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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
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	Dispute resolved via facilitation	Discussed the dispute with the requester and agency. Agency expected a response to go out in early May but it was delayed and went out at the beginning of June.	6/8/2011
2011-0224	3/30/2011	DOJ	Delay	Customer would like OGIS to assist with a delayed request.	Ombuds service provided	Provided requester with information pertaining to the status of his request, public interest fee waivers and Vaughn indices, as referred to in the original request letter.	6/14/2011
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

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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
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.	Ombuds service provided	Sent letter advising that without additional information regarding his request, OGIS is unable to assist. Provided list of FOIA contacts.	5/11/2011
2011-0231	4/6/2011	DHS	Info	Customer seeks information about records that were referred.	Fact finding		



Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0232	4/8/2011	CIA	Denial	Customer disputes the denial of information about a formerly covert employee from the 1950s.	Facilitation failed to resolve dispute, Ombuds service provided	Agency provided more information about why these records would not be released at this time but said the agency would issue the same response today as it did initially several years ago.	6/3/2011
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.	Admin closure	Customer notified OGIS that the agency continues to work on this request. Agreed that OGIS may close the case.	5/19/2011
2011-0235	4/14/2011	DOD	Denial	Customer seeks assistance with requests made to the Air Force Space Command.	Fact finding		
2011-0236	4/18/2011		Ombuds issues	Customer seeks assistance mediation for a request.	Request withdrawn	Explained how one can access law enforcement records under the Privacy Act/FOIA and discussed personal privacy interests under FOIA. Provided customer with DOJ SF 361 and customer withdrew his request for assistance.	5/9/2011
2011-0237	4/25/2011	Treasury	Denial	Customer requested Freddie Mac records; agency states that these are not agency records subject to release.	Ombuds service provided	After talking with the agency, explained the conservator relationship between the agency and Freddie Mac and pointed to case law that shows Freddie Mac is not subject to FOIA; discussed pending legislation that would change that.	6/3/2011

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2011-0238	4/25/2011	DOJ	Ombuds issues	Customer sent payment for fees but has not received any acknowledgement from the agency.	Dispute resolved via facilitation	Provided information about request payment.	6/16/2011
2011-0239	4/25/2011	CIA	Denial	Customer disputes denial of records.	Ombuds service provided	Provided customer with information regarding the Exemption 3 statute that the agency had not cited in its response, along with information from a NARA specialist on the customer's research topic.	6/3/2011
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.	Admin closure	Customer was not actually requesting OGIS assistance and was instead just copying OGIS on a newly filed FOIA request. No assistance is needed at this time.	5/16/2011
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.	Fact finding		
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.	Fact finding	Contacted DOI 5/4 and 5/17, awaiting response.	

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
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.	Facilitation failed to resolve dispute, Ombuds service provided	Agency elaborated on its recordkeeping programs and its inability to search for and compile the information requested. OGIS will provide the more detailed information to the customer.	
2011-0245	5/2/2011	USDA	Denial	Customer does not believe that agency has conducted a thorough search for records he seeks; also thinks agency is misapplying FOIA to PA request	Ombuds service provided	Provided information about FOIA, OGIS and the Privacy Act; and explained what constitutes an adequate search	5/31/2011
2011-0246	5/2/2011	SEC	Denial	Customer disputes full denial; hopes segregable information could possibly be released.	Facilitation failed to resolve dispute	Spoke with customer for more information. Discussed the withholding with the agency and it is firm in its position. Customer inquired about mediation and after review, OGIS did not believe this was a successful candidate for mediation.	6/3/2011
2011-0247	4/29/2011	CIA	Ombuds issues	Customer seeks assistance with delayed request	Dispute resolved via facilitation, Ombuds service provided	Provided information about the status of CIA request. Provided information about NARA's holdings and policies.	6/20/2011
2011-0248	4/28/2011	DOD			Fact finding		
2011-0249	4/30/2011	DOJ	Denial	Customer believes that exemption was incorrectly applied.	Dispute resolved via facilitation	FBI FPL explained that draft responses to congressional committee question were never sent to committee; therefore, Ex. 5's threshold is met.	6/10/2011

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2011-0250	5/3/2011	DHS	Undetermined/TBD	Customer is requesting mediation for a FOIA request.	Admin closure	Sent an email to customer asking for additional information in order to assist with requests, as well as consent pending. Case closed since consent nor additional information was received. Administrative closure.	6/22/2011
2011-0251	5/3/2011	DHS	Privacy Act	Customer seeks assistance in obtaining a copy of a document within a case file.	Ombuds service provided	Provided customer with information about his request.	5/19/2011
2011-0252	5/3/2011	DHS	Ombuds issues	Customer contacted the agency's ombudsman for assistance on an agency non-FOIA decision and concurrently asked for OGIS assistance.	Ombuds service provided	OGIS determined that there are no FOIA issues for which it can assist; provided customer with information about a DHS ombudsman's office that may be able to help.	5/18/2011
2011-0253	5/6/2011	DOD	Fees	Customer disputes the fees charged for four different requests. Additional information is needed.	Dispute resolved via facilitation	Fees waived by agency -- case closed	6/14/2011
2011-0254	5/11/2011	DOD	Ombuds issues	Customer seeking assistance with filing a request for a military discharge upgrade manual.	Ombuds service provided	Sent customer a letter explaining that OGIS does not process FOIA request and sent a list of contacts at agencies.	5/11/2011
2011-0255	5/12/2011	USPS	Delay	Customer seeks status of requests and appeals.	Ombuds service provided	Explained to customer how OGIS and FOIA work, and what to expect from the process, particularly in regard to questions posed as FOIA requests and the discovery process.	6/15/2011

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0256	5/12/2011	DOI	Denial	Customer recently filed an appeal.	Admin closure	Case closed while appeal is pending.	5/27/2011
2011-0257	5/10/2011	DHS		Customer is seeking assistance with a FOIA request possibly due to a delay.	Assigned to analyst		
2011-0258	5/16/2011	DOJ	Ombuds issues	Customer is seeking assistance with a FOIA request mailed to ATF, Pittsburgh, PA, which was returned to him as undeliverable.	Assigned to analyst		
2011-0259	5/24/2011	VA	Delay	Customer seeks assistance with a delayed FOIA response.	Fact finding		
2011-0260	5/20/2011	USDA	Denial	Customer disputes withholding of records pertaining to client which USDA charged with violations of relevant regulations.	Request withdrawn	Customer decided not to pursue this matter further and withdrew the request for OGIS assistance.	6/14/2011
2011-0261	5/23/2011	DOJ	Denial	Customer did not receive records requested.	Ombuds service provided	Urged customer to appeal ASAP which he did; also provided information on requirements for expedited processing of appeals, DOJ regulations and OGIS process.	6/22/2011

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2011-0262	5/23/2011	DOJ	Denial	Customer disputes withholding of records.	Fact finding	Consent needed as well as copies of correspondence from agencies.	
2011-0263	5/23/2011	USPS	Denial	Customer disputes that document released on appeal is the document he requested.	Ombuds service provided	Provided requester with information about OGIS and FOIA, specifically concerning adequate search requirements under FOIA.	6/20/2011
2011-0264	5/31/2011	FLRA	Denial	Customer disputes the agency's compliance with FOIA regarding posting certain records affirmatively and is asking for OGIS assistance.	Ombuds service provided	Provided information about filing an appeal	6/16/2011
2011-0265	5/16/2011	DOD	Ombuds issues	Customer seeks assistance with NPRC which is not responsive to requests for records of National Guard.	Assigned to analyst		
2011-0266	5/26/2011	NARA	Ombuds issues	Customer disputes correspondence she received from the agency stating that no records were found.	Ombuds service provided	Provided customer with information about filing an appeal.	6/2/2011
2011-0267	5/26/2011	DOD	Denial	Customer seeks OGIS assistance with a Glomar response for Inspector General report	Fact finding	Customer filed two subsequent requests which are pending appeal responses; agreed to table the case until appeal responses are received or the appeal clock runs on 06/21/11.	

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2011-0268	5/26/2011	multiple	Privacy Act	Customer is seeking assistance from OGIS in getting documents released to her about herself.	Assigned to analyst		
2011-0269	5/25/2011	USPS	Denial	Customer disputes agency's claim that the number of pieces of mail sent by an election campaign must be withheld under Ex. 4 as a trade secret that could cause competitive harm. Additionally, records were requested via a subpoena, not FOIA.	Fact finding	Agency will re-review all of the materials and determine whether a subpoena request was properly processed under FOIA.	
2011-0270	6/2/2011	DOJ and NARA	Ombuds issues	Customer needs assistance determining which agency actually has legal custody of the record in question.	Fact finding	The records have been readied by the FBI but not yet received by NARA; NARA is expecting to have them here by the end of 2011 and will put requests in a queue to be filled as soon as the records arrive.	
2011-0271	6/6/2011	DOJ	Denial	Customer disputes the denial of information. More detail is needed.	Pending assignment		
2011-0272	6/6/2011	DOI	Denial	Customer disputes the denial of field notes and photographs of an archeological site.	Assigned to analyst		
2011-0273	6/10/2011	OPM	Delay	Customer has not received a response on three FOIA requests that were filed in March and October 2010 and March 2011.	Pending assignment		

Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0274	6/10/2011	DOD	Delay	Customer has not received a response on his FOIA request of March 2011 or on follow-up attempts to check the status.	Fact finding	Called the agency FOIA Public Liaison to inquire about the status on 06/23; left a message.	
2011-0275	6/13/2011	SSA	Denial	It appears that requested document cannot be located.	Fact finding		
2011-0276	6/13/2011	DOJ	Denial	Customer does not understand why DEA withheld an investigative report in full.	Fact finding		
2011-0277	6/13/2011	DOJ	Denial	Customer requests mediation to resolve a dispute over the withholding of individuals' names in a document from 1966.	Pending assignment	Customer discussed matter with Carrie before submitting request for assistance.	
2011-0278	6/13/2011	CIA	Denial	Unclear exactly what requester is asking OGIS to do, but it appears to involve a Glomar response from CIA	Pending assignment		
2011-0279	6/15/2011	DHS	Fees	Customer is having a fee dispute with the agency which will not process his request(s) because of his past-due status.	Pending assignment		



Case #	Date Received	Dept/ Agency	Category	Description	Status	Notes	Date Completed
2011-0280	6/8/2011	NLRB	Ombuds issues	Customer disputes the omission of OGIS's information in the agency's response letter.	Ombuds service provided	Provided information about OGIS's mediation services.	6/16/2011
2011-0281	6/17/2011	VA	Delay	Delay has extended for more than a year. Request is for updated data that has been released in the past.	Pending assignment		
2011-0282	6/20/2011	DHS	Fees	Customer contests the agency's request for additional information related to fee category.	Pending assignment		
2011-0283	6/20/2011	DOI	Delay	Delay on initial request, which was granted expedited status.	Pending assignment		
2011-0284	6/15/2011	NLRB	Agency practices	Requester seeks assistance regarding agency's compliance with Sect. (a)(2) of FOIA	Pending assignment		
2011-0285	6/15/2011	NLRB	Privacy Act	Requester seeks information pertaining to agency's processing of nine prior FOIA requests	Pending assignment		

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2011-0286	6/15/2011	NLRB	Denial	Requester is trying to use FOIA to get something published in the Federal Register	Pending assignment		
2011-0287	6/15/2011	NLRB	Denial	Requester is dissatisfied with the agency's response to three FOIA requests	Pending assignment		
2011-0288	6/23/2011	USDA	Denial	Customer disputes the partial withholding of records.			