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2011-0161	1/7/2011	DOJ	Delay	Customer is looking for acknowledgment and the status of his November 2010 FOIA request	Ombuds service provided	Provided customer with tracking number and regional office where request is being processed.	1/18/2011
2011-0162	1/12/2011	EEOC	Delay	Customer is looking for acknowledgment and the status of his November 2010 FOIA request	Ombuds service provided	Contacted agency FPL, who provided tracking no. & said agency would re-send acknowledgment letter to correct address; also provided info on role of FPL's & link for contact info of all agency FPL's	1/25/2011
2011-0163	1/12/2011	CIA	Delay	Customer disputes the Glomar response given by the agency	Ombuds service provided	Gave customer update on where appeal is, explained what one must show to prove a Glomar response is not proper and suggested customer request unclassified documents from the State Department	3/3/2011
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.	Admin closure	Agency publicly released some of the data at issue in the meantime but customer seeks additional information not provided. Customer will review records and return to OGIS if additional assistance is needed.	4/4/2011
2011-0165	1/13/2011		Ombuds issues	Agency is seeking OGIS assistance in a matter involving a repeat requester	Assigned to analyst		
2011-0166	1/15/2011	DHS	Ombuds issues	Customer is looking for clarification regarding a FOIA response she received from DHS	Assigned to analyst		

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2011-0167	1/18/2011	VA	Ombuds issues	Customer is looking for additional records not received from FOIA request.	Ombuds service provided	Provided information about how to request records.	2/8/2011
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	Agency provided additional information about the response and the reasons for the delay and kept OGIS updated on the status, including the date the request was returned from consultation and when it would go out to the customer. OGIS relayed to customer.	
2011-0171	1/23/2011	CIA	Agency practices	Customer seeks assistance obtaining records and disputes the agency's policy by which it refused to accept his appeal. Case was merged with case #2011-0130 due to identical issues.	Admin closure	Case merged with #2011-0130.	2/7/2011
2011-0172	1/24/2011	DOD	Fees	Customer disputes the fees being charged by the agency.	Fact finding		

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2011-0173	1/25/2011	State	Delay	Customer is looking for status of request.	Request for info satisfied	Provided customer with information about the status of his request. Also provided information about his fee category.	3/2/2011
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.	Ombuds service provided	Requester filed request for OGIS assistance at the same time she filed an appeal. Agency responded, granting appeal and releasing responsive records.	4/4/2011
2011-0176	1/31/2011	DHS	Denial	Customer disputes the denial of a FOIA request.	Request for info satisfied	Provided customer with information about the Glomar response.	3/28/2011
2011-0177	2/2/2011	HHS	Denial	Customer disputes the denial of request.	Fact finding	Left a message for customer 2/16/2011. Need actual responses from agency. Contact with FDA will be attempted the week of 4/18.	
2011-0178	2/3/2011		Ombuds issues	Customer is looking for information on where to submit request	Ombuds service provided	Provided customer with information requested.	2/24/2011

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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 with the DoD OGIS Liaison. Will now contact Army directly to discuss.	
2011-0181	2/14/2011	DOJ	Ombuds issues	Misdirected request.	Assigned to analyst		
2011-0182	2/14/2011	SSA	Ombuds issues	Misdirected request.	Assigned to analyst		
2011-0183	2/17/2011	SSA	Ombuds issues	Customer disputes the denial of information for privacy reasons.	Ombuds service provided	OGIS learned the customer was generally looking for family information. Explained why information about living individuals cannot be released without consent at the federal level and suggested alternatives to get the underlying information from the state.	3/25/2011
2011-0184	2/11/2011	HHS	Fees	Customer disputes fees and is looking for status of request	Assigned to analyst		



Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0185	2/12/2011	OPM	Delay	Customer seeks status of two requests that were acknowledged with an automatic e-mail in the fall of 2010	Ombuds service provided	Agency re-acknowledged & began processing two requests, which were submitted in October & November 2010 but were not in the agency's FOIA queue.	4/4/2011
2011-0186	2/21/2011	VA	Denial	Customer disputes agency response of "no records".	Ombuds service provided	Provided customer status of his appeal and information regarding the different processes for obtaining records under FOIA and under discovery.	4/8/2011
2011-0187	2/23/2011	DOJ	Denial	Customer disputes the withholding of information.	Assigned to analyst		
2011-0188	2/23/2011	DHS	Fees	Customer under a tight deadline and disputes being placed in the commercial requester fee category. CBP denied his request to be placed in the educ'l institution fee category b/c he requested information to complete his thesis.	Dispute resolved via facilitation, Ombuds service provided	Spoke to CBP about requirements for placement in the commercial requester fee category and explained that requester submitted request on his own behalf, not on behalf of another entity. CBP suggested that requester file an appeal.	3/2/2011
2011-0189	2/24/2011	NARA	Privacy Act	Customer was confused about the status of a request for an FBI file accessioned to NARA.	Ombuds service provided	Provided additional information about the request.	3/23/2011
2011-0190	2/24/2011		Ombuds issues	Customer is looking for information on the services of OGIS as well as information on receiving research help. Received another letter 2/25 which was a misdirected request. Provided customer with all the information requested.	Ombuds service provided		3/2/2011

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2011-0191	2/25/2011	State	Delay	Customer is not satisfied with the time taken to process their request	Fact finding		
2011-0192	2/28/2011	DOJ	Privacy Act	Misdirected request inquiring about status of EOUSA remand on Privacy Act request.	Ombuds service provided	OGIS responded to customer to clarify the misdirected request, returning the documents sent. Advised the address where it appeared he was trying to send his inquiry.	3/4/2011
2011-0193	3/2/2011	DOD	Denial	Customer disputes the withholding of records requested.	Assigned to analyst		
2011-0194	3/2/2011	HHS	Delay	Customer has two FOIA requests with the agency and is unable to get a status on their progress.	Fact finding	The agency FOIA Public Liaison gave some general information about the requests and wanted to have the person working on the responses contact OGIS. She was out of the office the week of 04/18/11 and would contact OGIS upon her return.	
2011-0195	3/2/2011	DOJ	Denial	Customer disputes the withholding of information requested.	Ombuds service provided	Encouraged customer to file an appeal.	4/7/2011
2011-0196	3/2/2011	DOJ	Denial	Customer disputes the withholding of information.	Ombuds service provided	Explained the "no records" response and gave requester several ideas for conducting research both within & outside of FOIA at the FBI and at the National Archives; also explained DOJ FOIA fees.	4/8/2011

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2011-0197	3/4/2011	OPM	Delay	Customer is looking for the status of request.	Assigned to analyst		
2011-0198	3/4/2011	DHS	Ombuds issues	Seeking information regarding how to obtain records related to her family's denial of entry into the US.	Assigned to analyst, Ombuds service provided	Responded to customer with DHS FOIA contact information to assist with making a request there.	3/24/2011
2011-0199	3/6/2011		Ombuds issues	Seeking testimony of actor Lee J. Cobb before the House Un-American Activities Committee in June 1953 (year not entered correctly).	Ombuds service provided	Contacted NARA's Center for Legislative Archives and learned that requester can purchase what he seeks at GPO or can go to the GPO Depository Library closest to him; gave requester specific information for locating what he seeks.	3/24/2011
2011-0200	3/7/2011	DOJ	Denial	Customer disputes the partial withholding of information requested.	Fact finding		
2011-0201	3/7/2011		Ombuds issues	Customer erroneously sent OGIS a request for his own draft notice.	Ombuds service provided	OGIS contacted the appropriate office to receive this request and forwarded it there for response and responded to the customer describing same.	3/25/2011
2011-0202	3/7/2011	DOJ	Denial	Customer is looking for the status of the appeal.	Ombuds service provided	Customer had just filed an appeal and agreed the agency should have the opportunity to respond. Customer is working with agency directly to ascertain the status and will return to OGIS if additional assistance is needed.	4/12/2011

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2011-0203	3/7/2011	HHS	Delay	Customer disputes response given by the agency and seeks status of appeal.	Fact finding		
2011-0204	3/7/2011	State	Delay	Customer seeks status of pending request and disputes the agency's practices regarding electronic format requests.	Fact finding		
2011-0205	3/8/2011		Ombuds issues	Cannot determine if customer made a FOIA request or some other type of request to agency.	Ombuds service provided	Provided information about OGIS's role.	3/24/2011
2011-0206	3/8/2011		Ombuds issues	Seeking information about Ulysses S. Grant and his appointment to West Point.	Ombuds service provided	Provided additional information.	3/24/2011
2011-0207	3/14/2011		Ombuds issues	Customer seeks assistance in obtaining records from private companies.	Ombuds service provided		3/23/2011
2011-0208	3/21/2011	DHS	Delay	Customer seeks the status of a referred request.	Fact finding	Left a follow-up voicemail for DHS FPL 4/13/11.	

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2011-0209	3/21/2011	DHS	Delay	Customer has eight outstanding requests to this agency for which he seeks the status.	Dispute resolved via facilitation, Ombuds service provided	OGIS contacted the agency to ask about the status and the agency replied to the customer directly. The customer and agency have been productively communicating and do not require additional OGIS assistance at this time.	4/8/2011
2011-0210	3/21/2011	Education	Denial	Customer disputes scope of documents released in response to request.	Ombuds service provided	Explained appeal process to customer and encouraged him to file an appeal asap. He will contact OGIS again if there is a delay in receiving an appeal decision.	4/11/2011
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	Explained EOUSA response to request and OIP appeal decision. Provided information about filing a complaint with DOJ OPR and/or OIG related to allegations of govt misconduct.	3/25/2011
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.	Fact finding		
2011-0213	3/21/2011	VA	Privacy Act	Customer is seeking assistance determining the status of a Privacy Act request.	Ombuds service provided	Privacy Act request completed 4/18/2011. sent email and left phone message for customer 4/20/2011.	4/20/2011
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.	Dispute resolved via facilitation, Ombuds service provided	The agency was able to share with the requester that the final response was currently being drafted and would go through another review process before the response was sent.	4/22/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0215	3/23/2011	SSA	Denial	Customer disputes a denial.	Ombuds service provided	Provided further information about (b)(3) denials.	4/25/2011
2011-0216	3/10/2011	HHS	Delay	Customer seeks assistance with a 3-year-old request.	Fact finding		
2011-0217	3/24/2011	Education	Denial	Customer disputes agency denial, on appeal, of records related to a teaching grant.	Fact finding		
2011-0218	3/29/2011	DOJ	Denial	Customer disputes agency's denial and questions appellate review process.	Ombuds service provided	The agency provided more information about its process and explained that for open investigations, it will always claim Ex. 7(A). Customer appreciated the additional information. OGIS will follow up on the appeal analysis issue.	4/29/2011
2011-0219	3/29/2011	DOT	Delay	Customer has two outstanding FOIA requests with the agency from February 2010 and has been unable to get a status update.	Pending assignment		
2011-0220	3/25/2011	N/A	Ombuds issues	Customer is looking for information on where to make a request for records about federal grants.	Ombuds service provided, Request for info satisfied	Provided information about OGIS's mission and suggested ways to research grants.	4/8/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0221	3/30/2011	N/A	Undetermined/TBD	Customer seeks information unrelated to a FOIA request.	Request for info satisfied	Provided information about OGIS's scope and mission. Directed customer to another source to answer unrelated questions.	4/8/2011
2011-0222	3/30/2011	DOJ	Denial	Customer disputes the thoroughness of the searches done in response to two FOIA requests.	Ombuds service provided	Provided information on the agency's search practices.	4/25/2011
2011-0223	3/31/2011	Treasury	Delay	Customer has two requests, which he has checked on weekly, and wants to know prospect for release	Fact finding	Discussed the dispute with the requester and will contact the agency to discuss.	
2011-0224	3/30/2011	DOJ	Delay	Customer would like OGIS to assist with a delayed request.	Fact finding		
2011-0225	3/31/2011	VA	Undetermined/TBD	Customer seeks assistance with information regarding a veteran benefit claim.	Ombuds service provided	Provided information about filing an appeal and directed customer to appropriate source for other questions asked in the letter.	4/8/2011
2011-0226	4/4/2011	DOJ	Ombuds issues	Customer disputes request denial.	Ombuds service provided	Provided information about how to make a FOIA request.	4/8/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0227	4/4/2011	DOJ	Ombuds issues	Customer disputes the destruction of records.	Ombuds service provided, Request for info satisfied	Provided information about records destruction schedules.	4/8/2011
2011-0228	4/4/2011	EEOC	Delay	Delay on initial request.	Admin closure	Unclear whether customer wants assistance from OGIS or was copying us for information	4/18/2011
2011-0229	4/5/2011	DHS	Agency practices	Customer disputes closing of request as duplicative when request was renewed subsequent to Supreme Court decision on Exemption 2 (high).	Fact finding		
2011-0230	4/7/2011	DOJ	Delay	Customer seeks status of two requests.			
2011-0231	4/6/2011	DHS	Info	Customer seeks information about records that were referred.	Fact finding		
2011-0232	4/8/2011	CIA	Denial	Customer wants information about obtaining third-party's info about a dead person	Fact finding		



Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0233	4/11/2011	DOL		Customer has not received responses to an October 2010 FOIA request and to two September 2010 FOIA appeals	Fact finding		
2011-0234	4/14/2011	USDA		Customer seeks assistance with a request where the agency asked for a clarification to the request.	Pending assignment		
2011-0235	4/14/2011	DOD	Denial	Customer seeks assistance with requests made to the Air Force Space Command.			
2011-0236	4/18/2011			Customer seeks assistance mediation for a request.			
2011-0237	4/25/2011	FHFA	Denial	Customer requested Freddie Mac records; agency states that these are not agency records subject to release.	Pending assignment		
2011-0238	4/25/2011	DOJ	Ombuds issues	Customer sent payment for fees but has not received any acknowledgement from the agency.			

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2011-0239	4/25/2011	CIA		Customer disputes denial of records.			
2011-0240	4/27/2011	HUD	Privacy Act	Customer would like assistance with a request in which records were not received, possibly due to a dispute revolving around fees.	Pending assignment		
2011-0241	4/27/2011	DOL	Ombuds issues	Customer has cc'd OGIS on a request made to agency.	Pending assignment		
2011-0242	4/27/2011	DOD	Ombuds issues	Customer seeks assistance with determining the status of the request as well as complaint about the fees.	Pending assignment		
2011-0243	4/27/2011	DOI	Delay	Appeal was filed 10 months ago and customer is unable to get estimated date for completion or his place in the appeal queue from the agency.	Pending assignment		
2011-0244	4/27/2011	DOJ	Denial	Agency's system is not configured to provide the requested information, but because the agency does have the information, customer seeks assistance obtaining it.	Pending assignment		