
10-0321	8/31/2010	State	Delay	Customer is looking for the status of request.	Fact finding	Consent received. Analyst contacted State, waiting for a response (9/17/10).

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10-0338	9/13/2010	DOJ	Denial	Customer disputes the denial of request.	Fact finding	I have attempted to contact the requester on 4 occasions by phone to no avail. Received a letter from attorney March 14, 2011. I left a message at DOJ/Voting Rights section, awaiting response. Follow up March 29, 2011.
10-0343	9/20/2010	FDIC	Denial	Customer disputes the agency's withholding of information under Exemptions 4 and 6.	Fact finding	On 11/22 the agency said it would respond to the remand within 30 days and suggested a discussion then on any remaining issues in dispute. On 02/14/11, the agency said it was not sure when it would finish the appeal response.
10-0344	9/20/2010	VA	Denial	Customer disputes the withholding of information.	Fact finding	Appeal still pending with VA. Will make contact to the VA to determine the status of the appeal.
10-0351	9/22/2010	DOD	Agency practices	Customer is not satisfied with response given by the agency	Assigned to analyst	

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2011-0010	10/4/2010	DOJ	Delay	Customer is looking for the status of a request.	Fact finding	Closed the case after customer did not respond to 10/5/2010, 10/15/2010 and 12/13/2010 e-mails from OGIS seeking Privacy Act consent.
2011-0027	10/21/2010	OPIC	Denial	Customer disputes the withholding of information and finds exemption citations do not provide enough information to properly appeal denials.	Fact finding	Customer clarified the items and issues of the greatest interest. Agency agreed to review those items and its own position on the response.
2011-0040	10/22/2010	DOEd	Fees	Customer disputes Agency denial of fee waiver	Assigned to analyst	
2011-0049	11/2/2010	SSA	Denial	Customer disputes the withholding of information, particularly under Exemption 5.	Fact finding	Discussed the case with the customer. Agency had moved to a new location and took some time to find the file but offered to re-review its release in early March and will get back to OGIS.

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2011-0051	10/29/2010	DHS	Ombuds issues	Customer is looking for the status of request	Assigned to analyst	
2011-0052	10/29/2010		Ombuds issues	Customer is possibly looking for assistance on narrowing the scope	Assigned to analyst	
2011-0053	11/3/2010	USDA	Ombuds issues	Customer disputes the redactions on contract data.	Fact finding	Customer agreed to file an appeal. OGIS had scheduled a tel-con with agency to discuss on 12/15 but agency has not responded to several messages to try to discuss this.
2011-0062	11/8/2010	USPS	Denial	Customer disputes the withholding of information.	Assigned to analyst	

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2011-0070	11/15/2010	DOJ	Denial	Customer disputes the withholding of information related to an FBI confidential informant.	Facilitating resolution	Agency is firm that it cannot release information about a third party without that person's consent but OGIS is working with agency to receive more information to provide to customer if possible.
2011-0078	11/17/2010	DHS, NSA, DOD	Fees	Customer disputes agency's denial of news media status.	Fact finding	OGIS is awaiting additional correspondence from the requester to better understand the various agencies' positions and will then review that alongside the agency regulations to determine whether there is a dispute that OGIS can assist with.
2011-0079	11/18/2010	DOJ	Delay	Customer is looking for the status of an appeal.	Assigned to analyst	
2011-0082	11/19/2010	HHS	Delay	Customer is looking for the status of request.	Assigned to analyst	

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2011-0087	11/22/2010	HUD	Delay	Customer is looking for the status of request.	Assigned to analyst	
2011-0088	11/22/2010	HHS	Denial	Customer disputes the withholding of information.	Fact finding	Consulted with HHS appeals personnel as well as have spoken to the requester.
2011-0090	11/23/2010	DOD	Delay	Customer is looking for the status of request.	Fact finding	Spoken with customer about details or request. Will reach out to Coast Guard shortly (9Dec2010)
2011-0091	11/24/2010	DOD	Agency practices	Customer disputes DOD's practices and policies allowing it to unilaterally withdraw FOIA requests without requester's input.	Fact finding	Discussed the case with the customer and will set a time to talk with the agency in mid-March.

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2011-0095	11/30/2010	VA	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0101	12/2/2010	DOD	Fees	Customer disputes the fee category assigned by the Agency	Fact finding	OGIS re-opened case, originally closed on 12/17/2010, on 1/3/2011 after agency did not re-categorize as it said it would. After discussion with agency FOIA official, agency agreed to re-categorize the requester's fee category.
2011-0102	11/8/2010	DHS	Agency practices	Customer wants OGIS assistance on perfecting request and getting agency to respond.	Fact finding	
2011-0113	12/10/2010	DOJ	Denial	Customer disputes the withholding of information.	Fact finding	

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2011-0116	12/15/2010	SBA	Denial	Customer disputes redacted categories of information in a request for disaster loan data.	Facilitating resolution	The agency discussed the reasons why this information cannot be released and OGIS shared that with the customer. The agency offered to provide general statistics which the customer is interested in receiving. OGIS will facilitate that.
2011-0120	11/8/2010	DOJ	Denial	Customer disputes the withholding of records.	Assigned to analyst	
2011-0123	11/8/2010	DOJ	Denial	Customer disputes the withholding of records.	Assigned to analyst	
2011-0124	11/8/2010	DOJ	Agency practices	Customer disputes the aggregation of multiple requests.	Assigned to analyst	

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2011-0127	12/17/2010	DHS	Privacy Act	Customer is looking for assistance with his PA request.	Fact finding	
2011-0130	12/21/2010	CIA	Agency practices	Customer seeks assistance obtaining records and disputes the agency's policy by which it refused to accept his appeal.	Facilitation failed to resolve dispute, Ombuds service provided	The agency's position remains that it does not have to accept appeals if it does not give appeal rights. Here, the agency did provide suggestions to the customer on rephrasing the requests so they will not be closed. OGIS will pursue the appeal issue.
2011-0144	1/3/2011	CIA	Agency practices	Customer disputes agency's statement that it cannot conduct a search based on the request filed; also disputes agency failure to grant appeal rights.	Dispute resolved via facilitation, Ombuds service provided	The agency explained why it did not accept the customer's request to start with and suggested the customer re-file the request including the missing information. The customer agreed to this approach.
2011-0146	1/4/2011	DOJ	Denial	Customer is looking for assistance and information on how OGIS can assist with a denied request.	Fact finding	

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2011-0149	1/5/2011	Treasury	Denial	Customer disputes the denial of a request, particularly in light of a separate recent disclosure law.	Fact finding	Agency provided additional information about the progress of creating a public version of the electronic record requested that would be stripped of the proprietary data that is requiring the agency to withhold. Customer shared other concerns with OGIS
2011-0153	1/7/2011	USPS	Denial	Customer disputes the withholding of records.	Fact finding	Spoke with customer; asked for copies of correspondence prior to OGIS contacting agency. Have not yet received customer's correspondence.
2011-0156	1/6/2011	DOL	Delay	Customer is looking for the status of an appeal	Assigned to analyst	
2011-0157	1/9/2011	DOL	Delay	Customer is looking for the status of an appeal	Assigned to analyst	

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2011-0158	1/9/2011	DOL	Ombuds issues	Customer did not receive records in native electronic format.	Assigned to analyst	
2011-0159	1/10/2011	DOI	Denial	Customer did not receive records responsive to the request.	Assigned to analyst	
2011-0164	1/12/2011	Treasury	Delay	Customer is looking for the status of a delayed appeal where the agency has denied access to records.	Fact finding	Agency publicly released some of the data at issue in the meantime but customer seeks additional information not provided. Customer will specify to OGIS what is missing.
2011-0165	1/13/2011		Ombuds issues	Agency is seeking OGIS assistance in a matter involving a repeat requester	Assigned to analyst	

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2011-0166	1/15/2011	DHS	Ombuds issues	Customer is looking for clarification regarding a FOIA response she received from DHS	Assigned to analyst	
2011-0168	1/18/2011	DOI	Denial	Customers disputes the redactions made by the agency.	Assigned to analyst	
2011-0169	1/19/2011	USAID	Delay	Customer is looking for status of request.	Assigned to analyst	
2011-0170	1/21/2011	DOE	Delay	Customer has received some records in response to request, but agency says other records are currently with a different agency and will not elaborate or give an estimated date of completion.	Facilitating resolution	Obtained additional information about the response and the reasons for the delay which OGIS shared with the customer.

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2011-0172	1/23/2011	DOD	Fees	Customer disputes the fees being charged by the agency.	Fact finding	
2011-0174	1/27/2011	HUD	Delay	Customer is looking for acknowledgment and status of request with expedited processing.	Fact finding	
2011-0175	1/24/2011	CNCS	Denial	Customer disputes the partial withholding of information.	Assigned to analyst	
2011-0176	1/31/2011	DHS	Denial	Customer disputes the denial of request.	Assigned to analyst	

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2011-0177	2/2/2011	HHS	Denial	Customer disputes the denial of request.	Fact finding	Left a message for customer 2/16/2011.
2011-0179	2/7/2011	DOJ	Delay	Customer is looking for the status of two requests.	Fact finding	Left messages at OIG and OPR for the status of the requests 2/16/2011.
2011-0180	2/7/2011	DOD	Denial	Customer disputes the withholding of information.	Fact finding	OGIS has discussed the case with the customer and set a time to talk with the agency in mid-March.
2011-0181	2/14/2011	DOJ	Ombuds issues	Misdirected request.	Assigned to analyst	

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2011-0182	2/14/2011	SSA	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0183	2/17/2011		Ombuds issues	Customer asked for information on where to request certain records.	Fact finding	OGIS contacted the customer for clarification on what specifically we might be able to assist with.
2011-0184	2/11/2011	HHS	Fees	Customer disputes fees and is looking for status of request	Assigned to analyst	
2011-0185	2/12/2011	OPM	Delay	Customer is looking for the status of requests that have not been acknowledged	Fact finding	

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2011-0186	2/21/2011	VA	Denial	Customer disputes agency response of "no records".	Assigned to analyst	
2011-0187	2/23/2011	DOJ	Denial	Customer disputes the withholding of information.	Assigned to analyst	
2011-0191	2/25/2011	State	Delay	Customer is not satisfied with the time taken to process their request	Assigned to analyst	
2011-0193	3/2/2011	DOD	Denial	Customer disputes the withholding of records requested.	Assigned to analyst	

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2011-0194	3/2/2011	HHS	Delay	Customer is looking for the status of request.	Fact finding	OGIS is awaiting the signed Privacy Act consent prior to contacting the agency.
2011-0195	3/2/2011	DOJ	Denial	Customer disputes the withholding of information requested.	Assigned to analyst	
2011-0196	3/2/2011	DOJ	Denial	Customer disputes the withholding of information.	Assigned to analyst	
2011-0197	3/4/2011	OPM	Delay	Customer is looking for the status of request.	Assigned to analyst	

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2011-0200	3/7/2011	DOJ	Denial	Customer disputes the partial withholding of information requested.	Assigned to analyst	
2011-0202	3/7/2011	DOJ	Denial	Customer disputes the withholding of information.	Fact finding	Customer had just filed an appeal and agreed the agency should have the opportunity to respond. If the response is delayed past the statutory time period, customer will ask for further OGIS assistance.
2011-0203	3/7/2011	HHS	Delay	Customer disputes response given by the agency and seeks status of appeal.	Assigned to analyst	
2011-0204	3/7/110	State	Delay	Customer seeks status of pending request and disputes the agency's practices regarding electronic format requests.	Assigned to analyst	

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2011-0208	3/21/2011	DHS	Delay	Customer seeks the status of a referred request.	Assigned to analyst	
2011-0209	3/21/2011	DHS	Delay	Customer has eight outstanding requests to this agency for which he seeks the status.	Fact finding	OGIS is awaiting the signed Privacy Act consent prior to contacting the agency.
2011-0210	3/21/2011	Education	Denial	Customer disputes scope of documents released in response to request.	Assigned to analyst	
2011-0211	3/21/2011	DOJ	Ombuds issues	Customer is seeking assistance finding out who within EOUSA is appointed to review misconduct of U.S. attorneys.	Assigned to analyst	

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2011-0212	3/16/2011	State	Delay	Customer seeks assistance with a FOIA request with the State Department that has been pending for 19 months.	Pending assignment	
2011-0213	3/21/2011	VA	Privacy Act	Customer is seeking assistance determining the status of a Privacy Act request.	Pending assignment	
2011-0214	3/11/2011	HHS	Delay	The FOIA appeal has been pending for more than five months and the customer seeks OGIS assistance in determining the status of the appeal.	Fact finding	
2011-0215	3/23/2011	SSA	Denial	Customer seeks employment dates for former agency employee; unclear whether request may have been phrased too broadly.	Pending assignment	