



# Office of Government Information Services Open Cases

as of September 20, 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.
10-0139	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.
10-0202	5/17/2010	DHS, State	Delay	Customer seeks information on the status of 28 delayed requests	Facilitating resolution	Department of State forwarded an updated status of all cases (28). Analyst has followed up with the customer and attorney. Also received USCIS statuses. Sent email to customer 5/27/2011.

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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	Agency provided a sample response of several records; once customer reviews them will discuss with OGIS, VA and NARA how to proceed.
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 FOIA staff who was looking into whether fees might be different if the records were provided electronically. Agency has not responded to OGIS questions on that issue since Feb. 2011.
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 meeting and call with agencies to gather information on 09/16/10. OGIS held a second meeting on 11/29/10 and has continued to work with agencies and customer. Customer has now requested formal mediation with 6 agencies.
10-0284	7/20/2010	DOJ	Delay	Customer is looking for the status of request.	Fact finding	Customer also seeking information on agency practices.

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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).
2011-0051	10/29/2010	DHS	Ombuds issues	Customer is looking for the status of request	Fact finding	
2011-0052	10/29/2010		Ombuds issues	Customer is possibly looking for assistance on narrowing the scope	Fact finding	
2011-0053	11/3/2010	USDA	Denial	Customer disputes the redactions on contract data.	Facilitating resolution	Customer agreed to file appeal in 11/10. Agency affirmed its response in August, discussing with OGIS the need to protect this information particularly because of potential competitive harm over a newly created product. Customer continues to dispute this.

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2011-0082	11/19/2010	HHS	Delay	Customer is looking for the status of request.	Fact finding	
2011-0087	11/22/2010	HUD	Delay	Customer is looking for the status of request.	Fact finding	
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.
2011-0102	11/8/2010	DHS	Agency practices	Customer wants OGIS assistance on perfecting request and getting agency to respond.	Facilitating resolution	

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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
2011-0181	2/14/2011	DOJ	Ombuds issues	Misdirected request.	Fact finding	Customer seeking assistance with a Privacy Act request.
2011-0182	2/14/2011	SSA	Ombuds issues	Misdirected request.	Assigned to analyst	
2011-0187	2/23/2011	DOJ	Denial	Customer disputes the withholding of information.	Assigned to analyst	

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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.	Facilitating resolution	Agency has allotted significant resources to respond to this request and is keeping OGIS updated on its progress. OGIS will periodically check in and, in turn, update customer.
2011-0203	3/7/2011	HHS	Delay	Customer disputes response given by the agency and seeks status of appeal.	Fact finding	Communications with CDC and HHA Appeals office. Pending a conference call for the week of May 10th.
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	
2011-0216	3/10/2011	HHS	Delay	Customer seeks assistance with a 3-year-old request.	Fact finding	Spoke with HHS appeals office, pending a conference call for the week of May 10th.

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2011-0223	3/31/2011	Treasury	Delay	Customer asked for assistance with delay on initial response; once records received customer returned for OGIS assistance with delay on appeal.	Facilitating resolution	Agency is sending out responses to one appeal on a rolling basis due to varying dates of receipt of submitter information. Customer has requested further assistance with appeal denial on other request.
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	
2011-0235	4/14/2011	DOD	Denial	Customer seeks assistance with requests made to the Air Force Space Command.	Fact finding	
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.	Fact finding	

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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.
2011-0248	4/28/2011	DOD	Delay	Customer filed a request in December 2010 and has heard nothing after many responsive documents were sent to other agencies for consultation	Fact finding	
2011-0262	5/23/2011	DOJ	Denial	Customer disputes withholding of records.	Fact finding	Consent needed as well as copies of correspondence from agencies.
2011-0268	5/26/2011	multiple	Privacy Act	Customer is seeking assistance from OGIS in getting documents released to her about herself.	Fact finding	

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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.	Fact finding	
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.	Fact finding	
2011-0283	6/20/2011	DOI	Delay	Delay on initial request, which was granted expedited status.	Facilitating resolution	The subject matter of this request overlapped with a large Congressional request and the agency wants to review it all together. Customer's portion of that response was estimated to go out by early July but did not. OGIS asked for a status update 08/25.
2011-0284	6/15/2011	NLRB	Agency practices	Requester seeks assistance regarding agency's compliance with Sect. (a)(2) of FOIA	Fact finding	Customer withdrew FOIA litigation & asked OGIS to re-open case

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2011-0285	6/15/2011	NLRB	Privacy Act	Requester seeks information pertaining to agency's processing of nine prior FOIA requests	Fact finding	
2011-0286	6/15/2011	NLRB	Denial	Requester is trying to use FOIA to get something published in the Federal Register	Fact finding	Customer filed a FOIA lawsuit; once litigation is filed, OGIS involvement ends.
2011-0287	6/15/2011	NLRB	Denial	Requester is dissatisfied with the agency's response to three FOIA requests	Fact finding	
2011-0292	7/5/2011	State	Ombuds issues	Customer is requesting assistance in getting expedited response to initial FOIA request.	Fact finding	

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2011-0293	7/5/2011	NARA	Ombuds issues	Customer is asking OGIS to follow-up in regards to status of initial 3rd party request.	Fact finding	
2011-0296	7/5/2011	DOJ	Denial	Customer states being denied	Fact finding	
2011-0298	7/6/2011	State	Delay	Customer is requesting assistance in getting expedited response to initial FOIA request.	Fact finding	
2011-0300	7/11/2011	DOD	Denial	Customer seeks assistance in getting response to an appeal.	Fact finding	OGIS has sent messages to both the requester and the agency asking for a time to talk to discuss this further.

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2011-0301	7/11/2011	DOD	Denial	Customer seeks assistance in getting response to an appeal.	Fact finding	OGIS has sent messages to both the requester and the agency asking for a time to talk to discuss this further.
2011-0305	7/14/2011	State	Delay	Customer requests assistance in obtaining compliance with FOIA request which is delayed.	Assigned to analyst	
2011-0308	7/14/2011	DOD	Fees	Customer requests assistance for placement in the news media requester category and/or for qualification for a fee waiver.	Facilitating resolution	OGIS explained the difference between fee category and fee waiver and explained the criteria for each. Agency agreed to reconsider fee assessment. OGIS attempted to follow up to determine reconsideration status on 09/02/11 and 09/13/11.
2011-0309	7/18/2011	State	Delay	Customer requests assistance with delay on initial FOIA requests.	Fact finding	

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2011-0310	7/20/2011	DOT	Delay	Customer requests assistance with delay on appeal.	Fact finding	Contacted the agency FOIA Public Liaison to check the status of the request, leaving messages on 08/02/11, 08/04/11, 08/24/11, 09/13/11.
2011-0311	7/18/2011	VA	Denial	Customer requests assistance with "non-exclusive alternative to litigation".	Fact finding	
2011-0313	7/18/2011	VA	Denial	Customer requests assistance with partially denied info in FOIA request	Fact finding	
2011-0318	7/22/2011	AID, MCC, State	Delay	Customer is asking for assistance with delayed initial FOIA requests	Fact finding	

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2011-0319	7/22/2011	DOJ	Denial	Customer disputes withholding of information related to an investigation.	Facilitation failed to resolve dispute, Ombuds service provided	OGIS provided additional information about the records maintained by the agency to help the customer understand why they must be withheld.
2011-0324	8/4/2011	DOJ	Denial	Customer disputes FBI's withholdings.	Fact finding	Left a message with the agency FOIA Public Liaison to discuss this request.
2011-0327	8/8/2011	USDA	Denial	Customer disputes agency's withholding of litigation-related records under Exs. 5 and 6.	Facilitation failed to resolve dispute, Ombuds service provided	OGIS explained why these records would seem to fit within the exemptions claimed due to the attorney-client privileged information they would contain.
2011-0330	8/12/2011	NLRB	Denial		Fact finding	

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2011-0331	8/12/2011	OPM		Customer requests assistance with delayed FOIA request	Fact finding	
2011-0332	8/15/2011	USDA	Fees	Customer requests assistance with fees charged for FOIA request.	Fact finding	Left a message with the customer on 08/24/11 to get more information about the issue and ask that she return the signed consent. Followed up with emails on 08/31 and 09/12.
2011-0334	8/15/2011	USDA	Delay		Assigned to analyst	
2011-0335	8/16/2011	FHFA		Customer disputes agency's withholding of information related to its selection of a logo under Ex. 5.	Facilitating resolution	Agency agreed to discuss internally the possibility of re-reviewing its release determination. OGIS followed up on 09/13/11 to see whether the agency has agreed to re-review.

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2011-0336	8/16/2011	EPA	Denial	Customer asked for assistance obtaining a copy of a document he believes exists within the agency.	Fact finding	Reviewing correspondence submitted by customer.
2011-0337	8/16/2011	DOJ	Delay	Customer requests assistance with delay regarding FOIA appeal.	Fact finding	
2011-0338	8/22/2011	HHS	Delay	Customer requests assistance with long-pending appeal	Fact finding	
2011-0339	8/22/2011	DHS, SSA	Fees	Customer disputes multiple agencies' routine denials of fee waivers.	Fact finding	Left a message with the customer on 09/13/11 to discuss the dispute.

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2011-0340	8/22/2011	State	Fees	Customer disputes denial of fee waiver as well as unknown charge for electronic documents.	Fact finding	Reviewing correspondence submitted by customer.
2011-0341	8/22/2011	FERC	Denial	Customer requests assistance with partial denial of request	Fact finding	
2011-0342	8/24/2011	Education	Delay	Customer would like assistance with delayed request	Fact finding	
2011-0343	8/23/2011	DOJ	Delay	Customer would like assistance with delayed request	Fact finding	

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2011-0344	8/24/2011	USDA	Denial	Customer would like assistance with FOIA appeal being denied in full	Fact finding	
2011-0345	8/29/2011	DOJ	Delay	Customer would like assistance with delayed request.	Fact finding	Left a message with the agency's FOIA Public Liaison at to check the status of the request.
2011-0346	8/26/2011	AID	Delay	Customer requests assistance with delayed FOIA request	Fact finding	
2011-0347	8/26/2011	Treasury	Delay		Fact finding	

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2011-0348	8/29/2011	SBA	Fees	Customer is requesting mediation regarding fee determination	Assigned to analyst	
2011-0350	8/25/2011	CIA	Delay	Customer is requesting assistance with process and delayed response of FOIA request	Fact finding	
2011-0351	8/29/2011	DOD	Fees	Customer disputes fee assessment and the delay it has caused in obtaining a FOIA response.	Fact finding	Left a message with the customer on 09/13/11 to learn more about the dispute's history.
2011-0352	9/1/2011	HUD	Agency practices	Customer is requesting assistance with delayed response of FOIA request	Pending assignment	

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2011-0353	9/1/2011	DOJ	Delay	Customer is requesting assistance with delayed responses of two FOIA requests.	Fact finding	Left a message with the FOIA Public Liaison at both agencies to check the status of the requests.
2011-0354	9/1/2011	DOI	Denial	Customer is requesting mediation services regarding denial of FOIA request	Pending assignment	
2011-0355	9/6/2011	Unknown	Agency practices	Customer is asking assistance with admin processes regarding FOIA requests	Pending assignment	
2011-0356	9/15/2011	DOI	Agency practices	Customer seeks assistance with getting access to records at BIA.	Pending assignment	

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2011-0357	9/6/2011	DOJ	Ombuds issues	Customer is requesting assistance from OGIS in obtaining records.	Pending assignment	Customer has not provided consent nor related material. Ack letter to be sent 9/16/11 asking for this information in order to assist.
2011-0358	9/6/2011	DOE	Delay	Customer seeks assistance with a delayed request.	Pending assignment	
2011-0359	9/13/2011	DOJ	Denial	Customer states that the response from the agency did not address FOIA request.	Pending assignment	Consent needed as well as additional background information and correspondence.
2011-0360	9/13/2011	DOJ	Denial	Customer seeks assistance with a denial to a request.	Pending assignment	Consent needed, as well as background information and full correspondence.

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2011-0361	9/12/2011	DOJ	Denial	Customer seeks assistance with a request where documents were denied under 6 and 7c.	Pending assignment	
2011-0362	9/16/2011	CIA	Delay	Customer seeks OGIS assistance with a delayed request.	Pending assignment	
2011-0363	9/9/2011	DOD	Fees	Customer states that agency is threatening to close case do to fees, seeking OGIS assistance.	Pending assignment	
2011-0364	9/16/2011	DOJ	Denial	Customer seeks OGIS assistance regarding the FBI's decision to withhold records on a congressman	Pending assignment	

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2011-0365	9/16/2011	DOE	Delay	Customer has regularly experienced delays in requests similar to this and would like help with this specific request and with the more systemic issue generally.	Fact finding	Awaiting signed consent and underlying correspondence from customer.