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Description of document: Department of Justice (DOJ) Freedom of Information Act (FOIA) Counselor Logs - Non-Government Inquiries Only, 2013-2016

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Second request: 18-January-2017

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Source of document: FOIA Request
Office of Information Policy
Chief, Initial Request Staff
Office of Information Policy
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U.S. Department of Justice
Office of Information Policy
Suite 11050
1425 New York Avenue, NW
Washington, DC 20530-0001

Telephone: (202) 514-3642

May 31, 2017

Re: DOJ-2016-000525 (OIP)
VAV:LAD:SBT

This responds to your Freedom of Information Act (FOIA) request dated February 6, 2016, and received in this Office on March 2, 2016, in which you requested Office of Information Policy FOIA Counselor Logs for calendar years 2013, 2014, and 2015. This response is made on behalf of the Office of Information Policy (OIP).

By email dated April 28, 2017, you agreed to limit the scope of your request to include only those logs associated with private citizen callers, as opposed to government-based callers.

Please be advised that a search has been conducted in OIP and 927 pages were located that contain records responsive to your request. I have determined that these 927 pages are appropriate for release with excisions made pursuant to Exemptions 5 and 6 of the FOIA, 5 U.S.C. § 552(b)(5), (b)(6), which pertain to certain inter- and intra-agency communications protected by the attorney-client and deliberative process privileges and information the release of which would constitute a clearly unwarranted invasion of the personal privacy of third parties. Please note that the material withheld pursuant to Exemption 5 pertains to a government-based caller whose call was inadvertently included in the private citizen log. The material withheld under Exemption 6 consists of the names and telephone numbers of private citizens, as well as other personal details that might reveal their identities or those of other third parties.

To the extent that yellow highlighting is included in the attached logs, please note that this highlighting was on the logs as located, and was not made as part of our FOIA review. Finally, please note that some dates are missing or incorrect on the logs. We have provided you with all the counselor logs as they were located by the individual file date.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the FOIA. *See* 5 U.S.C. § 552(c) (2015) (amended 2016). This response is limited to those records that are subject to the requirements of the FOIA. This is a standard notification that is given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist.

You may contact our FOIA Public Liaison at the telephone number listed above for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, Room 2510, 8601 Adelphi Road, College Park, Maryland 20740-6001; e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

If you are not satisfied with my response to this request, you may administratively appeal by writing to the Director, Office of Information Policy, United States Department of Justice, Suite 11050, 1425 New York Avenue, NW, Washington, DC 20530-0001, or you may submit an appeal through OIP's FOIAonline portal at <https://foiaonline.regulations.gov/foia/action/public/home>. Your appeal must be postmarked or electronically submitted within ninety days of the date of my response to your request. If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

Sincerely,



for

Vanessa R. Brinkmann
Senior Counsel

Enclosures



U.S. Department of Justice
Office of Information Policy
Suite 11050
1425 New York Avenue, NW
Washington, DC 20530-0001

Telephone: (202) 514-3642

June 16, 2017

Re: DOJ-2017-001709 (OIP)
VAV:LAD:SBT

This responds to your Freedom of Information Act (FOIA) request dated and received January 18, 2017, in which you requested Office of Information Policy FOIA Counselor Logs for calendar years 2015 and 2016. This response is made on behalf of the Office of Information Policy (OIP).

By email dated April 28, 2017, you agreed to limit the scope of your request to include only those logs associated with private citizen callers, as opposed to government-based callers. I also note that on May 31, 2017, we provided you with copies of the FOIA Counselor Logs for calendar year 2015 in our response pertaining to your request DOJ-2016-000525.

Please be advised that a search has been conducted in OIP and 117 pages were located that contain records responsive to your request. I have determined that these 117 pages are appropriate for release with excisions made pursuant to Exemption 6 of the FOIA, 5 U.S.C. § 552(b)(6), which pertains to information the release of which would constitute a clearly unwarranted invasion of the personal privacy of third parties. The material withheld consists of the names and telephone numbers of private citizens, as well as other personal details that might reveal their identities or those of other private parties.

For your information, around May of 2016, OIP changed its process for handling counselor calls from private callers, and calls since then have been tracked in one continuous log rather than in separate pages by date. Accordingly, you will notice a format change during this transition period in May 2016. To the extent that yellow highlighting is included in the attached logs, please note that this highlighting was on the logs as located, and was not made as part of our FOIA review. Finally, please note that some dates are missing or incorrect on the logs. We have provided you with all the counselor logs as they were located by the individual file date.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the FOIA. *See* 5 U.S.C. § 552(c) (2015) (amended 2016). This response is limited to those records that are subject to the requirements

of the FOIA. This is a standard notification that is given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist.

You may contact our FOIA Public Liaison at the telephone number listed above for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, Room 2510, 8601 Adelphi Road, College Park, Maryland 20740-6001; e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

If you are not satisfied with my response to this request, you may administratively appeal by writing to the Director, Office of Information Policy, United States Department of Justice, Suite 11050, 1425 New York Avenue, NW, Washington, DC 20530-0001, or you may submit an appeal through OIP's FOIAonline portal at <https://foiaonline.regulations.gov/foia/action/public/home>. Your appeal must be postmarked or electronically submitted within ninety days of the date of my response to your request. If you submit your appeal by mail, both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

Sincerely,



for

Vanessa R. Brinkmann
Senior Counsel

Enclosures

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: January 3, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	wanted to make a request for INS records	Provided contact info for USCIS/DHS
2	(b) (6)	(b) (6)	wanted to check status of her request on behalf of West Ottawa Public Schools	Request No. FOIA-2013-01212 appears to be rec'd but unassigned.
3	(b) (6)	(b) (6)	caller wanted status, but listened to message 3 times and could not catch name and/or full phone number. Is at an address in Fairton, NJ	
4	(b) (6)	(b) (6)	status of her son's appeal	signed 1/2/13
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 1/4/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants to submit his appeal via e-mail.	VM: OIP accepts electronic appeals via the portal. You may submit your appeal via the portal and then fax or mail in any supporting documentation.
2	(b) (6)	(b) (6)	Status of appeal from action of the FBI. States he mailed the appeal 2 weeks ago.	No record of the appeal in the system. Caller can resend the appeal or give us a few days and call back to see if we have received it.
3	(b) (6)	(b) (6)	Status update AP-2013-01053	Provided status update.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: RRK
Date: January 7, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Inquiring about appeal status	Appeal had been closed in August, Caller said he never received, I made a copy of from the file of the letter (affirmed, 7A) and sent it to him
2	(b)	(6)	Inquiring about appeal status	Informed him we had no record of receiving his appeal, gave him fax number at his request so he could resend
3	(b)	(6)	Wanted contact info for DOJ-OIG	Provided address
4	(b)	(6)	Wanted contact info for BOP	Provided address
5	(b)	(6)	Wanted to know where she could find out if an individual had been deported	Gave her EOIR address but told her that such a request would be treated as a third party request
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SRO
Date: 1/8/2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Status update on recon request sent in December.	I told the caller that our attorney just finished up their recon request this morning, and it will be mailed out shortly.
2	(b) (6)	(b) (6)	Status update request on Appeal No. 2013-00120	After talking to Matt, I informed the caller that the appeal should be reviewed by the attorney by sometime early next week. The requester may hear back from us within 3-4 weeks total.
3	(b) (6)	(b) (6)	The requester filed an appeal on Sept. 24 and wants a status update. 2012-03577.	I called the requester and let him know that our attorney plans to review the file next week.
4	(b) (6)	(b) (6)	Status update on 2013-01206	I noted that Sarah just received the appeal so she is not done working on it yet.
5	(b) (6)	(b) (6)	Status update on Appeal No. 2012-03609	Left a status update with the requester (Kate is currently working on the appeal).
6	(b) (6)	(b) (6)	(b) (6) is having trouble reaching a FOIA request service center at State.	She will now try to contact the FOIA public liaison for the office to which she made the request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AEC
Date: 01/09/2013

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		A local agency is not providing records that they have admitted that they have. Can OIP help?	The federal FOIA only covered federal agencies. Assistance in state and local matters is not part of OIP's function.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 1/10/13

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	May a church publish certain information?	I explained RE: the federal FOIA being a means of accessing records maintained by federal agencies. I explained that the FOIA would not apply to records maintained by a church.
2	(b) (6)	(6)	Caller expressed dissatisfaction with the FDA's handling of his FOIA request. Asked how to make a complaint about the FDA.	I suggested that (b) (6) contact the FDA's FOIA Public Liaison, Fred Sadler, with (b) (6) concerns about the handling of his request. I gave (b) (6) Mr. Sadler's telephone number as published on the FOIA.gov website. Although (b) (6) indicated that his request was ongoing, he also mentioned redacted documents and his dissatisfaction with how documents were redacted. I explained that if the FDA issued an adverse determination on his request, (b) (6) would be able to file an administrative appeal from the agency's action, and I encouraged him to file such an appeal if this were in fact the case.
3	(b) (6)	(6)	Was her request received?	As I attempted to indicate in column two, (b) (6) voicemail message did not contain a full telephone number and I was therefore unable to give her a call back. Hopefully (b) (6) will give our office another call later in the day.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)	(b) (6)	This caller left a message requesting information about the FOIA.	I returned (b) (6) call and left a message. I said that I would be happy to answer her questions about the FOIA and asked that she give me a call to discuss. I am waiting to hear back from this caller.
5	(b) (6)	(b) (6)	(b) (6) left a message concerning AP-2011-01337.	I explained to (b) (6) that AP-2011-01337 was closed in fall 2011. OIP affirmed, on partly modified grounds, the FBI's action on his request. (b) (6) indicated that he was seeking access to other records. To the extent that he is seeking access to records other than those he originally requested, I advised that (b) (6) could submit a new request to the FBI directly. I gave (b) (6) the mailing address for submitting such a request. I also advised that the address for submitting a FOIA request to the FBI (as well as other information about the FOIA) was available at www.foia.gov .
6	(b) (6)	(b) (6)	(b) (6) wants to receive "an exemption" from certain information provided by a state entity (which (b) (6) believes is part of the state of CA) and posted on an online database of some sort.	I explained a little about the federal FOIA vs. state/local access provisions and the function of OIP. I suggested that (b) (6) might want to contact the state entity that provided the information about her concerns. To the extent that she might wish to request information maintained by a state entity, I suggested that she submit a request under the appropriate state or local access provisions.
7	(b) (6)	(b) (6)	(b) (6) is having trouble obtaining certain medical records from a hospital. She believes that the hospital is violating the NJ FOIA.	I explained a little about the federal FOIA vs. state/local access provisions and the function of OIP. (b) (6) demanded to know whether the state of NJ had a NJ FOIA office. I said that I didn't know, and started to explain that states are set up different (in terms of whether there are independent offices, whether requests are handled by the state AG's office, etc.), but (b) (6) abruptly said goodbye and hung up.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 14, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to make FOIA request to DOJ	Gave caller address to mail referral unit
2			Wants to know how to file request against FEMA and EPA	Explained difference between state and federal and time frames for responding to request
3			National Science Foundation saying has no records -- wants to discuss response	Gave caller number to NSF, explained I couldn't discuss response w/ him (VM)
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MTC
Date: January 15, 2013

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status on her son's FOIA appeal	AP-2013-00725: BOP appeal pending
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: 1/16/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	He seems to be upset about an appeal adjudication. He said that he had spoken with Anne Work. He says that he wants to come to Washington to confront all of us who have submitted him to injustice and that we are "di***ng" him around.	I advised him that he should have been informed of his right to file suit. He said that he had. He seemed unhappy about that so I also told him he could ask for reconsideration. I told him that this was all I would be able to do for him once he started to become more agitated and talking about the need to confront us.
2	(b)	(6)	She made a request for records on an inmate. She had him submit a consent form but is unsure whether her request was received. The requests were made to USPC and BOP.	I explained that FOIA was decentralized and that she needed to call the components directly for status questions. I gave her the requester service center numbers and told her about foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 01/17/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to verify whether the job applicant is the same individual who shows up as having a federal criminal history.	VM: Third party request for criminal records would not be honored. Subject or subject's legal representative must make the request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 1/18/13

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She says there are too many agencies and she doesn't know where to make the request. She told me that government is too big and should be cleared out.	I told her how to navigate to the FOIA contacts page on FOIA.gov.
2			status for AP- 2013-00866	The appeal is assigned to CDT and is still open.
3			She has old cases and needs info for her real estate license. She says they are CA state criminal cases. She said she doesn't know if she also had federal cases.	I explained the distinction between state and federal govt, suggested she contact the CA state AG for questions about state FOIA, and gave her the FBI FOIA office information.
4			He wants a termination number for a contract for a Union in Phoenix. He said USMS.	He wants USMS FOIA office contact. He asked that I email it to (b) (6) so I did so.
5			He says he has left messages at OIP since Tuesday. He had several questions about fees (eg indigency as a basis for waiver). He also said he had questions about where to make a request.	I explained basic fee info from the Guide, and provided him with info about EOUSA and FBI (functions and contact info), and directed him to FOIA.gov for other useful info.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 1/22/13

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted the contact information for EOUSA's FOIA Office.	Provided the requested contact information.
2	(b)	(6)	Wanted to know the status of an administrative appeal filed in this Office.	Informed the requester that his appeal was remanded to EOUSA. Requester indicated that he knew that and wanted the status of the remand. Provided the requester with EOUSA's contact information so he could determine the status of that remanded request.
3	(b)	(6)	Thought that the Federal government hacked into her computer and took pictures of her.	Informed the caller that the government did not hack into her computer. Recommended that she should visit the internet crime action center page on DOJ's website.
4	(b)	(6)	Left VM.	Wanted to make a FOIA request to the ATF regarding the denial he received to purchase a firearm. Provided the caller with the relevant ATF contact information.
5	(b)	(6)	Indicated that he wanted to request the records of his deceased client from the DEA.	Provided the caller with DEA's contact information. Further, recommended that the caller provide either Letters of Administration (for the Estate) and/or death certificate for the deceased subject with the FOIA request.
6	(b)	(6)	Called to inform me that he sent OIP an appeal and that he got the acknowledgment letter.	Thanked the caller for the update.
7	(b)	(6)	Looking for the contact information for INS. Thought it was within the DOJ.	Informed the caller that it is no longer within DOJ, but within DHS. Provided the internet link for that division's website.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Bobby Talebia
Date: 1/23/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller asked for the status of his appeal	This appeal is assigned to me, so I called back and provided a status.
2			Caller wanted to know if FOIA applied to all government agencies and how he could make a request to the Bureau of Indian Affairs.	I explained that the federal FOIA statute provides access to records maintained by federal agencies. I also introduced the caller to FOIA.gov and showed him how to get BIA's contact info from the FOIA Contacts page.
3			Caller wanted to know the status of his appeal.	I provided caller with a status update.
4			Caller wanted to know why her father received the Congressional Medal of Honor and if it had anything to do with the CIA.	I advised caller that I couldn't answer her question, but could help her in making a FOIA request for records concerning her father. Caller became frustrated and eventually hung up.
5			Caller wanted to know how she could get records concerning an incident at the Mexico border involving ICE.	I walked caller through the steps of making a request to ICE.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 24, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Proposed rules of DOJ under electronic FOIA amendment of 1996 -- can't find in Federal Register notice of final rules re: these amendments	After a discussion w/ ADW, I believe given the nature of the call it's best to not return this phone call.
2	(b) (6)	(b) (6)	Women activists from 1950 to 1970 -- need to know how to file a FOIA for this info.	Suggested he try the reading rooms on various govt FOIA sites, and also look to foia.gov for where to file requests and contact info (VM)
3	(b) (6)	(b) (6)	Request 2011-00121; Appeal 2011-02021 -- sent in a request for reconsideration -- status?	AF said he was sending the letter out today -- told caller to expect something in the next few days
4	(b) (6)	(b) (6)	Correspondence management system	Directed caller to DOJ main as this is not a FOIA system per se -- explained that we answered calls related to FOIA -- he asked what system we used and mentioned FOIA Xpress. I vaguely told him that different agencies across the government use different FOIA systems, such as FOIA Xpress and Privasoft, but if he wanted more information he should call the main line and explain what he was looking for as I would be unable to adequately answer his question
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: 1-25

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		calling about status of client's request	provided
2			calling about status of appeal	provided
3			calling about status of appeal	provided
4			hang up - one of many	
5			caller told me that I sounded drunk. Asked if I was hung over from the inaguration. Had a question about state record.	explained fed FOIA. Suggested request to state. Caller hung up when I offered to look up state address for state foia - said he did not like my tone.
6			caller wanted his records. Caller stated that the judge told him to get the records. Caller does not know where he sent his request - other than DOJ. Caller has not rec'd anything.	tried to explain FOIA - find out what type of reords R wants, but he hung up
7			wanted records on New Orleans police	explained fed FOIA. Suggested state
8			status of appeal	provided
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10			wanted court records, but court would not provide except for fee. Caller wanted me to tell the court that under FOIA, he gets the records free	explained courts not subject to FOIA
11			uncertain	caller did not leave a ten digit phone number - left only nine digits. Left appeal number - but corr in appeal does not have phone number
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADW
Date 1-28-2013

5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)			
2			wanted records. R said that records had been sent, but he had not rec'd.	caller did not make a FOIA request. Caller made an administrative remedy request before he was released. Explained FOIA. Explained FOIS is not remedy. Suggest caller contact prison
3			caller had not heard anything.	after much discussion, it seems that the caller emailed Civil Rights. (Caller provided CRT email address) referred caller to civil rights.t caller
4			how to to BOP	gave info
5			status of appeal	provided
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: PED
Date: 1.29.13

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller requested a status update on AP-2012-03390.	I provided an update.
2			The caller was seeking a status update on AP-2013-00527.	I provided an update.
3			The caller wanted to speak to Carmen, but did not say why.	I left a voicemail.
4			The caller is a former inmate and wants to obtain his administrative remedy from BOP.	I referred the caller to BOP.
5			The caller had a question regarding the FOIA and the Privacy Act.	I left a voicemail.
6			The caller failed for an FBI application, and is also unhappy about the response to his FOIA by the FBI.	I explained that the FOIA process and application process are two separate matters. He can appeal to OIP regarding the FOIA decision, but to the extent to wishes to discuss the application issue, he needs to contact the FBI.
7			The caller wanted to request certain documents maintained by the Criminal Division	I provided him with the contact information for the Criminal Division.
8			The caller alleged discriminal by a bank.	I referred him to the Civil Rights Division

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 1/31/13

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Requested assistance obtaining a report from the state of Missouri.	Returned (b) (6) call and left a message. Explained RE: federal FOIA and function of OIP. To obtain report from the state of Missouri, explained that he would need to submit a request under the appropriate state or local access provision. Encouraged (b) (6) to give me a call back if he had questions RE: the federal FOIA.
2	(b) (6)	(b) (6)	Can a private citizen demand information in person from a government office during normal working hours?	<p>I returned (b) (6) call and spoke to his wife. To the extent that (b) (6) was attempting to make a request under the federal FOIA, I said that his request would need to be made in writing. I explained that requests for state and local records would be governed by state/local access provisions and that I could not advise RE: the rules for submitting requests under those provisions. (b) (6) wife asked that I give (b) (6) a call on his cell phone, (b) (6)</p> <p>UPDATE AFTER CALLING CELL PHONE: (b) (6) is seeking access to a manual that he believes is maintained in the Army's FOIA library. He claims that he has been denied access. (b) (6) indicated that he might file a written request for the manual sought. In the meantime, to address his concerns RE: the FOIA library, I suggested that (b) (6) contact Army's FOIA public liaison, whose name and number are available on www.foia.gov.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	Left a message stating that she had questions concerning the FOIA.	Through talking with this caller, I realized that her questions concerned the application of the Privacy Act, not the FOIA. I explained that OIP is not authorized to answer PA questions and encouraged Sonya to call OIP's PA contact at OMB. I encouraged (b) (6) to give me a call back with any FOIA questions she might have in the future.
4	(b) (6)	(6)	(b) (6) left a message asking for help with a request for court records.	Through talking with this caller, I determined that she is actually seeking immigration records maintained by DHS. It sounds to me like she is looking for USCIS records specifically. I encouraged (b) (6) to submit a FOIA request to USCIS directly. For information on the FOIA, including the address for submitting a FOIA request to USCIS, I suggested that (b) (6) visit www.foia.gov. I encouraged her to give me a call back if she had any other FOIA questions in the future or if she had difficulty finding the information on the FOIA.gov website. (There was a bit of a language barrier, but she did say that she has internet access and I spelled out the www.foia.gov address twice.)
5	(b) (6)	(6)	(b) (6) left a message stating that he wished to check on the status of 3 appeals. He did not include the appeal numbers in his message.	I returned (b) (6) call and he asked if he could give me a call back. I said that he could. I am waiting to hear back from this caller.
6	(b) (6)	(6)	(b) (6) said that she wanted to know why she hadn't received a response to her reply to a denied appeal.	At first I thought (b) (6) was inquiring about the status of a request for reconsideration of AP-2012-00915 (appeal of FBI Request No. 1175118, closed in March 2012), but I determined that she was attempting to inquire about a response she sent to the FBI following the FBI's denial of her request for a FW in 1175118-001. Per (b) (6) David Sobonya instructed her to submit her FW appeal to OIP. (b) (6) was very distressed about this perceived run-around. I explained that OIP handles appeals of FBI actions on FOIA requests and explained how to go about submitting her appeal to OIP. UPDATE: (b) (6) called again on 2/1 to make sure that her appeal had been received. I advised her that it had (based on MH's e-mail, which I had received earlier that same day).

Call	Caller's Name	Phone Number	Question	Advice / Answer
7	(b) (6)	(6)	(b) (6) left a message requesting help with OIP's portal. He said that he was having trouble accessing the response.	When I returned (b) (6) call, he advised that he had been able to access to portal and OIP's response (forwarding his request to EOUSA for processing). I confirmed that he could look to receive a response from EOUSA directly.
8	(b) (6)	(6)	This caller said that he spoke to someone in some office approximately 2 weeks ago and that individual promised to send him "FOIA forms." (b) (6) said that he had not yet received the forms and asked that they be re-sent.	Because (b) (6) did not leave a telephone number, I am unable to return his call. It is my hope that he receives the promised "FOIA forms" in the mail soon. If he still needs assistance, hopefully he will give the FOIA hotline another call in the future.
9	(b) (6)	(6)	(b) (6) wanted to discuss the FOIA process. Specifically, (b) (6) wanted to discuss how to request, OBO a third party, records RE: that third party's federal prosecution.	I explained that (b) (6) FOIA request should be submitted to EOUSA directly. (b) (6) was already familiar with FOIA.gov and planned to submit his request online. I explained that, for access to the most records, he should provide proof of the third party's consent to release her records to him. (b) (6) indicated that he was interested in internal memos., etc., not court filings that are already publicly available, and I encouraged him to include that information in his request.
10	(b) (6)	(6)	(b) (6) wants a list of people who were there when Robert Kennedy was shot. He believes that this will aid him in valuing an item he is selling at a yard sale.	I returned (b) (6) call and left a message suggesting that he submit a FOIA request to whichever federal agency he thought might maintain the records sought. Here, I suggested that might be the FBI. I recommended visiting www.foia.gov, then going to "FOIA Contacts" --> DOJ --> FBI. I encouraged (b) (6) to give me a call back with any other FOIA questions he might have.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 02/01/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status update for reconsideration AP-2011-00121.	Recon letter sent 01/25/13. Should be receiving it shortly.
2			Requester sent in several correspondences pertaining to the same action of the FBI. Wants to make sure we sort out the duplicates.	Figured out which request was duplicate and e-mailed the appropriate attorneys.
3			How to make a request for information regarding the federal government's enforcement policy regarding marijuana in states that have legalized it.	Could contact DEA but larger policy discussions would probably be had in the AG, DAG, or AAG's office. Instructed how to find the contact information on FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: 2/14/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Her husband needs immigration records. He needs copy of records relating to deportation.	I referred to her FOIA.gov and suggested she contact Homeland Security. I walked her through how to find the requester service center numbers
2	(b)	(6)	She wants us to mail a prisoner records that the prison will not allow him to have.	I explained the purpose of the hotline. I told her that the prisoner can file a request and get a response. We have no control over the prison's regulations and whether some of the records are confiscated from him. I suggested that she contact the prison regarding this issue.
3	(b)	(6)	She needs to get medical records from BOP for her brother who is incarcerated.	I walked caller through FOIA.gov. I explained about DOJ Form 361 and gave her the address for BOP records. I also gave her the BOP requester service center number.
4	(b)	(6)	A trustee in bankruptcy is trying to sell his patent because his former employer went bankrupt. The patent belongs to him not the company. Can we prevent the sale?	I advised caller about the purpose of the FOIA hotline. He agreed that he does not have a FOIA issue.
5	(b)	(6)	He wants documents concerning his clearance. He was working for FDA but Justice did his clearance.	I advised caller that he needs to contact the agency for which he was working for items related to clearance. Justice does not process clearances for the entire government.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SVR
Date: 2/5/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	only a partial phone number left -no area	I could not call him back without a full phone number
2			He says that that he has a dispute against the Delaware VA that they did not consider his privacy and he wants someone to help him with his HIPAA complaint.	I explained OIP's function and that we do not process HIPAA violation complaints. He said he wants to make a complaint and I recommended that he get an attorney. He asked me what attorney he should get and I said I could not help him out with that.
3			no further message	I tried to call back but there was no answer and no voicemail message.
4			He wants to make requests to CRM and FBI for historical records from the 50s. He said he made a request to FBI already.	I suggested he might want to make a request to NARA if the records are historical, and gave him FOIA office contact info.
5			He received EP on his FOIA request to OIP. He gave me the IR request #.	The request is open in Privasoft and was assigned to Tasha. It looks like the file is with Doug so I asked him to respond to R with status.
6			They sent an appeal back in Sept. from a DEA request. She said she has USPS proof that the appeal was recd by OIP, but never got an ack letter.	I checked Privasoft and the appeal was never logged in. I gave her our fax and mailing address so she can re-send it, and told her she should include the proof from USPS that the original appeal was timely received.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: February 6, 2013

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wants to make a request to the Navy	Gve him contact info
2			claimed he had special rights and privileges bestowed upon him by the Crown of England and that he'd made a request to the Civil Rights Division for documentation to prove this	Gave him contact info for CRT
3			suspects a federal warrant may have been issued on him and wanted to get more info under a FOIA	suggested he try EOUSA, USMS, or FBI
4			had questions/concerns about his OIP requests status	referred to DH and LD
5			was having difficulty leaving a message to request a status update from BOP on her request sent in December of 2012.	passed along her information to BOP for them to respond to her
6			wanted info on California Department of Justice background checks	
7			wanted a letter explaining what happened to his remanded EOUSA request (no. 11-03280)	didn't find an EOUSA appeal with that request with that number under his name in Privasoft; only appeals that came up were from 2010.
8			status on his request no. AG/10-R0460	referred to DH and VV
9			wants an email address for MAP so he can complain about a FOIA issue	Bertina sent him an email from the general email address
10			how to make a FOIA	referred him to foia.gov

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/7/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know the address for the Mail Referral Unit and the FBI.	Provided the requested information.
2			Wanted to know the status of his FOIA request with Us. Customs and Border Protection.	Provided the caller with the contact information to determine the status of his request.
3			Wanted to know what the FOIA contact information was for the FDIC.	Provided the requested information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Bobby Talebia
Date: 2/8/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller wanted help obtaining records regarding a criminal prosecution.	I advised caller to make a FOIA request to EOUSA
2			Caller wanted to know we make sure that 1st party requesters are who they say they are	I explained Cert of ID and declaring under penalty of perjury
3			Caller wanted read Congressman Issa's letter to MAP and wanted to notify us of a fee issue she has had with USPS	I talked to caller about the issue and asked her to send us more information so that we can open up a compliance inquiry
4			Caller wanted the status of his request at CRT	I gave caller CRT's requester service phone number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/27/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know where to look for "tax certifications" that she "knows" were filed with the DOJ.	Recommended that she submit a request with the DOJ mail referral unit. Provided the contact information for that component. Also recommended that she submit a request to Treasury as this dealt with taxes - caller was not interested in doing that.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 2/12/2013

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Calling from SC department of mental health; wanted to get information on individual who is incarcerated in Leavenworth -- military prison	Told her to contact DOD FOIA
2	(b)	(6)	Wanted to know if we keep logs of FOIA requests and their dispositions/transfers, etc.	I told him we keep logs as the statute requires, he wanted help crafting his request and I told him I couldn't give that type of legal advice; but he should fully describe what he is seeking and file a request
3	(b)	(6)	Works for a Catholic school, wanted help dealing with creating a Facebook policy	Told her that was not purpose of hotline
4	(b)	(6)	Wanted arrest report from prosecution in DC	Gave EOUSA FOIA contact info
5	(b)	(6)	Wanted help because she claimed the Cleveland Clinic inappropriately released her medical records	Told her that was not purpose of hotline
6	(b)	(6)	Wanted information on her uncle	Determined that he was prosecuted by a DA in Tennessee, told her to check with state of Tennessee for FOI law
7	(b)	(6)	unknown	called back, no answer
8	(b)	(6)	Report with Wash. Post; wanted video tape from Oakridge Nuclear Plant break-in	Told him to contact dept. of energy
9	(b)	(6)	Claimed he had been pulled over in southern California by Customs Patrol, want info on incident	Told him to contact DHS FOIA

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDT
Date: February 13, 2013

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of AP-2013-01236	Gave caller status
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: February 14, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to make a FOIA to BOP	gave her contact info
2			some general questions about records released from FBI	informed him of 10 cent per page w/ first 100 pages free; availability of CD-ROM releases, advised he can call FBI Requester Svc. Ctr. if he had other questions about how FBI handles requests
3			wanted info on how to make a request for BOP records	returned info thru email - advised of BOP contact info and gave link to foia.gov
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 2/15/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Where should she submit a request for access to records RE: certain U.S. attorneys?	I advised (b) (6) that she should submit her request to EOUSA directly. For information about how to file an EOUSA request, I suggested that (b) (6) visit the www.FOIA.gov website and go to "FOIA Contacts" --> U.S. Department of Justice --> EOUSA. I explained that there she'd find the mailing address for submitting an EOUSA request, as well as the EOUSA FOIA office's telephone and fax numbers.
2	(b) (6)	(b) (6)	(b) (6) is looking for a particular record related to a third party (husband or boyfriend)'s immigration case.	I suggested that she submit FOIA requests to DOJ (EOIR) and DHS (ICE, USCIS). (I suggested both DOJ and DHS because I was not sure which agency might maintain the specific records sought.) I directed the caller to www.FOIA.gov (FOIA Contacts --> [appropriate agency] --> [appropriate component or "I don't know which office"]) for info. about where to submit her request or requests. I noted that the website also contained other helpful info. about the FOIA and what she should include in her request(s). I recommended that she provide the agency or agencies with proof of the third party's consent to release the record sought to her. I gave her the link to the cert. of ID form available on the DOJ website, http://www.justice.gov/oip/forms/cert_ind.pdf .
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 2/19/2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) received a couple of DRC denials on some memos because the components (and this Office via appeal) stated that the documents were the subject of ongoing litigation. The government did not name the litigation, and (b) (6) wants to know the name of the case.	I talked to Sarah, and the components intentionally did not name the litigation because they are concerned about revealing sensitive facts about the litigation by naming it and making the connection of the memos to that litigation explicit. I recommended that (b) (6) talk to NSD and OLC to see what further details they might be willing to provide without causing harm.
2	(b) (6)	(b) (6)	2012-03437 appeal question.	I left a message with her containing a status update on the appeal.
3	(b) (6)	(b) (6)	Privacy Act question	
4	(b) (6)	(b) (6)	Status of an appeal.	Directed the caller to Matt to get a status update, who is not in the Office today.
5	(b) (6)	(b) (6)	Left no phone number	
6	(b) (6)	(b) (6)	Follow up.	
7	(b) (6)	(b) (6)	Status of BOP request.	BOP is the best place to get a BOP request status update. Call us for an appeal status update.
8	(b) (6)	(b) (6)		
9	(b) (6)	(b) (6)		
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11	(b) (6)	(b) (6)		
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13	(b) (6)	(b) (6)		
14	(b) (6)	(b) (6)		
15	(b) (6)	(b) (6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 02/20/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Information about how to appeal a fee waiver denial that was untimely.	Send appeal to office indicated in response letter. Include any arguments as to why you believe the fee waiver should have been granted or why these records should be made publicly available without a FOIA request.
2	(b)	(6)	Call from third party attorney that DOJ has a case against her. Attorney is asking for money to correct situation.	Contact FBI Fraud Hotline because she suspects that the person is trying to scam her for money.
3	(b)	(6)	Want to use Veterans Administration's guidelines and logo in publications	Contact VA.
4	(b)	(6)	Looking for information on a man brought up on murder charges in the US but arrested in India. He should be brought back to the US soon.	Try submitting a request to Criminal Division, INTERPOL, Marshal Services. Could also try the MRU for other components.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 2/26/13

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Release of information relating to Washington Mutual Bank and a criminal investigation by DOJ that he thinks is taking place. He says he is appealing a bankruptcy from the bank and he needs to know if they were involved in criminal activity.	I left him a voicemail: He can make a FOIA request to any DOJ office he thinks may be investigating the bank. In the non-FOIA route, he could also call public affairs.
2	(b)	(6)	status for 3 appeals	I left him a voicemail
3	(b)	(6)	Person nominated for US attorney- she wants to make a FOIA request for that info	I gave her EOUSA's phone # and email.
4	(b)	(6)		There was no answer when I tried to call back
5	(b)	(6)	He wants info through FOIA at USDA but they are not telling him why they are not releasing the info.	The number he left did not work when I tried to call back.
6	(b)	(6)		I could not leave a message b/c her voicemail box had not been set up yet
7	(b)	(6)	FOIA AWP privileges for city attorney work submitted to the mayor	I left her a message
8				I explained the difference b/t state and federal FOIA.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/27/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know where to look for "tax certifications" that she "knows" were filed with the DOJ.	Recommended that she submit a request with the DOJ mail referral unit. Provided the contact information for that component. Also recommended that she submit a request to Treasury as this dealt with taxes - caller was not interested in doing that.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She wants government records.	I explained that FOIA is decentralized and asked what types of records she was looking for. She was unsure and wanted to know what she could look at. I told her about FOIA.gov and sent her a copy of "Your Guide to Federal Records."
2	(b) (6)	(6)	She wants to know how to get a copy of her personnel records. She worked for Civil in 1980s and 1990s. Now she works for the US Atty in TX.	I told her that records for former employees are transferred to the National Personnel Records Center. Since she has rejoined the Department, I'm not sure whether those records were retrieved or not. I suggested that she contact her HR department to start and find out what they have.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: AMJ
Date: 03/01/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to file a FOIA request for information about a police officer.	VM.
2			1. Where to file FOIA request to CRT? 2. How to get a copy of a prior FOIA response. 3. Where to file a complaint against a federal judge 4. How to contact attorneys involved with DOMA case in California.	1. Provided e-mail address from FOIA.gov. 2. Caller knew which component the response came from. Suggested he contact that component and ask for another copy of response. 3. I don't know. 4. Information about federal cases is generally available on-line. Can contact local USAO to find out if cases are within caller's district.
3			Where to file a FOIA request at DOJ relating to Torts, HHS, Vaccine Court	Provided Civil's FOIA e-mail from FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 4, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)			tried to return call; couldn't leave message b/c mailbox was full
2			wanted a copy of complaint (citizen mail) he sent in August 2012	Located letter and sent copy of his submission and OIP's response to him
3			status update on AP-2013-01870	DEA appeal assigned to ADF; under review
4			wants a status on a Crim request	Gave number for Crim Requester Svc. Center
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 3/05/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) left a message stating that he wished to submit a FOIA.	I returned (b) (6) call and left a message. For more information about the FOIA -- including info. about what to include in his request and the proper addresses for mailing requests for access to federal records -- I suggested that he visit www.foia.gov . I also encouraged him to give me a call back to discuss and said that I'd be happy to walk him through the process. UPDATE: I have been playing telephone tag with this caller. I last called and left a message on 3/05/13.
2	(b) (6)	(b) (6)	(b) (6) said that she was told (source unidentified) to mail her letter to "401 M Street SW" but it was returned as undeliverable. Where should she send it?	Through speaking with (b) (6) I was able to determine that she is attempting to submit a FOIA request to EPA HQ. I provided her with the mailing address and fax number that I found posted for EPA on www.foia.gov . I encouraged her to call EPA's FOIA Requester Service Center with any questions she might have about EPA's FOIA process specifically.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDW
Date: March 7, 2013

Total Private Calls: 12

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Checking status of an initial request made to BOP.	I gave the caller the number for the FOIA requester service center.
2	(b) (6)	(6)	Status of AP-2012-03609	Contacted KRP who is assigned appeal. She advised that it would be done in the early spring. Advised caller accordingly.
3	(b) (6)	(6)	Status of AP-2013-01800	Left msg. advising caller that it has been assigned to an attorney who is working on it it still and asked that the caller call back to discuss further.
4	(b) (6)	(6)	Status of AP-2013-01192	Advised that it has been assigned to an attorney and is still pending. I explained that it has to go through two levels of review before signature. I advised caller that it would probably be a couple of months but she can always call to check on status.
5	(b) (6)	(6)	Status of AP-2012-02979	I contacted AMJ re status and advised the caller that it will be submitted for review shortly. I advised that he give it a few more weeks and call back if he still has not received the letter.
6	(b) (6)	(6)	FOIPA No. 1207673-000; has been told that it does not exist and appealed; he knows it does	He appealed and has not received anything yet. I inquired as to when the appeal was sent. He said that it was getting close to two weeks. I explained that it has to reach the Department and go to the mail room and then get to us. I checked the system and could not find him yet but advised that he wait a few more days and call back if he still has not received an acknowledgement letter.

Call	Caller's Name	Phone Number	Question	Advice / Answer
7	(b)	(6)	Status - 2009 firefighter appeal	Caller advised that he sent in an appeal yesterday and wants to know the status. I advised that he would receive an acknowledgement letter assigning him an AP number and that he probably needed to give it a little more time. He began to explain his situation regarding how points were assigned and told me that he made his request to CRT two years ago. I advised that he should make a new request because of timeliness issues. He advised that he had also done that on the advice of his union.
8	(b)	(6)	He has questions about getting FBI records from the reading room. He also wants to obtain certain CDs on other investigations and has questions.	I left message informing caller about foia.gov and gave him the number to the FBI requester service center. I also advised him about the existence of the FBI's electronic reading room - the Vault. I told him to call back if he has additional questions.
9	(b)	(6)	He received a letter from MWH asking for his consent to look into a FOIA matter. He mailed it to us. Does he also need to fax or email it?	I advised that he does not need to but if he would like to also fax in a copy he can do that. I gave him our fax number because he said he also wanted to fax in his consent.
10	(b)	(6)	He appealed an FBI decision and has not received anything.	I checked the system and we have an appeal assigned to him that matches the number he provided - 1207457. I told him that he should be receiving the acknowledgment letter shortly since it has been assigned and advised that he call us back next week if he still has not received it.
11	(b)	(6)	Checking on a request (b) (6) sent on 2/28. Questions about what was received and some additional things.	Told caller that L. Day would call him back.
12	(b)	(6)	He needs to know the next step. The CIA rejected his appeal of his foia based purely on the fact that they were a defendant in his case. Originally the agency release panel granted his appeal. Please inform him how he should go about getting these records. Without them he will not be able to get back in the military.	Called back but received automated message that the person I was trying to reach was not accepting calls at this time.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR

Date:

11-Mar-13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He says he passed a USCIS clearance and wants to know the status.	I gave him USCIS contact information so he can request records on himself.
2	(b) (6)	(6)	He said he is trying to get forms to file a FOIA to Catholic Charities	I explained that FOIA only applies to federal agencies. I told him there is no standard form, and that that charity is not a federal agency. He then said they have govt contracts with HUD, so I gave him HUD's contact info.
3	(b) (6)	(6)	He wants to make a secret service FOIA request on an officer	They are part of DHS. I gave him their phone # and email for FOIA requests.
4	(b) (6)	(6)	calling about Sunshine Week event this morning - why did it end early? He said it was scheduled to end at 1230 but ended at 1150.	I don't know why it ended early. The speeches must've gone more quickly than expected. I asked if he had any other FOIA questions I could help him with, and he did not.
5	(b) (6)	(6)	She says HUD publicized her name without permission	After speaking with her she said it was an apartment building that shared her name. I explained the function of OIP. She did not have FOIA questions. I recommended she hire an attorney for her concerns about the apt's violation of her privacy rights.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 3/12/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted to know how to submit a FOIA request to DOJ.	Discussed the process to make a FOIA request. Provided the relevant addresses to FOIA Offices and discussed the need for a DOJ Form 361.
2	(b)	(6)	Wanted to know why someone was violating her privacy by reading her thoughts and displaying them on the air.	Informed the caller that this was a FOIA hotline and that if she felt that there was a crime being committed against her, she should report it to the locate authorities.
3	(b)	(6)	Wanted to know if she could obtain prisoner rap sheets through the FOIA.	Informed the caller that she can make such a request, but that the request would likely be denied for privacy reasons.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: March 13, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of request	Talked to Laurie, she got in touch with him
2			How to file FOIA request	Called back but VM was not setup
3			Deadline coming up on time to appeal, wanted extension	Told him extensions were not possible, just fax in a simple appeal
4			Status on ATF appeal	gave him status
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 14, 2013

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer		
1	(b) (6)		Wants copy of monograph produced for defending constitutional torts -how do I get it under FOIA?	Told caller to try GPO or can file FOIA request w/ Civil Division		
2			Court records using 351 form	Explained what federal FOIA was -- caller clarified that she was looking for immigration proceeding records -- gave her info to EOIR's FOIA service center		
3			Oct. 25, 2012 FOIA request to CRIM	Directed caller to CRIM		
4			Wanted to speak to Anne or Sean re: AP-2012-03353	Forwarded info to Anne or Sean		
5			Writing story on how journalists can use FOIA requests - trying to determine requests are made by news media v other requesters?	We don't track right off the bat, we'd have to run a search for names of all news media. But each agency and each component is different, some might track that.		
6			Invitation sent to MAP re: event in Mexico	Forwarded to Bertina		
7			AP-2012-03390	SKV to call w/ update/status		
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: Mar. 15, 2013

Total Private Calls: 14

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	status	provided
2			status	provided
3			status	provided and explained
4			caller wanted help making a request. Caller has not been involved with federal agencies, but had been arrested by state/local. Explained state/federal.	explained records most likely with state. Described how to make request with state FOIA. Also provided info re request to CJIS. Lead caller to web for addresses because caller wanted to get records from FBI & court. Explained that federal courts not subject to FOIA - probably not state courts under state FOIA.
5			initially caller stated she wanted state records, but caller touched on multiple topics including DOJ's inability to sue agencies, local police laughing at her, the passage of several laws	none of comments pertained to FOIA issues
6			?	returned call, but the number caller left had been disconnected
7			status	provided
8			caller needed help filing out the cert of id form	walked caller through form
9			status	provided
10			what type of info is released on prisoner	explained consent or proof of death & that even criminals have privacy rights
11			status	provided
12			caller left vm saying today is day 60 and he can't email his appeal. What to do?	left vm telling caller to use portal or fax.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 18, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status on AP-2013-00184	signed and mailed 3/13/13
2			wants to lodge a complaint (harassment) against Consumer Product Safety Commission because of records they sent her pursuant to a FOIA request	suggested she contact CPSC's IG and her state senators with the allegedly offensive/harassing documents as evidence (not a FOIA matter)
3			left message - wanted status of FBI request	couldn't return call (inmate)
4			was looking at "2013 FOIA User's Guide" on OIP website and the sections she wanted to reference were not yet posted	left message: assumed she meant DOJ Guide to the FOIA; informed her we will be posting on a rolling basis and referred her to 2009 edition for sections not yet updated.
5			does FOIA law apply to states?	federal FOIA does not, but check with state AG's office for your state's access law
6			wanted help getting son's greencard back	OIP can't help her with that; suggested she contact USCIS
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 03/19/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status update on request sent to Office. Request sent 02/13 and caller has confirmation that it was received by our Office on 2/25 but did not receive an acknowledgment letter from us.	Caller is attempting to follow up on correspondence from Janice McLeod but did not have the correct mailing address. Caller wanted to fax in the request material.
2	(b)	(6)	Status AP-2011-03244. If closed, never received the determination letter.	PDF'd a copy of final determination letter to caller. Also sent a copy of final determination and remand memo to EOUSA.
3	(b)	(6)	Where to submit FOIA request to DEA and ATF	Provide contact information from FOIA.gov.
4	(b)	(6)	Looking for information from the Norfolk, TN FBI Field Office and the Civil Rights Division	Provide contact information from FOIA.gov.
5	(b)	(6)	Status update for AP-2013-01398	Provided status update.
6	(b)	(6)	Looking for access from a state prison facility under Tennessee Law	State facility would not be subject to federal FOIA. Would need to make a request through the state's access law.
7	(b)	(6)	Wrote to the FBI and told them he wanted the CD of responsive records but never heard back from the FBI. Has contacted the FBI POC and he told caller to call OIP.	If caller was instructed to call OIP, the FBI probably believes the caller should file an appeal. May file an appeal or try writing to the FBI and ask them to reopen the request. Communication must be in writing.
8	(b)	(6)	How to make a request for information from DEA?	Provided contact information from FOIA.gov, explained reasons for submitting a cert of ID and providing proof of death.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 3/20/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Will documents her office provides to the government pursuant to a subpoena be protected from FOIA disclosure? Are records concerning criminal investigations subject to FOIA disclosure or are they protected?	Some records concerning criminal investigations are protected from FOIA disclosure pursuant to one or more FOIA exemptions, but not all records would be. It really depends on the records themselves. If (b) (6) is concerned about whether the documents provided will be subject to FOIA disclosure, I encouraged her to share those concerns with the agency. In some cases, it might be possible to work out a confidentiality agreement of some sort.
2	(b) (6)	(b) (6)	(b) (6) is looking for records concerning a 1998 deportation case.	I returned (b) (6) call and left a message. If she has not done so already, I suggested that she submit a FOIA request for access to the records sought. I explained that her request should be made in writing to the federal agency or agencies that might maintain records responsive to her request. For more information on the FOIA, including what information to include in her request(s) and the address(es) to which she should submit her request(s), I suggested that she visit www.foia.gov . I encouraged (b) (6) to give me a call back if she had any questions or would like to discuss further.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: March 22, 2013

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status of AP-2013-00133	Advised that it had been assigned to an attorney and was still in the review process. Caller wanted to speak with the assigned attorney, RRK. Advised him that RRK was out of the office and that I would leave a message for him to call him next week.
2	(b)	(6)	Wants to get records from the local fire department about the cause of a fire.	I explained that FOIA applies to federal agency records and suggested that caller call her local officials.
3	(b)	(6)	Has a question about releasability of names and phone numbers.	Left voicemail asking caller to call back. Her machine says that she is out of the office. She called back and said that she wants to know about releasability of government phone numbers. Their inclination was that there was not much of a privacy interest. I left a message with caller again because we kept missing each other. I advised that while that is generally true, it depends upon the circumstances. Law enforcement, as she indicated, would have a privacy interest. Non-law enforcement might have an interest as well based on the situation if there was a risk of harassment or retaliation. I also noted that we would not release high level official numbers. I also indicated that blackberry numbers would be different because the line between home and work was blurred. It remains with the individual and implicates more of a privacy right.
4	(b)	(6)	Status of AP-2013-02073	Checked Privasoft and advised caller to give it about a week or so. (The letter was signed March 15)

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: March 25, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AP-2013-01870 -- status	
2			Question about an antitrust suit she filed	Told her this was a FOIA hotline and could not advise her on that
3			Had a complaint about Postal Service slow response time to FOIA	Explained that 20 day rule was in contemplation of lawsuit. Told him he could write to us with a complaint and we would look into it as we are able but could not guarantee any direct action
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 26, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Tried to submit FOIA online but it won't go through -- Civil Rights	Gave caller information to Civil Rights (email address, telephone number)
2			Looking for information on son (inmate) in Pittsburgh	Explained that this hotline is for questions on federal FOIA, so could give her information on who to contact to make a FOIA request for a federal inmate. Otherwise, they have to contact state directly.
3			Law student looking for OLC opinion can't find on Westlaw or Lexis	Explained that this hotline is for questions on federal FOIA, so could give her information on who to contact to make a FOIA request for an OLC opinion. Otherwise, she can look online at OLC's website or try to contact them directly
4			Has boxes for attorney with files -- wants to drop them off	Explained to caller what purpose of this hotline is, and suggested that she contact her state's bar association for any further assistance with an attorney's files
5			FOIA question -- client is providing documents to DOJ voluntarily -- what happens if a FOIA request is made? He thinks documents are covered under b4	Explained a little about b4 and submitter notice -- he asked about marking the pages but I told him that was beyond my expertise and he should consult whoever was asking for the submission
6			Called re: civil violations -- needs to know how to get copies of records from AG -- started talking about death threats on his life, mafia, etc., etc.	Explained to caller best way to go about getting his records but he insisted that he wanted to file a request with the AG because he was "the head of the FBI" So, I gave him the mailing address to OIP so he could send his request in.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SVR

Total Private Calls: 6

Date:

3/27/2013

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She said Amanda had her fax a FOIA request to OIP and she wanted to see if it was rec'd and if a FOIA # had been assigned yet. John Lowry. Faxed on March 18.	It was not rec'd in Privasoft so I asked her to re-fax it
2			Can I access a contract b/t FEMA and contractor re: hurricane Sandy?	I gave him FEMA's contact information. He asked about b4 redactions that might be made so I pointed him to the b4 chapter of the Guide online
3			he wants file info re: a USA so he can launch a complaint.	I explained EOUSA's FOIA system and gave him their info
4			Does she need to email	I tried to return her call but there was no answer or voicemail
5			Form DOJ 361- do they need this for a client to get immigration records?	Yes, they can have their client fill out the form and send it to EOIR. I gave her their contact info.
6			# AP status FBI Appeal	I left a voicemail
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Bobby Talebia
Date: 3/28/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller wanted to know how to make a request to DHS	I explained to caller that DHS is decentralized and told him about the "Learn" and "FOIA Contacts" features on FOIA.gov.
2			Caller upset because got heavily redacted records from HHS and now wants them through a subpoena.	Call back on Monday
3			Caller wanted to know how to make a request to EOIR	I gave caller EOIR's FOIA contact information.
4			Left a message asking for status	Call back on Monday
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: 3-29-13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	caller stated that she had sent in several requests, but didn't get any records. Caller had incorrect address	caller is looking for records from 1991 or 1993 that she sent in. Gave correct address, mentioned that given lapse of 20 yrs appx that agency might not be able to locate
2	(b)	(6)	wanted records from local school district	called back, but caller did not answer (20 rings) and no voice mail
3	(b)	(6)	wanted help on making request	
4	(b)	(6)	caller stated that he made a request last year - or this year - or 3 months ago - to the FBI, but that no one answers. Caller stated that he had called david s., but no one would answer the phone. Caller claimed that "someone is trying to start something."	caller had the wrong phone number for the FBI. Provided correct number.
5	(b)	(6)	status of appeal	still pending Estimate another 2 weeks
6	(b)	(6)	caller complained about not being able to email, but the caller left a nonworking phone number	
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 4/01/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Unknown. BAC took the call from (b) (6) and asked me to give him a call back.	Through speaking with (b) (6) I determined that he had questions concerning the Privacy Act. (Not about making a Privacy Act request; rather, he had specific Privacy Act questions.) I referred him to OIP's Privacy Act contact at OMB.
2	(b) (6)	(b) (6)	Wanted a copy of a disability rating from a Dr.'s office.	Explained RE: federal FOIA and the function of OIP. Advised that the federal FOIA provides a means of access to records maintained by federal agencies, not private Drs.
3	(b) (6)	(b) (6)	In an e-mail inquiry dated 3/24/13 (forwarded to me on 4/01/13), (b) (6) asked for "information on how to obtain records on a gentleman who died while incarcerated at MCFP, Springfield, MO in 1948."	I believe that MCFP is a BOP institution, so in a response from OIP's DOJ.OIP.FOIA e-mail account, I advised that if (b) (6) is seeking access to BOP records then she should submit a FOIA request to BOP directly. I suggested that (b) (6) visit www.foia.gov for information on the FOIA (e.g. what info. to include in her request) and the proper address for mailing a BOP FOIA request. I encouraged her to give me a call to discuss or with any other FOIA questions she might have.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: SRO
Date: 4/2/2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	A female reporter called from the Wall Street journal and I left her a return message, but I have no further record of the call because my Office was moved and my messages have all apparently been erased from my phone.	We have traded several messages back and forth now.
2	(b) (6)	(b) (6)	2013-01700 status update? (KRP)	I told the caller that Kate is assigned to the appeal and anticipates that she will review it within a week or two.
3	(b) (6)	(b) (6)	(b) (6)	Call back, recommend that she call Laurie Day.
4	(b) (6)	(b) (6)	2013-02203. Can we expedite?	I informed the caller that we closed out his appeal on 3/27, and he should hear from us shortly.
5	(b) (6)	(b) (6)	May be asking for legal advice	The caller was arguably asking for legal advice about the treatment of records that become part of a lawsuit. I recommended that he take a look at our Guide, but I noted that I cannot give legal advice to someone who used to work at DOJ but who is now at a private firm.
6	(b) (6)	(b) (6)	FOIA-2013-02057. Request referred to Criminal Division, but they have no record of referral even though OIP's action happened on March 7.	The IR Staff is checking on this and will call the caller back. I emailed the requester and notified him that the IR staff will get back to him shortly.
7	(b) (6)	(b) (6)	FOIA request was closed with no reason for its closure. The Request No. that she gave was 13FLHQ00904.	Turns out that the caller was talking about a request made to HUD. In response to the caller's concerns, they have reopened her request.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: PED
Date: 4.3.2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Unknown.	Left VM.
2	(b)	(6)	The caller would like to request a criminal history of a third party from a local PD in Michigan.	I suggested he contact the Michigan AG's Office for guidance on Michigan's FOIA.
3	(b)	(6)	How do I file an appeal when no request number was given?	I advised the requester to include a copy of his response letter with the appeal.
4	(b)	(6)	The Department is lying in that it can protecting trade secret related information. Concerns about hackers. Other related complaints. Caller used some offensive language (f***), though it was not directed at me personally.	I listened and tried to understand the complaint, which I failed to do.
5	(b)	(6)	The requester checked yesterday and the status update from the Portal advised the requester that his request was closed, but there was not yet a response. However, a new entry in PS indicates that documents were published to the Portal today.	I advised the requester that the response should now be available on the portal, and if not, to let us know.
6	(b)	(6)	The caller wanted us to assist in finding a press release from 1981.	I advised the caller, a reporter, that he could make a FOIA request. I checked the website, and it does not appear to exist there.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 04/04/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Where to make a FIOA request for the bank examiners' notes from the Leaman Brothers bankruptcy case	Make a FOIA request to U.S. Trusee's Program.
2			Records on her completion of RDAP Residential Program	Make a FOIA request to BOP
3			Policies for when a negotiated settlement is tax deductible.	The IRS is the agency most likely to have relevant information.
4			Interested in SOP for Georgia's Police Department involvement in missing children and kidnapping cases. Also interested in the FBI's procedures for getting involved in such a case.	To make a request for records involving the state or local entity, caller will have to do some research on the provisions of the state access law. Provided the FBI's information from FOIA.gov.
5			Did we receive the appeal from FBI No. 1193042 which was faxed on March 29, 2013	VM. Yes, we received the appeal.
6			How to find out which, if any, government entities have information on her. Believes she is a victim of a crime, but wants more information before she begins to accuse people.	Caller had already identified which components she believes might be able to help her and had their mail addresses. Explained what happens when a request is sent to the Mail Referral Unit.
7			Son is incarcerated and in transit and wants information on where his final destination will be.	If that information is available, you would need to contact BOP.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDW
Date: April 5, 2013

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	She is trying to get maps from a state agency in West Virginia. They told her the FOIA does not apply. She has questions about what is available to the homeowner.	I explained that the federal FOIA applies to federal agency records. I directed her to resources on FOIA.gov about asking for records from federal agencies because she thought she might be able to obtain records from a federal agency.
2	(b)	(6)	She has questions about grant samples. She needs assistance with a grant application.	I explained the purpose of the hotline.
3	(b)	(6)	He wants to know the total number of FOIA requests filed since 1968.	I explained that FOIA is decentralized and that each agency is responsible for responding to FOIA requests. I explained that we have data going back to 2008 on FOIA.gov and pointed caller to the OIP website Annual Report data that goes back to 1998. I explained that no source would have the total number of FOIA requests available to him.
4	(b)	(6)	He obtained records that span several states and thinks federal issues are involved. It involves mortgages and fraud.	I directed caller to the Action Center.
5	(b)	(6)	Questions about his firearms background application packet.	I explained the purpose of the hotline.
6	(b)	(6)	She wants records from the Federal Motor Carrier Safety Administration that are not available on their website. She asks if we can send her the two months of records that she needs.	I told the caller about FOIA.gov and explained that FOIA was decentralized. I gave her the number to the requester service center for the Federal Motor Carrier Safety Administration.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: April 8, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	gave some random numbers. Wanted his case redone	no number to call
2			Wanted BOP's contact info	gave her that info
3			Needed employment info for former employee	Gave her the personnel office address in Vallmeyer IL
4			Wanted documents from HUD	Gave him HUD's FOIA info
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: KRP
Date: 4/09/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	What search terms did the FBI use when searching for records responsive to her request? She only received 29 pages of records, but she submitted hundreds of pages of records to the FBI and requested an investigation into the "deprivation of [her] civil rights."	Knowing that the FBI often assumes that FOIA requesters are not seeking access to materials that they submitted, I suggested that she might want to submit a request that clearly stated that was what she was seeking. (b) (6) advised that she was very clear. She already filed an administrative appeal and our office affirmed the FBI's action. She stated that she spoke with MH who advised her that the 29 pages was all the FBI found. (b) (6) believes that there is a massive white supremacist conspiracy and this is why all of her records are not being located. I advised (b) (6) that she could request reconsideration of her appeal if she believed that something was overlooked. I also advised her of her right to file suit in federal district court. (She then wanted me to answer specific questions RE: the requirements for filing suit, but I declined, as I do not believe that it is appropriate.) To the extent that she wished to file a complaint RE: alleged discrimination, I advised that she should contact the Civil Rights Division. I offered to give her the phone number that I found posted on the DOJ website (specifically, the Action Center page) but she declined.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(6)	How can he make sure that evidence submitted to FDA is preserved? How can he request a report into dog treats that allegedly poisoned his clients' dogs?	Explained function of OIP and the parameters of the federal FOIA. Encouraged (b) (6) to make a FOIA request to FDA, but explained that this would only be a means of accessing records maintained by FDA, and would not be a way of compelling the FDA to compile an investigatory report. (b) (6) advised that the FDA was working on the report now. I advised that, generally, one is entitled to responsive records in existence at the time an agency begins its search. If responsive records are created after that time, then (b) (6) would likely need to make a new request for them later. For questions RE: preservation of the original evidence (e.g. allegedly poisoned dog treats) he submitted, I suggested that he contact the FDA office to which he submitted the material initially.
3	(b) (6)	(6)	This caller left a message requesting assistance submitting a FOIA request to the FBI.	When I returned this call, I learned that the caller is actually trying to follow up on a FOIA request that he already submitted to the FBI. I suggested that he call the FBI FOIA Requester Service Center and gave him the telephone number for that office. He wanted to speak to someone at the FBI, explain the urgency for his request, and "get the ball rolling." Thinking that he might need more than the FOIA Requester Service Center, I also gave him the name and telephone number of Dennis Argall, the FBI FOIA Public Liaison.
4	(b) (6)	(6)	What is the status of AP-2013-01142?	I returned (b) (6) call and left a message advising that I could not provide status information over the phone because it appeared that AP-2013-01142 was submitted by a third party requester. (It appeared this way based on the information in Privasoft and based on my conversation with SVR, the attorney assigned to AP-2013-01142.) I encouraged (b) (6) to give me a call back to discuss further. I noted that if he wished to provide consent from the third party requester, we could discuss how to go about doing that when (b) (6) gave me a call back.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Bobby Talebia
Date: 4/10/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Call back	I called back and left a message.
2	(b) (6)		wants to talk to atty regarding AP-2013-02536	I gave caller a status on this appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 04/11/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status update of 2013-02057, correspondence indicates that FOIA request was forwarded to Criminal Division. Caller spoke with Criminal Division and they do not have the file	Explained that request was recently re-referred to Crim and he should check with them again to determine whether they received it.
2	(b) (6)	(6)	Wants access to an incident report from the Mohegan Sun (casino) and Mohegan (Indian Tribe)	The casino is not a federal entity and is not subject to the FOIA. You may be able to access the Tribe's documents though the Bureau of Indian Affairs. In a voice mail, I provided the FOIA Public Liaison number from FOIA.gov.
3	(b) (6)	(6)	Appropriate person to CC on request for confidential treatment in records being produced in response to GJ subpoena?	Can simply include the letter to the USAO and ask that it be kept with the records so that should they be subject to a request, the letter will be sent to EOUSA along with the responsive records.
4	(b) (6)	(6)	Status update for AP-2013-01614	VM with status update.
5	(b) (6)	(6)	Information withheld by the Virginia State Bar	The Virginia State Bar is a private entity not subject to the FOIA.
6	(b) (6)	(6)	Wants to make a complaint about brother's treatment in a federal facility.	Not within the responsibilities of this office. Should reach out to a private attorney for assistance.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR

Date:

12-Apr-13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He wants to talk about his civil rights and discrimination by a govt agency against him. He received a judgment after he got involved in a shooting due to PTSD and he is being harassed by a compnay.	He was not calling about a FOIA matter so I could not assist him
2	(b) (6)	(b) (6)	AG's office FOIA request- where should she send it?	I explained how to send in a FOIA request to OIP's IR staff.
3	(b) (6)	(b) (6)	appeal status 12-03549	The caller didn't leave a # so I couldn't call him back. (Note: It is open and assigned to BT and was submitted to MTC on 12/28)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 15, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AP-2013-02663 status update	Left message giving update
2			Status update on AP-2013-01931 -- will try back later	
3			AP-2013-01273 status update	Gave status update
4			Calling to report state and county DA office failure to release public records to him (he has a federal civil lawsuit pending and needs records)	This isn't a FOIA question; rather, the R wants to file a complaint about DA's office. I directed him to the Action Center
5			AP-2013-01548	No number left
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/16/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to check on the status of three administrative appeals.	Provided the appeal status for two of the appeals. Sent an email to the attorney that is assigned to the third appeal to determine the status.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/17/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know the status of appeal number AP-2013-01870	Sent an email to attorney handling appeal file.
2	(b) (6)	(b) (6)	Left VM. Wanted the status of AP-2013-02536	Left VM. Provided the status of the appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: PED
Date: 4.18.2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller wanted to check on the status of a request submitted by another individual.	I provided her with the status of the request after a third party authorization was faxed into OIP.
2			The caller used to obtain data from NDIC. There was a requirement that he publish if obtained (apparently, it was not via FOIA). He had a question about publishing.	As NDIC is no longer a component, I suggested he try DEA after seeing that some of its functions had been rolled in to that component.
3			The caller had both FOIA and non-FOIA complaints. Regarding FOIA, she complained about the lack of information received in a component response, and also wanted to know about the average response time of a particular office in HHS.	I suggested she consider the administrative appeal process regarding the response she was upset with. I also advised her of the component within HHS the office she was seeking records regarding was a part of so that she could know the average response time.
4			The caller left his address but no question.	N/A
5			The caller wanted a status update on his appeal?	After speaking with the assigned attorney, I advised it would likely be several weeks.
6			The caller wanted to make a request to EOIR.	I referred her to EOIR.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDW
Date: 4/19/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of his appeal, AP2-103-01545	Advised caller that the appeal had recently been submitted for review and that he could expect to receive the determination in the next couple of weeks.
2			Asked if this was the Supreme Court. They sent her something and she lost it and needs another copy.	Advised her of purpose of hotline and suggested she call the court that sent her the letter.
3			Caller wants to help her friend in prison get medical assistance.	When I spoke with caller and told her the purpose of the hotline, she informed me that she had found the correct office to call.
4			Wants stauts of AP-2013-01912	Advised caller that appeal had been assigned to KRP and was under review. She wanted more details so I told her I would return call on Monday when KRP was in the office. She indicated that she would be out and asked me to call (b) (6) at ext. (b) (6) . I did this and left a voicemail that per my conversation with KRP it would be submitted for review within the next month and then would go to her supervisor for final review and signature.
5			Status of AP-2013-01870. Calling on his behalf.	The telephone number would not allow me to leave a message. It just had a short message in Spanish. I tried the number three times.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: KRP
Date: 4/22/13

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Submitted a request for access to NARA records. Specifically advised NARA that his request was not a FOIA request. Is upset that he has not received a substantive response. Has been in contact with NARA's FOIA Public Liaison, who said that he would look into the matter and get back to him but has not.	I explained RE: the function of OIP and the federal FOIA. I encouraged the caller to make a FOIA request for the records sought. I gave him the address for submitting such a request, as well as the telephone number for NARA's FOIA Requester Service Center should he wish to speak to someone at NARA RE: his request.
2	(b) (6)	(b) (6)	Left message advising that she submitted a FOIA request 4/10. Her request concerns natural resource damages. She did not state the nature of her FOIA question.	I returned (b) (6) call and left a message. I am waiting to hear back from this caller.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		What is the status of his appeal?	<p>I searched for appeals submitted by (b) (6) or (b) (6) and didn't see anything in Privasoft.</p> <p>I returned (b) (6) call and left a message. I noted that I ran a quick search for an appeal under his name and didn't see anything, but acknowledged that I might have been spelling his name incorrectly. ((b) (6) are just guesses; the initial voicemail message did not contain the spelling of the caller's name.) I encouraged him to give me a call back and I'd be happy to look into the status of his appeal. I mentioned that having the appeal number would be helpful. I am waiting to hear back from this caller.</p>
4			Did OIP receive her request for info. about enrolling for the 4/24 FOIA Requester Roundtable? Is she registered? Will there be a space for her?	<p>I e-mailed BAC, who had already left for the day, and asked about this. I then called (b) (6) and advised that I had reached out to a member of OIP's administrative staff about this, and would give (b) (6) a call back after I heard from my colleague.</p> <p>UPDATE: BAC advised that she replied to (b) (6) e-mail and advised her that she was enrolled for the roundtable. I called (b) (6) and relayed this to her.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		How can he obtain a copy of the FOIA Guide?	I returned (b) (6) call and left a message. If (b) (6) is seeking a hard copy of the FOIA Guide, he may order a copy of the 2009 FOIA Guide from the Government Printing Office. I gave (b) (6) the telephone number for GPO that I received from BAC RE: another hotline call. I also noted that the FOIA Guide is available electronically on the DOJ website. I noted that the FOIA Guide is being updated on a rolling basis, and that while most of the sections posted online were 2009 versions, there was at least one 2013 section posted (specifically, Ex. 2, which I knew off the top of my head was posted). I advised that more sections would be updated throughout the year. I encouraged (b) (6) to give me a call back to discuss and/or to receive more info. on exactly where on the DOJ website he could find the FOIA Guide sections. (My message on (b) (6) voicemail was getting lengthy, so it seemed appropriate to leave the URL recitation for a return telephone call.)
6			(b) (6) said that Denny Argall told him that (b) (6) had called the wrong place and should contact CJIS. Does CJIS have the records (b) (6) wants?	I shared with (b) (6) what I know about CJIS and the records available through CJIS. It did sound like CJIS would be able to help the caller obtain the records sought. For a general request for FBI records on himself, I said that I thought a general FOIA request to the FBI might be appropriate. I did note, however, that Denny is the FOIA Public Liaison at the FBI and would be more familiar with FBI records than I.
7			Left a message stating that she would like records RE: a criminal investigation.	I returned this call and left a message. I suggested that the caller submit a FOIA request to the federal agency that she believes maintains the records she seeks. I noted that often people seeking criminal investigation records believe that the FBI maintains the records sought and submit requests to that DOJ component. For more information about the FOIA, including the address to which she should submit a FOIA request, I suggested that the caller visit www.foia.gov . I encouraged her to give me a call back with questions and/or to discuss further.

Call	Caller's Name	Phone Number	Question	Advice / Answer
8	(b) (6)		(b) (6) said that she needs a copy of an immigration file. She said that she submitted a request to the federal court.	Although the federal court might respond to her request, the federal FOIA only applies to records maintained by federal agencies subject to the FOIA. I suggested that (b) (6) might want to submit a request or requests directly to the agency or agencies that might maintain copies of the specific immigration records sought. For more info. on the FOIA, I suggested that she visit www.foia.gov . I suggested DOJ (EOIR) and DHS (CIS) as two agencies involved with immigration that might maintain the type of records (b) (6) is seeking. I gave (b) (6) the names and telephone numbers for the FOIA Public Liaisons at those offices and encouraged her to give them a call for more info. about the specific types of records maintained by those agencies. (For both offices, the FOIA Public Liaisons' phone numbers were the same as the numbers to the FOIA Requester Service Centers.)
9			(b) (6) left a message on my voicemail. She said that she had a question RE: a report to which she was denied access because of Ex. 4.	I encouraged (b) (6) to file an administrative appeal if she was disappointed with the agency's action on her FOIA request. It seemed that the crux of her concerns was illegal hiring by a private company. I advised the caller RE: the function of OIP and the federal FOIA. I do not know that she fully heard or understood what I was saying, but I tried to say it several times, each time a slightly different way.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: April 23, 2013

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status update on ENRD request	Gave ENRD contact info
2			Is representing a client under DOJ investigation and is submitting records, wanted them to be FOIA exempt and was asking about regulation interpretation	Told her I could discuss that over hotline, recommended that she speak with the DOJ contact in her case if she wanted to discuss the matter further
3			Trouble Getting Access to the guide	Directed her through OIP's website to the guide, her computer was crashing, told her I couldn't help with that, sounded like a local computer problem
4			Wanted information about getting electronic response	He didn't know his email address (prisoner) so I told him he could get it from his counselor, call back and provide it and then we would respond to his email electronically
5			AP-2013-01548	Gave status on VM
6			AP-2013-02428	Gave status
7			AP-2013-01870	Gave status
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/24/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted assistance obtaining records from his local government.	Informed the requester that our Office can only assist with questions regarding federal records. Suggested that he contact his local government.
2			Wanted to know the status of a request. Did not provide a request number.	Request was sent to the CRIM. Provided the caller with the contact information for the component.
3			Wanted to have an appeal determination explained regarding the cross reference language.	Explained to the caller what the difference is between a main file and a cross reference file.
4			Called to determine the status of AP-2013-01938.	Sent an email to to the attorney assigned to the appeal to determine the status.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Bobby Talebia
Date: 4/25/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wanted to know if the U.S. is a private corporation.	I explained to caller the purpose of the FOIA counselor service and told him that the U.S. is a country and not a corporation
2			Caller wanted to know how to make a request for records at the Department of Army.	I gave Caller the contact info for making a request at Army.
3			child custody question	
4			Caller is having trouble accessing IR response through portal and wants records e-mailed to him at (b) (6)	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 4/26/13

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He wants to know about his IR FOIA request	This is Regina's FOIA case and she said she emailed the letter to him. I also noted his concerns re: (b) (6) I called to make sure he received the email and he did not, so I asked Regina to re-send it.
2	(b) (6)	(b) (6)	How to get mug shots from federal facilities?	I told him how to make a request to USMS, but I cannot tell him if the photos would be released. He will go ahead and make the request.
3	(b) (6)	(b) (6)	He wants his appeal status and says his first appeal letter was a mistake but the new appeal request he sent in is the correct document.	Celeste told me she already spoke to him today to give him status of an open appeal he has with her.
4	(b) (6)	(b) (6)	He wants to file a lawsuit against persons.	Caller did not have a FOIA question
5	(b) (6)	(b) (6)	status of his appeal	We do not have any appeals from him. I left a voicemail stating that.
6	(b) (6)	(b) (6)	he wants to speak with CRM about a FOIA reponse from them	I gave him CRM's FOIA office #
7	(b) (6)	(b) (6)	He has questions about venue rental space and Antitrust laws?	This caller did not have a FOIA question. He wanted to know about something on ATD's website. I told him they cannot give him legal advice, but gave him their office phone # so he could alert them of their website issue.
8	(b) (6)	(b) (6)	seeking 3P records	I sent this to Doug as an IR request, after discussing it with ADW

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: AMJ
Date:04/29/13**

Total Private Calls:

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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 30, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question about application DEA	Explained purpose of FOIA hotline
2			AP-2013-02815 -- status update	Gave update
3			Read article in FOIA ombudsman to check out the next FOIA requester roundtable -- requirements that agencies make 5 cat of records available to public -- are these just rules applied to FOIA operation or are some of the records required to be made public actual FOIA requests? CIA denied request, so trying to find out what types of records are required to be made public	Explained 4 categories: (1) "final opinions [and] . . . orders" rendered in the adjudication of administrative cases, (2) specific agency policy statements, (3) certain administrative staff manuals "that affect a member of the public," and (4) records which have been released under subsection (a)(3) (i.e., by way of a specific request) that "the agency determines have become, or are likely to become, the subject of subsequent requests for substantially the same records." As for category 4: Under this provision, when records are disclosed in response to a FOIA request, an agency is required to determine whether they have been the subject of multiple FOIA requests (i.e., two or more additional ones) or, in the agency's best judgment based upon the nature of the records and the types of requests regularly received, are likely to be the subject of multiple requests in the future. Explained can't give legal advice on whether to fight CIA on request denial. Explained appeals process, OGIS, and filing lawsuit.
4			Most recent guidance on congressional access under FOIA	As far as I am aware, 1984 guidance was most recent
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: May 2, 2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	She has a question about what to do with her EOIR request because she does not have Alien Registration numbers for her clients.	I advised the caller to contact EOIR directly at their FOIA Service Center to ask specific questions about what her options are. I told her that I've seen requests made without the alien registration number but she should contact them to ask what she should do to make it possible for them to conduct a useful search.
2	(b) (6)	(b) (6)	Caller had questions about how to email an appeal.	I directed the caller to our website and advised him to use the appeal portal. I explained that he could fax in or mail a hard copy of any attachments to his appeal.
3	(b) (6)	(b) (6)	Caller wanted to know why her client has not yet received an acknowledgment letter for an appeal mailed to our office in April.	I explained that our mail has to be sorted and has to go through the mail center. I told her I would check and see if it has been received and is in the administrative process for assignment. It was in PJ's stack of letters being signed and so I called (b) (6) back to let her know that she would be receiving the acknowledgement shortly.
4	(b) (6)	(b) (6)	She filed a complaint under the FOIA against the FBI and wants to check on her lawsuit.	I explained the purpose of the hotline and said that we could not assist her with any issues regarding her litigation against the FBI. She needs to communicate with them directly.
5	(b) (6)	(b) (6)	Status of AP-2012-02539	Advised caller that appeal was in review and that he should check in with us in about a month. I explained that the assigned attorney expects to be complete in the next couple of weeks and that it will then go to her supervisor for final review and signature.
6	(b) (6)	(b) (6)	Status of AP-2013-00269 and 00273	Attempted to call twice but number did not work
7	(b) (6)	(b) (6)	Status of AP-2013-01700	Left voicemail asking caller to call back

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: ADW
Date: May 3, 2013**

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		person is convinced that DEA, ATF persons have followed her for the last 30 years. She wants it to stop	not FOIA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: May 6, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	AP-2013-01192 - status	Gave status update
2			AP-2013-01122 - status	Gave status update, estimated date of completion after talking to atty reviewer
3			Wants copy of settlement between DOJ and Carson City School district -- needs to know how to file a FOIA request	Gave caller info for Civil Rights Division and explained FOIA.gov
4			13-04301 -- FBI request -- no response	Gave caller info for FBI public liaison
5			How to find out if there are any records on grandfather who was rumored to be involved in organized crime	Gave caller info to FOIA.gov and explained process
6			PA request inquiry - message left for (b) (6)	Left message, explained called wrong number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: May 6, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Was seeking the medical records for a deceased relative	Told her the FOIA only pertains to records in the possession of federal government, unless she has reason to believe that fed has them, FOIA won't apply to what she is looking for
2			None given	Called back, left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 5/8/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He says he has left multiple messages and no one has called him back. Status of AP 2013-01224	He was very upset about how long his appeal has taken to be adjudicated and he noted this repeatedly. It is assigned to me and is still open. It will be submitted for review soon and I estimate 1 month to respond. He stated multiple times how upset he is with the ATF. He gave me his email address, (b) (6) and asked that I email him from the OIP account so he can reply back sending in exhibits to the appeal. I did so.
2	(b) (6)	(b) (6)	To what address does she send a b4 response to SEC? Alexandria VA returned it to her.	I gave her the info from FOIA.gov
3	(b) (6)	(b) (6)	How to make a city FOIA request?	He said he wants to make a request to the Chesapeake bay authority but he doesn't know of a federal agency.
4	(b) (6)	(b) (6)	She wants info from the reading room about her incident	She was seeking FDA info so I provided her with the FDA FOIA office #. She said she already made a request so I told her she could call them for the status info on her request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 05/09/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Who to contact to find out which federal agencies have information on him. Believes he is under surveillance.	Directed called to FOIA.gov to review the different agencies and determine where to best submit his request.
2			Trying to file an electronic appeal.	Pointed out where caller could create an account for making electronic submissions
3			Looking for the contact information for Peter Carr whom caller believes is a DOJ spokesperson. Very unhappy with the runaround she has received and the fact that no one can give her the number. General complaints about the inefficiency of DOJ and the rudeness of people she has spoken to on the phone.	Suggested that caller call Office of Public Affairs if she believes Carr is a DOJ Spokesperson. She did not want to make a FOIA request but wanted the answer immediately.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 5/10/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to make a FOIA request for records on herself and her deceased boyfriend from the FBI.	Provided the FBI contact information to make a FOIA request and discussed the need for proof of death for third party and a DOJ Form 361 for the first-party aspect of the request.
2			Wanted to request a copy of a 1986 AG memo.	Provided the requester with OIP's fax number and portal address to submit request.
3			Wanted FOIA contact information to make a FOIA request to the Civil Rights Division.	Provided the requester with the contact information and demonstrated how to get this info via FOIA.gov.
4			Wanted the contact information for the Civil Division's FOIA office.	Provided the contact information for the civil division. Also provided the FOIA.gov website.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 5/14/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
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Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	<p>Needs information on detailed description of a unique factual pattern which involves smuggling, murder, lies, etc. Caller said that "[I] probably already know about this." Caller tried to link back into some sort of document request from the City of New Orleans and/or some issue with falsifying documents. When I tried to explain that this is a state matter and he needed to contact New Orleans directly, Caller cut me off and stated that, "[he] studied law." Caller exclaimed "[w]ell what about the Constitution?!" Caller then proceeded to lecture me on his version of the law. Caller then switched the purpose of his call to trying to send OIP records. Caller stated he is going to "send me records Buddy," and that he was going to make a "hell of a stink." At this point the conversation became somewhat onesided, with Caller anticipating that the Government would not do anything. Caller grew more agitated. Caller stated that the "only recourse [the Government] has [to prevent FOIA request] is to kill [him]." Caller remonstrated about this possibility for a minute, then caught himself, and then informed me that, actually, even if the Government kills him, "[he] will be the living walking dead and get [his] documents." Caller then wished me a good day and hung up.</p>	<p>Not much talking done on my end. During the course of this conversation, I informed Caller that he most likely needed to contact New Orleans. I also attempted to explain the FOIA in general.</p>
2	(b)	(6)	<p>Caller was attempting to appeal the denial of her clearance after FOIA request to FBI.</p>	<p>I explained to Caller that FBI appeal rights were referencing the FBI's action on her FOIA request and that she should appeal the substance of the clearance issue with the unit of the FBI which made the determination on her clearance.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	Asked for status on NSD appeal he sent in and then proceeded to tell me how he would use information.	I checked PrivaSoft and there was no record of this appeal. I verified that Caller was claiming he sent a FOIA appeal to OIP and then explained to Caller our appeal process and explained that he would be getting an acknowledgement letter soon with an assigned appeal number. In response to a follow-up question about the time the appeal process took, I informed Caller that it normally takes a few weeks and that he could check its status if he wanted to do so once he had the appeal number.
4	(b)	(6)	Status of fraud information claim. Mentioned FEMA fraud. Something about ex-wife fraud. Requested information from "them." Something about \$10,000 claim.	I'm not sure what specifically Caller wanted. Caller mentioned a report of FEMA fraud. When I informed Caller that we only handle FOIA requests and appeals here, Caller informed me that he wanted information. When I asked him what information he wanted (to attempt to see if he made a FOIA request), Caller informed me that he did not want information, he was just trying to report fraud. When I attempted to nail down where he may have requested information from or spoken to, Caller just kept telling me "them" and would not specify the office to which he spoke before. Caller proceeded to tell me about his ex-wife, \$10,000, and having something "pinned" on him. I eventually was able to explain to caller OIP's function. When I asked Caller for the name of the office he spoke to again, he thanked me for my help and hung up.
5	(b)	(6)	Federal Defender Office in Brooklyn wanted to know where to make a BOP FOIA request.	Gave Caller BOP's address and Requester Service Center phone number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 05/16/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Son sent a request regarding a specific Amtrack facility and it has been more than two months. Caller has contacted Amtrack for a status update and is unhappy with the answer. What are the options?	OGIS is charged with serving in an ombudsman capacity to help Requesters with issues with agencies. If you are not happy with OGIS's resolution they should be able to explain your next options.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: May 17, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		He mailed us appeal about five or six days ago but has not heard anything. Has it been received and assigned?	I explained that since he mailed his appeal through U.S. mail and it first has to go to the mail center to be x-rayed he should give it at least a few more days and call us back to see if we have received it. I explained that he will get an acknowledgement letter once we have received the appeal.
2			He received a letter from OPM and wants information.	I explained the purposed of the hotline and told the caller about FOIA.gov since it was not clear if he wanted to file a FOIA request.
3			He wants information on the FOIA.	His voicemail said he does not check the number often. I told him about FOIA.gov and asked him to call back if he has more questions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: May 20, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status AP-2013-02253	Left VM with status
2			Question about FOIL request filed with New York State agency	Informed that OIP only deals with federal FOIA
3			Status AP-2013-01938	gave Status
4			Wants larger version FOIA Seal from FOIA.gov	Spoke with Jake, he has had email correspondence with this individual, is also working with JMD who would ultimately release this type of material per Department policy
5			Status, didn't give number	Called Back Left VM
6			Status Ap-2013-02396	left VM gave status
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 05/21/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Status, but difficult to understand. We went back and forth a little and he said he would call me back. Was unresponsive to my inquires re where he sent request. We do not have anything here.	Figured out that he was trying to make an FBI request and gave him correct address.
2	(b) (6)	(b) (6)	Wanted to know where to make FOIA request.	Called me Bruce the entire time despite me telling him my name was Andrew. Told me he was a day sleeper. Wanted to make a FOIA request. Proceeded to read entire FOIA request work-for-word. I gave him the FOIA contact information for EOUSA based on his statements that an AUSA had the records he was seeking. Asked if I wanted to know the reason why he needed the records. I told him not really. He proceeded to tell me anyways.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
22-May-13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		stated that his copy of CRM's response was stolen	appeal signed in April - provided another copy
2			wanted state records	explained
3			wanted to know if OIP had rec'd request	request not mailed to OIP. Mailed to DHS
4			how to	explained. Mentioned info on web and several sites
5			wanted contract information. Stated he had written to DOJ recently but had not had a response. Other than "DOJ," caller did not know address or name of component.	if caller kept a copy of the letter he mailed to "DOJ," suggested he contact that component. Otherwise, suggest OJP for general contract info. Told caller that OIP did not handle contracts for DOJ
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 05/23/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Attempted to send a FOIA request via e-mail last month.	Directed caller to the Portal.
2			Status update for AP-2013-01870.	Currently assigned to ADF in Privasoft. Need to find out who this appeal was reassigned to before returning voice mail.
3			How to make a request directly to DOJ.	Should send it directly to the component if you know where the records are located. Can also send to the MRU. Be as descriptive as possible in the request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 5/24/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know which component of DOJ would likely have a transcript of a court proceeding.	Provided the contact information for EOUSA. Also suggested that she contact the Court where the proceeding took place to request a copy of the transcript.
2			Wanted to know whether it was required that specific statutory citations be provided in a request letter.	Informed the requester that there was no "magic" language that is required in a FOIA request. However, She would have to make sure that her request adequately discribed the records sought.
3			Left VM. Calling on status of AP-2013-01636.	Left VM with hotline number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: May 28, 2013

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	caller's voice message box was not set up	could not leave message
2			how to	
3			wanted OIP	
4			s email address.	informed caller that we no longer have the email.. Mentioned fax or portal. Caller was not ahppy
5			congressman butterfield office	caller wanted another copy of the enclosures. Returned call, but the number left would not accept unidentified calls - could not leave a message. Mailed the info
6			difficult to understand message, but caller mentioned req & appeal form 2009	appeal closed and letter sent to same institution from which r called
7			caller's husband is vet, but lost his job when activated. Filed complaint. Not FOIA to civ rts, but request for govt to represent him. Now wants military records	suggested FOIA request to DOD/military branch.
8			status of request - but to "INS"	explained "INS" is now with DHS. Caller did not know where she sent request. Directed caller to web & found addresses
9			wanted state records	explained fed & state
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: May 29, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Something about getting her "information act shutdown"	Seemed like she was complaining about identity theft, told her I couldn't help with that, she really pressed about "injustice being done" I said if she thought a crime had been committed she could start by contacting local police
2			Needs another copy of AP-2013-01144	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Still has not received acknowledgement letter. Asks that we check again.	I checked with the administrative staff and (b) (6) letter has finally arrived. I explained that he would receive the acknowledgment shortly and made the administrative staff aware of his request that we email the acknowledgment using the email address he provided because he moves frequently.
2	(b) (6)	(b) (6)	Caller says that HUD has her housing authority file and will not give it to her; she says that they are federal records	I attempted to determine whether caller had made a FOIA request to HUD. Caller never confirmed that she had. Caller says that HUD is involved in conspiracy against her. I told caller about FOIA.gov and how to make a request. I also told her that perhaps what HUD is trying to tell her is that she is seeking state or local records.
3	(b) (6)	(b) (6)	He made a request in December. He has gotten no response. He went to the USMS and tried to submit a request to all agencies; he also went to the US Attorney's office and was escorted off the premises. He has lost faith in the Constitution. This is a clear and present danger.	Advised caller to look at FOIA.gov and make a request directly to the agency from which he wants to obtain records. Told caller that he could make request electronically. He says that forces have been keeping his emails from going through. I suggested that he try U.S. mail.
4	(b) (6)	(b) (6)	R wants "US Park Ranger citation cases" that are not on pacer or on file with the court.	R emailed hotline and I called and explained that we do not have copies of cases from other agencies. I told him about FOIA.gov and explained that the National Park Service is part of the Department of Interior and suggested he contact them about how to get these unpublished opinions.
5	(b) (6)	(b) (6)	He wants information from Justice and internal affairs.	Left voicemail asking caller to call back.
6	(b) (6)	(b) (6)	Caller wants a copy of the Guide to Federal Records	Sent a copy to him at (b) (6)

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 6/4/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know the status of a FOIA request submitted to the Criminal Division.	Provided the caller with the contact information for the Criminal Division and the website for FOIA.gov.
2			Wanted the FOIA contact information for the FBI	Provided the FOIA contact information for FBI and the FOIA.gov website.
3			Wanted a copy of the FOIA guide.	Left VM. Informed caller that she could obtain a copy online of the 2009 version and portions of the 2013 version. She may also be able to contact the government printing office for a copy of the 2009 version.
4			Left VM. Wanted to obtain a copy of her leave records from her prior employment with the FBI. FBI indicated that it no longer had any records.	Left Vm. Informed caller that the prior employment records may be located at the FRC.
5			Sent an email to DOJ.OIP.FOIA wanting this Office to compel the VA to disclose information.	Responded to the email and requested that the requester contact the FOIA counselor line to discuss any FOIA issues that he was encountering.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 6/5/13

Total Private Calls: 12

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants investigation of CDC	Told him we don't do that, sounded like his request was being processed in normal course, he was frustrated with process
2	(b)	(6)	He left employemnt with state agency and filed medical discrimination claim, they posted onlkinе that he had filed racial discrimination claim, wants it removed	Told him we don't handle state matters, recommended he look into state FOIA or State AG's office
3	(b)	(6)	Wanted info for EOSUA	Gave her conact info
4	(b)	(6)	DEA request?	Called back twice, pickup-hangup
5	(b)	(6)	Long inquiry about something to do with unemployment, discrimination, etc	Told her this is federal FOIA and I couldn't help her with private unemployment or discrimination claims
6	(b)	(6)		couldn't call back
7	(b)	(6)	Called and sent email, wante dinfo on why a person was convicted	Left VM telling him I was responding to both call and email; gave EOUSA contact info in VM
8	(b)	(6)	Status of request to FBI	Gave FBI contact info
9	(b)	(6)	Information concerning her home inspection by State of Texas agency for foster parent purposes	Told her we are federal FOIA and she should look under Texas FOIA law
10	(b)	(6)	Information concerning settlkement between gov't and indian tribes; already contact interior, no recs	Gave contact info for Office of Tribal Justice
11	(b)	(6)	Status of AP-2013-02077	Gave status
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: June 6, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Claims he has been harrassed -- claims there is a task force after him -- discusses DEA, Postal Service; also asked about representation and where to report a crime w/ DOJ	Explained FOIA process and FOIA.gov -- explained that couldn't give advice on situation beyond how to file FOIA request -- gave caller DOJ main number so could report crime with Action Center
2	(b)	(6)	Said needs help filing FOIA but says there is no way for us to reach her	Cannot return call
3	(b)	(6)	Grandkids are in danger with a child molester	Not a FOIA question -- will refer to Action Center but call won't go through
4	(b)	(6)	Issue with Treasury Department and money she is supposed to receive -- wants to speak to a "live person"	Gave number to Treasury, explained only could assist with FOIA issues on this hotline
5	(b)	(6)	Having trouble filling out FBI form -- what form is it?	Caller wanted rap sheet -- explained what he needed (3 things)
6	(b)	(6)	Needs info on FOIA for client	Left message
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: PED
Date: 6.7.2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller requested information from the Social Security Advisory Board, which denied information under the attorney client privilege. The caller wanted to know what his options were now.	It is not clear to me that SSAB is subject to the FOIA, even though it responded to the request. I explained that there is an administrative appeals process for agencies subject to the FOIA. He had not yet reached out to the board to inquire about the process, and he was now going to. I also mentioned the existence of OGIS to the requester, as well as OIP compliance inquiries.
2			Unknown	She had resolved the issue by the time I called her back.
3			The caller mentioned that she had an advocate and I tried to ask her whether she was represented in the matter at hand, but she was very upset at the interruption, yelled at me, and hung up.	N/A
4			The caller wanted to request grant applications apparently originating with OJP.	I provided her with the contact information for OJP.
5			Unknown	I left a general voicemail advising the caller that he could call us back.
6			The caller wanted to make a request for criminal history.	I referred the caller to the FBI.
7			The caller wanted to know who her state representative was.	I explained the function of OIP.
8			The caller wanted to obtain informatino regarding a criminal conviction.	I referred the caller to EOUSA.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 6/10/2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	The requester would like to know how to make a request to Treasury.	I emailed the requester with a link to Treasury online request system (FOIAOnline).
2	(b)	(6)	This law firm somehow received an MDR request that was addressed to OIP.	I gave the caller our fax number and told her to send the request to the attention of Sarah Ross, who handles MDR issues in this Office.
3	(b)	(6)	How to make a request for records about a third party. The requester is an attorney seeking records about her client's denial of a background investigation. She seems to be seeking records both about her client and about a third party who made statements about her client.	It sounds as though the background investigation was handled by OPM, so I referred the caller there. I noted that if third party records are sought, it would be very helpful if the requester obtained the authorization of that third party to release records to the requester.
4	(b)	(6)	She made a FOIA request to OPM, which then forwarded part of the request or records to DOJ. She is concerned because her background check records indicate that she committed an attempted bank robbery. She believes that is incorrect.	I told the caller that she can make a Privacy Act amendment request to the component/agency that originated the record in question.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 06/11/13

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status of Appeal No. AP-2013-01122	Informed R that appeal was in final review so most likely a few weeks more. R expressed frustration that someone had told her this a few weeks ago. I told her again that appeal was in final review, explained what this meant, and explained that this meant a few more weeks most likely.
2	(b)	(6)	Status of Appeal. Asked for KRP by name	Informed R that Kate was out and his appeal was still pending.
3	(b)	(6)	Independent contractor for Army Procurement (\$35 million dollar project). Has a large proposal going to the Army. Army saying that unless object now, he waives and Army will not conduct submitter notice. He thinks he should have opportunity to be heard.	Told him will call back by noon. Called back and told him that DOD would have to check with them (submitter notice) prior to disclosing information, but he could always send in objections if he wanted to do so. R then discussed his frustration with FOIA and asked for my opinion. I did not give him one and instead reiterated the response to his initial question.
4	(b)	(6)	Status of request with Detroit Office of VA	Gave him phone and e-mail contact from FOIA.gov for ventral VA office.
5	(b)	(6)	Status of appeal - OIP does not have in system, but does have his name in the system (although not associated with anything)	Called him back and said that we are working on it, but are unsure of the problem right now. Told he he can send in another copy of the appeal and we would treat as filed on the initial date, pending the error in the system supporting his claim (per discussion with ADW).
6	(b)	(6)	Needs contact info for Las Vegas Court	Eventually figured out that it was the Las Vegas Immigration Court which EOIR runs (listed on their website) so gave him the contact info for EOIR.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 6/12/13

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants info about how to make a DEA 3P FOIA request	I gave her DEA contact information, and explained the privacy protections for living 3Ps, and the need for consent or showing of overriding public interest.
2	(b)	(6)	Checking on status of his FBI FOIA appeal	It is still open and being adjudicated
3	(b)	(6)	looking for a record of the grants that have been administered through the Trafficking Victims Protection Act of 2000 (reauthorized in 2008).	I gave her the contact info for OJP but she had already made a request there.
4	(b)	(6)	"what is going on ?why did i recieve a mail at the following address805 s.florida st,Apt6,Arlington,VA.Becuase my family are terrified what going on?or do i need to submit an FOIA request?"	I told him if he provided a phone number I would be happy to answer questions he has about how to make a FOIA request.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	<div style="background-color: black; color: white; text-align: center; padding: 20px; font-size: 48px; font-weight: bold;"> (b) (6) </div>		<p>I would like to request information from a file of an applicant who applied for top secret security clearance. It's not my file, but rather a 3rd party. Please advise the exact steps that need to be taken in order for me to request information from the 3rd party's file? I believe something needs to be notarized with his signature, perhaps the 361 Waiver. Can you also advise on a time frame on how long the processing may take, once you've received the appropriate paperwork.</p>	<p>I called and told her how to send the request and find the DOJ 361.</p>
6			<p>How does a certain Appropriations Act change or impact Section 4 or Section 8 exemptions?</p>	<p>We cannot provide legal advice to the public but I told her about our FOIA resources online for research</p>
7			<p>Could you please let me know what laws apply to people that had a fraud sentence and have been deported from the u.s.? Do they have any possibility of applying for a visa and returning to the U.S? If yes after how may years that can apply for a visa?</p>	<p>We cannot provide legal advice to the public but I told her about our FOIA resources online for research</p>
8			<p>Is there a remedy for California's AG opinion that is in opposition to both the letter and intent of certain legislation</p>	<p>We cannot provide legal advice to the public but I told him about our FOIA resources online for research and how to make a FOIA request</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: June 13, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		OPM FOIA request -- needs help bc documents provided by FBI show inaccurate information that is affecting background investigation	Explained that couldn't assist in correcting records -- will have to submit Privacy Act amendment request to FBI -- also gave her # to FBI
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDW
Date: 6/14/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Her son is trying to get copies of grand jury proceedings. His attorney told them that there was not a grand jury.	Left message advising caller that we received the voicemail she left in the OIP inbox and asked her to call back.
2	(b) (6)	(6)	BOP faxed him medical records from a surgery he had while in prison. They did not send him the results. How can he get them.	I asked caller whether he requested the records through FOIA. He said that he had but no determination letter had been provided to him. I suggested that he call the individual who faxed the materials to him and explain what he was missing. If it was indeed through the FOIA he should have been given a response letter and advised of his appeal rights. I suggested that he contact the FOIA requester service center number at BOP and gave him their telephone number. When he has the correspondence in front of him if it was a FOIA, he can always appeal to OIP. However, if it was not a release through FOIA then he may want to call the individual who sent him the materials to explain the situation.
3	(b) (6)	(6)	Status of AP-2013-02663	Advised caller that appeal had been submitted for second level of review this week and that he should receive a determination shortly.
4	(b) (6)	(6)	Can he submit his MDR request through the OIP portal?	I confirmed that he could with DH, as long as he clearly marked it MDR request. I also explained that if it was a request involving another component, the component would not be able to respond through the portal. He would only get the acknowledgement from us telling him that it had been sent to the other component.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 6/17/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Why someone is in federal prison	Told her if she has the person's name and what district they were prosecuted in she could get public records thgouh FOIA via a a FOIA request to EOUSA
2			Status of AP-2013-03085	Called back, left VM with status
3			How to request info, something on George Ryan	Caller wanted information on where she could request info about a drug investigation involving the former governor of Illinois, I gave her DEA FOIA conact info
4			Had a question about how they could submit documents to FDA to prevent them from being released under FOIA	Told her I couldn't answer substative legal questions, directed her to OIP's website and guidance
5			AP-2012-01205	This was a remanded appeal, gave her the number for OJP so she could contact them
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 6/18/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Calling for client re: EOIR request.	Gave her EOIR contact info.
2			Can she order a copy of the FOIA guide online in paper form for an inmate?	This is online at the GPO -- I emailed her the GPO link and OIP online guide link.
3			Question re: detainee list that was made public by NYT.	Public Affairs contact for this is DOD: Andrew Ames (202) 514-2007
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 6/19/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Note: The VM that was forwarded to me on 6/19 indicated that the message was left 6/17. Caller indicated that she would like records on Gitmo that have been requested by another media outlet.	left VM. Indicated that I would be able to assist her in making a FOIA request once she provided specific info on the prior request.
2	(b) (6)	(b) (6)	Call from (b) (6) (b) (6) wanted to make a request for records pertaining to her Judicial Appointment.	Recommended that the Judge submit a request to OIP and FBI. Told (b) (6) that (b) (6) will need to fill out a DOJ Form 361.
3	(b) (6)	(b) (6)	Left VM. Wanted to know why her son (that is in jail) did not receive a copy of the GJ transcripts.	Left VM. Provided hotline number.
4	(b) (6)	(b) (6)	Wanted to know where to submit a FOIA request for the FBI and DEA.	Provided the contact information for the FBI and DEA. Provided the caller with the website for FOIA.gov.
5	(b) (6)	(b) (6)	Left Vm. Wanted to discuss a FOIA request submitted by her boyfriend - who is in prison.	Left VM. Provided hotline number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 06/20/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Calling for inmate (but question is general). How can he appeal if he is unhappy with the response from the procesutor.	If he filed a request with EOUSA (or submitted a request to a USAO), the letter should have a paragraph with instructions on how to appeal. He just needs to submit an appeal letter as described in those instructions. The language she described in the requester letter was unfamiliar so I also suggested the requester contact EOUSA to make sure they received and repsonded to the request, rather than a state entity.
2	(b) (6)	(b) (6)	Policy's from government regarding owning a hand gun. What kind of record would preclude you from owning a hand gun?	Cannot leave a VM on this number.
3	(b) (6)	(b) (6)	If you make a FOIA request, is that information public?	The fact that a citizen makes a Privacy Act request is protected. Certain information about FOIA requests are made public through the FOIA logs. Referred the caller to the DOJ Guide, Exemption 6.
4	(b) (6)	(b) (6)	Friend had a pay day loan business contact a reference and provide detailed information about the pay day loan. Can they do this.	EM: This concern is outside of the responsibilities of this office. Referred caller to the DOJ Action Center as a place to get information about whether this constitutes a crime.
5	(b) (6)	(b) (6)	Interested in proactive disclosure of prior BIA decisions regarding client.	VM: Information is on EOIR page and is organized by date. It is not organized, and does not appear to be searchable, by Alien number.
6	(b) (6)	(b) (6)	Are state and judicial entities immune from the FOIA?	EM: Yes with link to OGIS information describing entities subject to FOIA.
7	(b) (6)	(b) (6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to send attachments when appeal sent through portal?	I gave him our fax number and asked him to ensure that his appeal documents were marked with his appeal number
2			Very pleasantly informed me how the FBI was a rogue organization and an army unto itself. Asked that I investigate FBI. Asked that I transfer her to the AG.	I informed her of OIP's function. She had mentioned that she was communicating with Congressman and I told her that they would respond to her, but that OIP can't investigate the FBI. I also told her that I was unable to transfer her to the AG.
3			News station in Rochester NY and wants copy of indictment	She called while I was on the line with Gail (see above) and when I called her back she said that she had found a cpy of the indictment on Pacer.
4			Wanted to know how to make a FOIA request without making a FOIA request (those were the exact words)	I told caller that I did not think that this was possible, but she might try to call the component's direct line as listed on FOIA.gov to check with them. She wouldn't tell me really anything (I only managed to get her name after a long effort), so I was unable to be more helpful than this. I did walk her through FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: June 24, 2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	seems to be attempting to make a FOIA request	Left full address - will mail pamphlet and list of government FOIA offices
2	(b)	(6)	looking for Resolution Agreements between DOJ & certain NC schools; found 2 on-line but ISO 2 others	gave her contact info for CRT
3	(b)	(6)	Was having trouble creating a new account in portal for appeal submission	checked the site & had no trouble here; gave her fax & email as back-up (might be a problem on her end)
4	(b)	(6)	status on his appeal AP-2013-01700	recently reassigned to me from KRP; under consideration
5	(b)	(6)	is a reporter and wants info regarding a local school that is under a federal desegregation order	gave her contact info for CRT
6	(b)	(6)	was denied a record under the FOIA and wants to better understand why; already spoke with OGIS	Wasn't denied a record, but FDA said it is in complex queue and projects release for 03/2014. Doesn't understand that records have to be processed under FOIA even if all participants in an investigation signed waivers of confidentiality
7	(b)	(6)	how to get GJ transcripts or indictment	GJ transcripts protected under the FOIA; can make a request for indictment & then it will depend on whether or not it is sealed. Gave contact info for EOUSA
8	(b)	(6)	status on her son's appeal	tried to return call but could not get through (bad connection 2 times).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 6/25/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status on AP-2013-02608	Gave status
2			CFTC request	Caller was upset because he had made a request to the CFTC, they sent him a NR response after a year; he appealed and received an affirmation from the CFTC GC's office (administrative appeal); he is certain that responsive documents exist; wanted to know who "oversees the FOIA for the government" I informed him the DOJ through OIP is responsible for encouraging compliance with the FOIA; but that at this point the next step contemplated by the statute is to file a lawsuit
3			?	Called him back, but he said he had obtained the information he was seeking, apparently he wanted to send some information in to lodge a complaint
4			Request re US Attorney's Office	Told her to submit to EOUSA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: 6/26/13

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Inquiring about the status of a call he made to JMD for official time.	This request was forwarded to JMD for response. I spoke with SBT who handled the case. I advised caller to contact JMD and gave him their service center number and told him about FOIA.gov. Caller said that he did have the letter advising him that the request had been forwarded.
2	(b)	(6)	She wants a copy of a request they completed in 2010.	The request was completed for the Air Force. I advised caller to contact the Air Force. I explained that FOIA is decentralized.
3	(b)	(6)	She works for Raytheon and is processing a FOIA request for an agency. She has questions about what fees she can charge.	I advised the caller that she needs to reach out to the agency for whom she is doing the work since they should be familiar with their regulations and the fees that their contractors can charge. To the extent that the agency has other questions about fees they should reach out to OMB.
4	(b)	(6)	R is not happy with USMS's handling of her request. She would like to know if OIP can intervene.	I asked caller whether she had a determination letter. She said that she did. I advised her that she can appeal if she is unhappy with it. Caller was aware of her right to appeal, but wanted to know if we also intervened before the determination. I advised her that she could also contact OGIS but she might want to let the administrative process play out. She is still timely and her appeal letter does not have to say much - she just has to appeal. I also advised her that any information she could provide that would help us understand her issues would be helpful as well, but that her appeal absolutely does not have to be complicated.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: June 27, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to get file on grandmother from FBI	Directed called to FOIA.gov for how to submit request to FBI
2			Sent into FOIA requests, trying to get clearance back but haven't gotten response on requests (DOA, DSS, DOD)	Could not reach caller, left message explaining that will need to contact agencies he sent requests into for statuses or to discuss requests
3			Child welfare records	Caller was trying to seek state records -- explained purpose of hotline was to address federal FOIA issues
4			Sent request into OIP -- wanted to verify was supposed to send in through portal	Yes
5			Trying to get records from HUD entity (state facility)	Explained this hotline can't help with dispute between HUD and state agency, gave caller HUD's FOIA HQ contact info.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: 6-28-13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	wanted FOIA on herself	explained FOIA, state & fed difference, info on web. Caller has had no contact with any fed agency. Has a traffic ticket. Suggested state FOIA. Caller will explore info on web for state and fed
2	(b) (6)	(b) (6)	left a message about a check not being cashed and the status of CRM2012002995	left a message explaining that it sounded as if she has a request pending at the criminal division and suggest that she contact CRM directly.. Provided phone number. Explained that OIP would not have any info unless she had appealed CRM action, but that is sounded as if CRM is still processing.
3	(b) (6)	(b) (6)	status of appeal	provided
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 7/2/13

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wants to file a FOIA request regarding a case he was in	I provided him with EOUSA's contact info and how to find the DOJ 361
2	(b) (6)	(6)	He was a registered sex offender and wants the record	I gave him the FBI info
3	(b) (6)	(6)	Wants information on Obamacare and asked questions about it. Was upset with me that I "work in Washington and should have all the information" yet did not have pamphlets on Obamacare to send to him.	I explained that I cannot answer all questions about all federal agencies and explained the function of OIP. I told him about foia.gov and the list of agency contact information
4	(b) (6)	(6)	Wants to know about appeal status	The appeal was closed on 6/25 and the letter was mailed to him then.
5	(b) (6)	(6)	She submitted an eFOIA portal request. Her clients are (b) (6) and she wants their certs of ID from the file.	She does not have appeals, but she has a request with the IR staff -- Sara T, # 13-3044, closed on 6/6. I asked SBT to call her back about this.
6	(b) (6)	(6)	2012-2693; ap-2013-03661	This appeal is still open and is assigned to MH for review. I explained the appeal review process to her.
7	(b) (6)	(6)	He is a former FBI file from the 70s and	I gave him FBI FOIA email and phone #s and explained where to find the DOJ 361 online.
8	(b) (6)	(6)	Wants certificates of classes he took at BOP 12 years ago.	I gave him BOP's email and phone #s.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 7/3/13

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants to find a OPCL's PA Guide on DOJ's website	I showed her where to find it on OPCL's website.
2	(b)	(6)	He has a court case and wants to know what the fees are in regard to obtaining his records from the AG. He had questions about fees.	I pointed him to Guide chapter on Fees.
3	(b)	(6)	no message	I left him a voicemail
4	(b)	(6)	Wants to ask a question about her husband (b) (6) who is incarcerated in Otisville and she wants to know about him. She was upset that they have not told her anything about if he is in the SHU and why, and that they will not release information about him to her.	Per BOP's website that prison's # is 845-386-6700. She said she already called them but they don't tell her anything. I gave her the BOP FOIA phone #, email, and mailing address. I also explained how to find the DOJ 361 for her husband to sign so she can access 3P information.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b)	(6)	Via email: 1. "How do I file a complaint with the Department of Justice on retaliation and FOIA? My agency suspended me without pay for using information received through a lawful FOIA request." 2. Via phone: He worked for MCC and wants to make a compliance inquiry about their administration of the FOIA. He said the FOIA exemptions are applied inconsistently, and he is not told that pages are withheld in full.	1. I called the requester and let him know OIP cannot provide him with legal advice and explained OIP function, but let him know about the resources in the FOIA guide. 2. As to the compliance inquiry, I asked him to email the complaint in writing and then BT will handle, per conversation with BT. Note: Per Tina the emailed question was sent to Rob on 6/24 but he did not mention this email in his hotline notes from that day, so it looks like the caller has not previously discussed this with anyone at OIP.
6	(b)	(6)	Can he get his TSA background investigation?	Gave him the TSA FOIA info: Yvonne Coates FOIA Officer 11th Floor, East Tower, TSA-20 601 S. 12th Street Arlington, VA 22202-4220 (866) 364-2872, (571) 227-2300 (Telephone) foia.tsa@dhs.gov (Request via Email)
7	(b)	(6)	Request status-- it was sent about a month ago. It was sent on the portal.	We don't have that in the portal. However, she is seeking arrest records that OIP would not maintain. The case was Medicare fraud but she didn't know what other agencies were involved. I have her the FOIA.gov contact info and Medicare FOIA's info, and we discussed the difference b/t state and federal govt as she is also seeking state sheriff's office records (for those I directed her to the CA AG's office).
8	(b)	(6)	He had an FBI clearance done and he had a question about the codes used on his background investigation. Some of the codes were FOIA exemptions, but others were substantive parts of the documents.	I explained about the FOIA exemptions and what an appeal to our office is, and that we review FOIA redactions but not other substantive issues pertaining to other codes on the documents.
9	(b)	(6)	Wants to make a FOIA request about a report on Indian country prosecutions given to congress - it's based on info from USAO's	I gave him EOUSA's contact info

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	caller claims he was denied	apeal letter said function. Not a foia matter
2			caller wanted to know if OIP had rec'd appeal	found appeal in stack to be assigned number & to be ack. When I told caller that I had found his appeal, he wanted me to read the first sentence to him because he did not believe me.
3			DEA employee	wanted status of three appeals he made to Dea. Caller expressed anger that I asked for the appeal numbers, but he provided. Caller was furthered angred by the fact that his wife had rec'd responses to her appeals and he had not.. Caller stated that because he is a DEA employee, he knows that DOJ is not being furloughed, so there is no reason OIP cannot finish his appeals now.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Indicated that the VA is not complying with the FOIA. Wanted to know what his options were.	Suggested that he can submit his issue to OIP for review by the Compliance Team. Provided the relevant contact information for OIP.
2			Wanted to know who he needed to talk to to discuss his complaint that he filed with the Texas Department of Criminal Justice.	Informed the caller that he would need to contact the Texas Department of Criminal Justice. Explained the difference between state and federal levels of government. Looked up the contact information for that state agency for the caller.
3			Left VM. Wanted to know what form he needed to fill out for the FOIA.	Would have called back, but the caller provided his number twice and both times missed a number. Number provided as "Area Code" (b) (6)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know if she asked for information on escaped inmate, could she receive it.	I sent an e-mail to OIP.DIJ.FOIA (Tina) and asked that a response which I drafted be sent to (b) (6). The response basically indicated that (b) (6) should visit foia.gov because OIP was unable to advise her on another agency's potential response to her future FOIA request.
2	(b) (6)	(b) (6)	Discussed "Department of Injustice" (R made sure I got what that represented to him), but ultimately wanted to know how to contact Asset Forfeiture Division	I provided R with phone number listed on their website for the FOIA contact.
3	(b) (6)	(b) (6)	Status of AP-2013-02663	Eventually called back and discussed that it was in final review stages. Just a few weeks language over the phone.
4	(b) (6)	(b) (6)	Status of employment civil human rights complaint re employment	Did not answer phone
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: MTC
Date: July 10, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	can a business email be withheld if a colonel's full name is available on an Army website?	consulted with (b) (6) at Army FOIA; disclosure depends on rank & position and there are also Privacy Act considerations; suggested she contact Army FOIA for more info on their specific policy
2	(b) (6)	(b) (6)	wanted records from her Court of Fed Claims case from 1995	looked it up on PACER - gave her contact info for Civil Div
3	(b) (6)	(b) (6)		left message
4	(b) (6)	(b) (6)	how to make a FOIA	gave general info and contact info for FBI and IRS
5	(b) (6)	(b) (6)	how to make a FOIA	left msg directing to www.foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: July 11, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	He made a request to SSA and was denied. He appealed and again was denied. Is his only option now to file suit?	I advised caller that he can file suit but that he can also try to work with OGIS to mediate the dispute. I gave him the contact information for OGIS.
2	(b)	(6)	She wants records on her father-in-law's deportation.	I told the caller about FOIA.gov and said that she might want to try the Department of Homeland Services, Immigrations and Customs Enforcement. I also explained that she might not be able to get all of the information she wants if her father-in-law has not consented if he is still alive. I explained that generally getting records on third parties requires proof of overriding public interest or consent if the party is alive. I advised her to call DHS directly with questions about what may be available.
3	(b)	(6)	He received a letter from OPM saying there was a problem with his clearance. There was a number to call but he did not get through.	I advised caller of purpose of hotline. I suggested that he try the number again since they would be in the best position to help him with his issue.
4	(b)	(6)	Calling about AP-2013-03804. He said he wrote us in April and was sent a letter asking for clarification. He was not sure why. He was recently assigned a new number.	I explained that he was sent a clarification because we could not tell whose action he was appealing. I explained that we processed appeals from almost all the components and that we needed that information so we would know where to go for background. His appeal is now associated with EOUSA and was assigned a number. It's currently being processed.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDW
Date:

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wants DOJ to certify that the clerk of the court is the proper person to say that records are true copies.	I explained the purpose of the hotline. Caller said that he had gone through this process before so I suggested that he call the component he previously dealt with on this issue.
2			They are trying to submit an appeal and attachments through the portal.	I explained that the portal was down and that they should use the email address listed on the OIP website. I explained that the portal does not allow attachments and that they could also email the attachments to the OIP.Appeals.Staff@usdoj.gov email address.
3			Information on the FOIA. They're refusing to give her information on government plans and bills. Her husband was in an accident and she thinks someone is using his social security number. She is trying to get records from a corporation that is not a federal agency.	I explained that FOIA applies to federal agencies. I also told the caller about FOIA.gov and stopfraud.gov and offered her the number for the SSA hotline on social security number misuse that you can link to through the DOJ action center. I also advised that she could consider hiring legal help with regard to the issues she says she is having with certain places honoring her power of attorney. She proceeded to tell me that when her husband was in an accident they called a non-emergency number and stole his identity. She wanted me to send her an email verifying fraud, which I explained I could not do and offered her the fraud hotline information again. Caller then told me those were "just idle words," and ended the call.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		He has not received his acknowledgement letter. He is concerned about whether OIP will say his letter is untimely. He spoke to someone last week who said that his appeal had been received.	I checked and the appeal was received on June 24, 2013. I explained that we have limited administrative staff and that it can take some time for the appeal to be assigned. He should receive his acknowledgement letter shortly and the date used for assessing timeliness is the date it actually is received by the office. He expressed concerns about how long it would take. I told him he could review the standards for requesting expedition. He indicated that he might not be able to wait because he wants the information for his civil suit. I explained that requesters can file suit if they do not receive a response in the statutory time frame, but also suggested that he might want to check in as to the status in a few weeks.
5			Needs to help his wife get background information on herself because they are traveling to her home country. They need to get some forms and fingerprinting and are confused.	I told caller it appears he might be looking for information from CJIS. I gave him the website for the FBI CJIS check and their customer service number. I attempted to walk caller through getting to the correct spot on the FBI website, but after some time he was still having trouble so I suggested he call their customer service number directly.
6			He wanted us to know that he previously recorded a call that he made to our office and someone assured him that he could submit his appeal without concern for timeliness. He is angry that we closed it as untimely. He wants us to know that he has the recording.	Caller did not leave a number to call back. I spoke with ADW and informed her of this call.
7			She is calling to check on the status of a request to CRT.	I left message explaining that if it is a CRT request she has to call them directly. I asked her to call back to verify.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: July 16, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants a reference guide -- (b) (6)	Sent copy of reference guide to caller
2	(b) (6)	(b) (6)	Appeal status of AP-2013-02841	Since this is not her request, caller will be faxing over a power of atty so she can get updates on status
3	(b) (6)	(b) (6)	FOIA status -- AP-2013-03128	Gave caller status as of now (not submitted in Privasoft so explained backlog and review process, estimated a month or two), and also Rob's contact info to call later to get a more precise est date of completion
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 7/17/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Info on an attorney in Cedar Rapids Iowa;	Told caller that if she is looking for information on an attorney in private practice, it was unlikely that the federal government would have the type of information she is seeking, recommended contacting the Iowa state Bar association
2			AP-2013-01614	Appeal has been signed, should be in the mail
3			Had previously called wanting status, call was regarding her husband, wanted to know if he could get the status if he calls directly	Told her, yes; have her husband call directly
4			Was seeking documents from local utility provider	Told her that FOIA only pertains to documents created or in the possession of the federal government, OIP would not be able to assist her in obtaining documents from a private entity
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 07/18/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Questions about submitting a FOIA request.	Spoke to someone at DEA yesterday and was able to get her question answered.
2	(b)	(6)	Having trouble getting a status update on requests he submitted to EOUSA. Requester has called the processors of the requests several times and cannot get a response.	Try contacting the FOIA Public Liaison rather than the processors for status updates or to talk about any issues you are having with the processing of your request. Appealing isn't a productive option because we cannot do anything without an agency action. I'm not sure if OGIS would consider getting involved at this stage either.
3	(b)	(6)	Would a FOIA request cover a magistrate case?	Left VM.
4	(b)	(6)	Questions about filing an appeal when the pages are hard to read and/or Requester believes the pages are missing.	Provide as much detail in you can in your appeal as to the context in which the subject came into contact with the FBI. On appeal they can try to get you a more legible copy of the documents but you may have been provided with the best copy available.
5	(b)	(6)		
6	(b)	(6)		
7	(b)	(6)		
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9	(b)	(6)		
10	(b)	(6)		
11	(b)	(6)		
12	(b)	(6)		
13	(b)	(6)		
14	(b)	(6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 7/19/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Comment on DOJ's opening of Civil Rights complaint into George Zimmerman	Told her OIP's function. She proceeded to ask isn't this the Office of Information Policy and shouldn't we know this. I told her no and that I could not comment.
2			Denied employment at Walgreens	Sent function language to Tina to send along to R by e-mail.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SRO
Date: 7/22/2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller needs paperwork to get a loan.	I told the caller to contact a bank.
2			Would like to make a FOIA request to a U.S. Attorney's Office.	The caller already had the correct email address for EOUSA's FOIA Office.
3			Wants "FOIA and lawsuit" forms	
4			Did we receive his FOIA request/appeal?	Yes, we received the email this morning.
5			(b) (6)	The caller has questions about our appeal response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: July 23, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	form for 3RP wiavers and how to submit with electronic request	forwarded Form DOJ 361 & gave contact list for all DOJ FOIA offices for specific inquiries on how to submit (b/c offices are decentralized)
2			how to make FOIA	directed her to foia.gov
3			calling on behalf of (b) (6)	left message (b) (6) is incarcerated & caller is likely his mother) - only recent request or appeal from (b) (6) is AP-2013-02349, closed 5/7/13.
4			wants records re: daughter's abduction in 1989	gave contact info for FBI & Dept. of State (foreign embassies involved)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 7/24/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know the status of an appeal that was filed 10 days ago.	Informed the caller that appeals are handled on first-in/first-out basis and that he could expect another 3-4 weeks. Caller indicated that he was going to sue (he was an attorney) because it had already been 10 days. Suggested to the caller that he double check the statute that the time period was actually 20 days.
2	(b) (6)	(b) (6)	Wanted to know how to make a FOIA request. Stated that someone was supposed to leave him software at an undisclosed location. However, he indicated that he was not allowed to talk about the software other than to say that it had something to do with the Pentagon.	Gave the requester the FOIA Requester Service Center for the DOD - Information System Agency.
3	(b) (6)	(b) (6)	Left VM. Wanted to know the status of FOIA-2013-03940.	Forwarded the status request to Doug with the IR Staff.
4	(b) (6)	(b) (6)	Wanted to know the status of AP-2013-02663.	Appeal was signed 7/19/13 and should be on its way to requester. Provided the caller with this information.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: July 25, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to make FOIA request re: TARP records (Office of Special Inspector General at Troubled Asset Relief Program)	Gave caller number to Treasury to determine where to send in request FOIA Public Liaison - Hugh Gilmore: 202-622-0478
2			Wants to complain about fact that FCC hasn't been responsive re FOIA request	Gave caller information for Action Center since he wanted to complain to DOJ about FCC
3			Can I make FOIA request about previous FOIA requests on a topic?	Explained that yes that is permissible
4			FOIA applicable in Maryland?	Explained there is the federal FOIA and Maryland has its own state version -- will need to contact Maryland for any state-specific FOIA questions
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: July 29, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2013-02067	gave status
2			Wanted information about her son who died while incarcerated with BOP	Gave BOP FOIA information
3			Wanted to file FOIA complaint about another agency	Called back left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: July 30, 2013 (ADW)

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		3 calls from this frequent caller wanting to tell us about his latest adventure in court	
2			unhappy with GSA response? Failure? Caller said that GSA was helpful initially, but now will not return her calls	suggested OGIS
3			status of request	caller did not recall where he had directed his request. He did not know if he had rec'd an acknowledgement. Caller did not recall the subject matter of his request. Caller will call back when he remembers
4				left a non-working phone number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls: 4

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Contact information for EOUSA FOIA	Gave her the address and telephone number as posted on FOIA.gov
2			Received documents as a result of request to CRT, but now wants DOJ to open investigation into misappropriation of funds	Explained OIP's function and then gave her the main CRT phone number from its website and explained that she could call there if she wanted to file an actual civil rights complaint.
3			Wanted documents from NC company which caller alleged broke caller's electric	I directed him to the NC.gov website and explained the function of OIP and the extent of the federal FOIA v. the NC open records act. I suggested caller view website to see if he could better locate the office in NC that he wants records from.
4			Talk to MWH about case in HI	Told him I would tell MWH he called because that's all he seemed to want.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 08/01/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Did ATF and DEA receive her FOIA requests.	Need to contact those components directly. Provided ATF and DEA's FOIA Requester Service Center numbers from FOIA.gov.
2			Can I submit a request on-line to the Department of Justice.	It depends on which component you would like to make your request to. You can use the Portal through OIP's page for the SMOs. The other components accept requests via e-mail. The e-mail addresses are provided on FOIA.gov.
3			Questions and status update for FOIA-2013-03976	Talk to SBL. Requester wanted to know if we could identify a component where he could go to for records. She did research before responding and could not identify a likely component.
4			Status of AP-2013-01103	I searched Privasoft and that appeal number is not assigned to the caller. I searched by name and found three 2011 appeals under (b) (6) . Requester did not leave a number for me to call back and get the correct information.
5			Status of AP-2013-03467	Provided update, with final reviewer.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AEC
Date: 08/02/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Can the FOIA be used to gain access to records from the state AG?	No. In order to seek access to stte records, need to make a request through state access laws.
2	(b)	(6)	Believes that US law enforcement is following her. Was forced to leave the US and return to Romania because she was scared. Wants information from DHS about why they are following her. What should she do to make them stop?	I informed the caller that if she believes that DHS or another agency has information about her, she can make a FOIA request for information. I instructed the caller about the contact information on FOIA.gov. I told her that this office is not able to help her if she is having other types of problems with the US government.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	is a completed, submitted application for employment "considered government property"?	explained that for FOIA purposes, the application is considered a government record; suggested she contact agency she submitted application to for further questions regarding it specifically
2	(b)	(6)	wanted help re: an American Indian boy she alleges was unjustly arrested and ids being maliciously prosecuted	left message - OIP cannot assist. Suggested she try calling civil rts division if she think his civil rts are being violated
3	(b)	(6)	Had questions about AP-2013-01912	KRP's appeal. Response sent in May, 2013. Some FBI records were frozen & stored in freezer trucks at the time of the appeal. Suggested caller contact the FBI directly to see what are its plans regarding the records, if they have a plan for getting htem out of the freezer trucks, etc.
4	(b)	(6)	attempting to make a FOIA over the phone	mailing Right to Federal Records pamphlet
5	(b)	(6)	received an email directing him to take a course & wanted to know why it was assigned to him	explained that OIP doesn't assign training courses - suggested he contact his office's training coordinator or security officer (it was a required training notice)
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SVR
Date: 8/6/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	He applied for a job and someone else had the same name with a criminal record. Can he get that person's photo to prove it is not him? It is a federal case.	He can make a request to EOUSA for any public court filings they might have. I explained about the general privacy protections of the FOIA for living 3Ps but that he can always make a request. He can read more about those exemptions at the Guide chapters online. I gave him the EOUSA contact information for making the FOIA request.
2			How to get info on a BOP contractor?	I provided BOP FOIA contact information to him via email.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: August 7, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Need information from DEA about client's assistance -- how to file request?	Directed caller to FOIA.gov
2	(b)	(6)	Wants to know what is keeping him from getting security clearance	Caller was very agitated and did not have a FOIA question -- did not return call
3	(b)	(6)	Calling about CRM response -- trying to determine what he should do next b/c he doesn't believe he was clear in his request	Explained I couldn't advise him on his appeal or give him legal advice on best way to proceed -- will need to talk to counsel at Bloomberg -- suggested he try CRM and gave him CRM's info. if he wanted to talk to CRM about his request and clarify it
4	(b)	(6)	Trying to get records from Jacksonville -- tried to contact AG's office	No answer
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: Aug. 9, 2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status of request?	caller had sent request to EOUSA. Gave info and contact info
2			EPIC	status of request. Left message
3			caller is unhappy about Dep't of educ mishandling of his request.	suggested OGIS
4			this is an OPM/FBI issue. Caller emailed me a series of questions about the redactions. This was a phone call about the FBI's action on the OPM background	explained that this is technique and response is the same for all individuals. Caller was concerned that he might lose security clearance unless he could see this info and "refute" it. Repeated 7E.
5			made a request to the local court and was "refused"	caller did not like the idea that courts were not subject to FOIA - federal FOIA or state FOIA.
6			how to	gave web info, mentioned various fed agencies, discussed that a form is not needed - but request must be in writing - faxed, emailed, mailed, portal. Noted penatly of perjury
7			wanted forms for FOIA	explained.. Directed to web
8			how to	explained. Directed to web
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AEC
Date: 08/12/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to make sure his PA initial request was received.	Forwarded information to LAD for direct response to requester.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 08/13/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Information on a federal inmate	Called Back, left VM with info on BOP FOIA requests
2			AP-2013-03255 status, wants email	
3			1201503, status	No record of appeal received, gave address for OIP
4			Fedbid website; wants bid information	Gave BOP contact info
5			2013USMS23448, 7/15/2013 delivery; confirm letter	Called back, gave appeal number
6			Information about filing FOIA requests	Wanted info on DC FOIA, told him that's not federal
7			2013-04569	Gave Status
8			Question about voter fraud	Told her this is FOIA hotline
9			Question about immigration records	Said she had already spoken with INS (DHS), told her State may have records, or EOIR possibly
10			Where FOIA was referred	Tried to figure it out based on the info she gave but was insufficient
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 8/14/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		left VM. Indicated that she found the FOIA and had questions about contempt, arrest warrants, and child custody.	Caller wanted to discuss her father failing to pay child support for her in her childhood and that her deceased father may have more than one SS#. Recommended that she submit a request to the SS Office to determine if her deceased father had more than one SS#. Provided the contact information for the SS Office.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AEC
Date: 08/15/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller is a westlaw attorney who is trying to collect old AG's opinions. Does she need to make a FOIA request or could she access through a FOIA library?	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wants us to look up someone's address so that he can serve her with a complaint.	I explained the purpose of the hotline. Advised caller that this was not a FOIA question and I would not be able to assist him.
2			Caller wants to know how to get information on whether he has a criminal history. He thinks he may have outstanding warrants for minor things like traffic violations. He was told he could contact the FBI.	I gave the caller the customer service number for the CJIS division and directed him to the proper spot on the FBI website.
3			Caller is upset because he wants to know where the records are for his request to VA. They have not responded.	I explained that caller needs to contact VA directly. I asked whether he had received an acknowledgment letter. He said that he had not and it had been months. I explained that he needed to contact VA because it sounds like they do not have his request. I gave him the FOIA service center requester number. He said that he already had the number for someone at VA. Caller started becoming agitated and said that he had already spoken to our Office. He wanted to know what his options were if they never responded. He then hung up on me. I spoke with ADW who said that she has spoken to this caller recently and explained the same thing and told him to call OGIS. He also hung up on her after becoming agitated.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: August 20, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wants help in getting medical records from his doctors	referred him to Dept of Health & Human Services for more info/guidance regarding HIPAA compliance
2				he didn't leave a recognizable phone number (too many digits); unable to return call. Message was very difficult to hear.
3			provided a new address for his appeal AP-2013-04211; also alleged the FBI was controlling his computer to prevent him from making a new FOIA request.	
4			status of her appeal AP-2013-01122	signed letter sent 6/19/13; remanded to FBI
5			status of Request No. 13-1242	Left message; not an OIP tracking number. Suggested she check FOIA.gov to determine where she should call for update
6			seeking info on a detainee that may or may not still be in federal custody (caller is a private investigator)	Telephone number left in message is disconnected or no longer in service.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: PED
Date: 8.21.2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	The caller left a voicemail regarding a FOIA request here, but when we began talking, he discussed a request to VA. I've spoken with this caller before. However, when we spoke, he focused on an issue he was having with the VA.	The caller is upset about the VA not yet responding to his request from June 2 when the statute only affords 20 working days. As when I spoke with this caller before, he began raising his voice during our discussion and I requested he not do so. The line disconnected (not sure whether he hung up on me).
2	(b) (6)	(b) (6)	The caller is trying to get information from AT&T. He lives in HUD housing.	I explained that the FOIA only applies to federal agencies, but if the documents he was seeking related to AT&T's interaction with HUD, he might want to make a request there. I provided him with HUD's contact information.
3	(b) (6)	(b) (6)	The caller wanted to discuss how to get FBI criminal background check records.	I referred the caller to the FBI
4	(b) (6)	(b) (6)	She was calling about her FOIA request, and mentioned that she has an attorney representing her.	When she advised that she has an attorney, I asked her to have the attorney call me to discuss.
5	(b) (6)	(b) (6)	The prior caller's attorney called to check in on the status of a request.	The request was to CBP, and I referred the caller to that office.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: August 22, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AP-2013-04740 -- sent an email on August 19 after appeal filed -- want to make sure we got it because it contains a corrected response from USMS	Emailed SVR and told her to keep an eye out for email
2			2013-03527 and 03528	Forwarded to IR staff since these are pending IR staff requests
3			Want to know how to file FOIA	No answer, no name on VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 08/23/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Is there a way to have documents authenticated?	Caller is a member of a large law firm representing a hospital. I was a little confused as to what caller was requesting. I discussed with her that if the documents came in an official response to a FOIA request (which she said they did), then that is a form of authentication. She then discussed disclosures online (specifically whether her documents would be posted online). She then mentioned that she would be exploring filing a lawsuit and a possible appeal of the FOIA response. She asked me if if she got waivers from third parties redacted in the documents, if she could have their material. I told her I was hesitant to answer given our role in the appeals process and that a lot of this would depend on the case. I explained to her the appeal procedure and how OIP would handle an appeal. She then asked about the authentication issue again. I was still confused about this and offered the FBI's contact information. She said she called then and they did not help. She then said she would try the FBI's legal department and the coversation concluded.
2	(b)	(6)	Wanted immigration information	I gave her EOIR's contact information and mentione dit was on FOIA.gov. I cautioned her that they may not have this information, but that this was the best place I knew of to direct her.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 8/26/2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	The requester left a message about a remanded appeal, and seemed to be saying that BOP rejected her request even though we remanded it back to them. The caller left no phone number, but I found one in the requester's appeal file and left her a return message.	I also left a message with Cornelia Coll at BOP to find out why BOP rejected the request even after our remand.
2	(b) (6)	(b) (6)	The requester needs the contact information for the FOIA office for the Board of Veterans Appeals.	I provided the phone number listed on FOIA.gov
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 08/27/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants certain information from Federal-wise Drug Seizure System - where to make request?	Asked Tina to send a reply through the OIP e-mail. Directed to BJS website based on information I found there, gave BJP FOIA contact, directed to FOIA.gov if wanted to make additional requests.
2			Cannot access eFOIA Portal and wants e-mailed copy of determination	Took his e-mail address and will contact Regina who handled this request (FOIA-2013-04644). (b) (6). Regina confirmed that she would e-mail him a copy of the response letter.
3			Records from medical device recording branch - where to look?	She mentioned the MDR system which, it turns out, is a system that is maintained by the Food and Drug Administration. I verified that she was talking about the same MDR, the Medical Device Recording System. She said yes. I then gave her the FOIA contact information for that agency. I suggested that she call first to see if they would have the records she was looking for before she make a formal request.
4			AP-2013-03841 was denied as untimely, but she has a time stamp from the Portal within the window.	I told her she could send in for reconsideration. Gave her the main OIP e-mail address and will take a look/direct it to our recon person.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 08/28/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	AP-2013-03255; has portal status, wants further status info	
2			Wanted info on how to submit request to FBI	Gave FBI's address
3			Didn't indicate	Called back, left VM
4			Had trouble with portal, wants to mail her appeal and delete portal appeals	Told her to send in her appeal letter, and if she wishes to withdraw anything that was inadvertently submitted over the portal, she could include that with her appeal letter
5			Criminal Division, wanted status updated on	Gave him the number for the Criminal Division FOIA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: August 29, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller says that he has a FOIA question. Did not leave a name on his voicemail.	I called the number back. It was a cell phone but did not state a name. I left caller a voicemail asking him to call back.
2			R wants to know where the final rule is that implemented the eFOIA amendments.	Left voicemail asking caller to call back
3			R thinks his state is using his data incorrectly and abusing voting rights laws.	Explained purpose of hotline; gave caller voting rights number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 08/30/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Question about the UCCJEA, which deals with child custody matters.	Responded via e-mail. Child custody matters are the purview of state laws. May want to contact child custody division of local court or a private attorney for assistance.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 9/3/13

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Checking on status of AP 2012 01231	It was BT's appeal closed 4/25/12. I asked BT to email a copy of the closing letter to the caller, since the letter is not in the G drive
2	(b) (6)	(b) (6)	Status on AP 2013 -02590, -02552.	I check privasoft and they are both in the initial review stage with MH. She asked that he call her back with more details on status such as whether it's been reviewed yet or not, so I emailed and asked him to call back.
3	(b) (6)	(b) (6)	She was having problems getting her Uta	I explained the OIP function and gave her DHS contact info
4	(b) (6)	(b) (6)	He left OIP a voicemail over the weekend	I returned the call and left him a message
5	(b) (6)	(b) (6)	He left OIP a voicemail over the weekend	The number did not work when I tried to call back
6	(b) (6)	(b) (6)	status of AP 2013-04076 (ADF) - an appeal that is still open	I left a message with a man at her house with my call back info.
7	(b) (6)	(b) (6)	He cannot access the Portal because he changed his email address. He wants status for AP 2013 02366	His new email is (b) (6). I emailed a copy of the appeal to him.
8	(b) (6)	(b) (6)	status of AP 2012-01211 (closed 3/30/12)	This appeal is in the name of attorney (b) (6), and he is the client. I asked MWH to email to him at (b) (6). (Since it's an older appeal, I cannot pull the signed appeal letter from the G drive).
9	(b) (6)	(b) (6)	He wanted the status of an appeal MTC has, 13-04466 and wanted to speak with her about the appeal.	I told him it is still open and is relatively new, but asked MTC to call him back so he can give her the info about the appeal he says he needs to share.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: September 4, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Spoke to SVR yesterday, still waiting for docs	SVR to return call
2			FOIA requests -- did not give numbers or which component issued	Return call would not go through
3			FOIA request through e-portal to EOUSA - want to make sure it had all required info.	Directed caller to EOUSA - Phone: (202) 252-6020
4			AP-2013-03824 - status	Appeal submitted by RRK to SRO -- Told caller she should expect response from our office in next few weeks
5			When called back, caller said no longer had a question	No need to provide answer
6			FOIA request submitted over 20 days ago but have not heard back	When I called back it took me to a recording about Magic Jack and said my call couldn't be completed
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 09/05/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants to know if deceased husband had a file with the Victim's Compensation Fund	The September 11th VCF appears to be administered through the Civil Division. Provided the contact information for Civil.
2	(b)	(6)	Wants his settlement check sent to his bank in Arkansas.	Settlement relates to a complaint he filed with the DOJ Office of Civil Rights. Provided the Requester with the contact information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/09/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants information on how to file FBI FOIA on himself	Gave hime FBI contact info
2			Something about a FOIA settlement	His meessage did not contain a full telephone number, could not call back (speech was barely comprehensible)
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MWH
Date: 9/10/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left VM. Wanted to know what the status was of AP-2013-04521.	Listened to the VM three times, the caller mumbled through the phone number so fast that I could not understand half of it. Will wait for the caller to call back to give the status. Appeal was submitted for review on 8/27/13.
2			Wanted to know the status of AP-2013-03798.	Looked appeal up in system, determined that had been signed. Told the caller he should be receiving his response shortly.
3			Left VM. Wanted to know the status of obtaining records under AP-2013-01122.	Left VM. Informed the caller that her appeal was remanded to the FBI. Provided the FBI FOIA Office contact information to check on the status of her remanded request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 9/11/13

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Dissatisfied with USPS response to FOIA request. Wanted to know what to do next.	I spoke to caller about how FOIA generally works. She read the entire USPS letter over the phone. I talked to caller about the appeal process mentioned in the USPS letter. I also directed caller to FOIA.gov because she wanted to know more about the FOIA.
2	(b) (6)	(b) (6)	Status of request	I looked up the request in PS and informed caller that they were still doing a search. He asked for more specifics. I told him I would contact the processor to see and ask them to give him a call. The processor is ST. I sent an e-mail to ST re this call. ST advised that she would talk to Doug about the case and then call back tomorrow.
3	(b) (6)	(b) (6)	Gave money to entity thinking it was USPS, but it was not USPS and now has lost his money. Wants OIP to investigate.	I explained OIP's function and said I didn't know where to direct him to. I said I thought he might want to try to police or USPS.
5	(b) (6)	(b) (6)	How to submit a FOIA request to DOJ.	She wanted to make a request to DEA and know how FOIA works. I directed her to FOIA.gov and gave her DEA's contact information from FOIA.gov.
6	(b) (6)	(b) (6)	Changed address. Has an FBI request	Called back. Confirmed it was an FBI request and gave her the FBI's phone number so that she could tell the FBI about her change of address.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: September 12, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wants to make a FOIA to the southern Indiana DOJ office	didn't leave any contact info to return call
2	(b) (6)	(6)	is a reporter from WSJ wanting to talk to someone (who talks to the media) about foia.gov	provided contact info for Gina Talamona in OPA
3	(b) (6)	(6)	wants to appeal a DOJ request but is past the 60-day deadline to do so	left message - appeal would be untimely; could start process all over again with a new request.
4	(b) (6)	(6)	question about a letter she received from (b) (6) regarding a FOIA request	left message - suggested she check to see which component and look up appropriate contact on foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: September 13, 2013

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He is frustrated with the Veterans Administration. They are not answering his FOIA requests. He has issues with the benefits he is being provided and what VA has given him.	Caller did not want address to make FOIA requests. He knows how to reach the VA and he got the information from their website. He is frustrated because he is not getting the answers he wants. I advised caller that he might want to reach out to their public liaison. He said that he already has and has spoken to everyone. I advised him to call OGIS and gave them their number.
2	(b) (6)	(b) (6)	She has questions about how to file a FOIA.	I asked caller to call back so that I could get more details on where she is trying to make a FOIA request. I also told her about www.foia.gov
3	(b) (6)	(b) (6)	She is the newly appointed FOIA contact for the city of Brighton, IL and wants some background information.	I explained that this hotline was about federal FOIA. Caller agreed that she was talking about state access laws. I suggested she contact their state AG's office.
4	(b) (6)	(b) (6)	Caller wants to file a FOIA for budget information for her school district.	I left a voicemail explaining that this office deals with access to federal agency records. I explained that state access laws can vary and suggested that she contact her state AG's office. I asked her to call back if she wanted to discuss further. Caller called back so I pointed her to the State AG website (NY) and suggested that she contact them through their FOIL resources listed there. Caller appreciated the additional information.
5	(b) (6)	(b) (6)	He has a question about how to get the full file on himself.	Asked caller to call back. I explained that I need to know what agency he is requesting records from to assist him since FOIA is decentralized. I suggested that he look at www.foia.gov

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 09/16/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to submit a FOIA request to the FBI and file a complaint against the FBI.	Provided the FBI's fax number from FOIA.gov. Also directed caller to the DOJ Action Center to review his options for submitting a complaint.
2			Status update regarding AP-2013-03083	VM
3			Made a request to Civil Rights (DOJ) and the 60 days to appeal has expired. Should I submit another appeal or can I appeal?	Yes. Can submit an appeal now but it would be considered untimely. The best course of action is to make a new request.
4			Seeking assistance making a FOIA request to Kings Correctional Institution in Bradford, PA.	Send request to BOP.
5			Seeking medical records	Mailbox full
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/17/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted information for filing FOIA request for a case that was prosecuted by US attorney in San Diego	Gave here contact info for EOUSA and told her to reference the Southern District of California in her letter
2	(b)	(6)	Question about sending in a FOIA Appeal via FedEx	Told him we accept FedEx
3	(b)	(6)	Has request with ATF, this is 20 day, upset with wait time	Told him that the statute contemplates him filing a lawsuit after 20 days. ATF had given him a reference number, I told him that they were working on his request, but because of backlogs and request volume, it can take longer than 20 days
4	(b)	(6)	Comp Data Surveys; requested by Fed to conduct a compensation survey for LE personnel	Her company has been contracted by the fed to do a survey of LE enforcement compensation; was asking if FOIA could provide this information see needs for the survey. I told her that FOIA treats all requesters the same, so she would be treated like any other FOIA requester and the fact that the comp[any has been contracted to do the survey would not change the info she received; accordingly, I told her that FOIA might not be the best route and she should try to work through the Fed for gov't info. If she does want to use the FOIA, I advised her to use FOIA.gov and check OIP's website for further contact information.
5	(b)	(6)	Confirm Receipt of request	Called back left VM

Call	Caller's Name	Phone Number	Question	Advice / Answer
6	(b)	(6)	AP-2013-01614; does not ask for call back, says it is a courtesy call informing OIP that he intends to file a complaint in district court concerning this appeal	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: September 18, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	AP-2013-03555 -- checking on son's appeal	Informed caller that R was being processed, should expect response in next few weeks (AMJ already reviewed file)
2	(b) (6)	(b) (6)	Calling on behalf of inmate (b) (6) -- wants to see if appeal received	Told her (b) (6) would need to send our office authorization for her to get any information on his request or appeal
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 9/19/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		He has a question about a response he received from the FBI	I left him a message with FBI's phone # and my # if he has other questions.
2	(b) (6)		She's having problems with the EOIR portal	I gave her EOIR's phone # and email address
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: Sept. 20, 2013

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	wanted report from local police dept.	explained fed FOIA & directed to state site
2	(b) (6)	(b) (6)	wanted info about her interview. Wanted questions she had been asked and her answers and any comments about the quality of her answers	explained that often interview questions are developed at great cost, effort, research. If questions were released, people could cheat. Stressed difference between remembering some questions and getting a list of all questions. & difference between getting book on interviewing & sample questions. caller decided that she did not want to help others cheat - caller stated that others ought to be surprised by the questions as she was.
3	(b) (6)	(b) (6)	wanted info about how to make a FOIA request. Caller wanted local info	explained how to go to state office - found address on web while talking
4	(b) (6)	(b) (6)	wanted local FOIA address	found address on web
5	(b) (6)	(b) (6)	caller was on his cell phone and we were cut off several times. Caller would not provide his cell number. He was calling about ATF, but I could not get details.	
6	(b) (6)	(b) (6)	caller stated that she was being subjected to electric mind control & wanted help	not FOIA
7	(b) (6)	(b) (6)	caller wanted acknowledgement that he exists	not FOIA
8	(b) (6)	(b) (6)	caller wanted state records from 2001	directed to state
9	(b) (6)	(b) (6)	status of appeal	provided info & explained process
10	(b) (6)	(b) (6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 9/24/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	How to make request from USPS.	I answered caller's questions and then he proceeded to talk to me for 30+ minutes asking rhetorical questions about the government, fraud, police, etc. At the end of our somewhat one-sided conversation, he seemed to indicate he thought I supported his position (I'm still not entirely sure what this position was). However, I made sure to clarify in straightforward terms that I could not and was not helping him with his other issues, but that I could only provide him with the FOIA contact information for the Post Office.
2	(b)	(6)	Someone else requesting records from Air Force re himself and wants to block. Wants to talk to someone at Air Force FOIA.	Gave him Main Headquarters of Air Force contact information.
3	(b)	(6)	Wanted us to review arbitration decision	Explained OIP's function.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		ATF taking a long time with his request. Wants to know what to do if he wants to appeal.	I told him he could appeal here and gave him our contact information. I wanted to document this one closely because he then told me that someone else at OIP had told him that ATF was working on it and had many requests. I told him that I could not really comment on what other people had said here because I did not have all of the facts. I also told him that this was the case (ATF is over-worked, etc.), but he had asked how to file an appeal. I explained the appeal process and told him that the outcome might be that ATF was still working on it and that they have a lot of requests and a backlog. I made sure he understood I wasn't telling him the outcome of his appeal, but just providing him contact information for our office re filing an appeal, as he had requested. I did this because he seemed to be indicating that I was taking his side against whoever spoke to him on the phone the other day, which I was not.
5			Wanted to know how to make a FOIA request to the EEOC	Gave her the contact information for EEOC's FOIA Office. She started to get into some non-FOIA issues and I stopped her and told her that all I could help her with are FOIA issues. She said she would try the EEOC.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 9/25/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of AP-2013-02346.	MWH assisted her before I switched with him. Gave her status and told her that he would send another copy of the response letter as she had forgotten how to access the Portal
2			Called to ask about AP-2013-03713 and then talk about why DA's offices can get records faster than requesters through FOIA.	I walked her through her appeal and then tried to explain without venturing into legal advice that she was making a FOIA request while DA's office might be accessing documents through other means (I know they are, but I tried to keep it general). She seemed confused by this statement, so I just went back to what happened in her appeal (it looks like R authorized her to receive records, but not appeal the substance of the response).
3			Wants to make records request to CT. Also told me about "electronic harassment" of herself, etc. She spoke continuously for a long time.	Gave her CT FOI phone number and explained FOIA (federal v. similar state laws).
4			How to make a request to SSA	Gave her contact info as listed on FOIA.gov
5			Address to make FOIA request	Called back twice - no answer. Called back once next day with no answer.
6			Wants to make request on husband	Called back twice - no answer. Called back next day and spoke with R. Sounds like she needed info from BOP (incarceration info on husband). She was on a walk and just asked for BOP's FOIA office number so I gave that to her.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 9/26/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants records from local Philadelphia court	Gave her the PA FOIA contact number to try and explained why we wouldn't have any of these records (said son was charged in state court re robberies).
2			Wants an immigration form	Sent back e-mail advising of OIP's function and directing R to FOIA.gov if he wishes to make a FOIA request.
3			Wants information possibly from INTERPOL	Sent back e-mail referring him to FOIA.gov to read about the FOIA and see where to make request.
4			Wants to request document which would show that DOJ is investigating a matter in upstate NY	I tried to explain FOIA, but caller said that she knew about FOIA. I then tried to direct her to FOIA.gov but she also said she knew about FOIA.gov. She clarified that she wants to know what document to request to see if DOJ is investigating this incident. I told her I have no idea and anyways I can't help her formulate her request. I explained that if she went on FOIA.gov and tried to call specific offices she thinks might have the documents, she might have more success.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: 9/27/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Calling for status of AG.13-04868F	
2				Left voicemail asking caller to call back
3			He says that he never received the response that we sent him when we closed his appeal as moot.	I advised caller that he could send in a letter asking for reconsideration. I checked the file again and the letter was sent. He says that perhaps his firm lost it. He will write in explaining his objections to the response.
4			Checking to see if her request that she mailed last week has been received.	It was not in Privasoft. It appears that caller sent the request to the mail referral unit. I explained that it would take a little longer to reach the proper component and would have to actually go through the whole scanning process. I advised her to check in again next week.
5			Caller is having trouble submitting a request by email. That email address should not be listed.	Caller figured out how to use the portal. He directed me to where the old email address is still listed and I sent JBG/BT/LD an email advising them of this.
6			He is an employee of MCC. He is not happy with the response he received on 9/26/13 to a FOIA request he made to his agency. He asks whether the response is valid by email sent to the OIP email address.	I called and left a message advising caller that he was given appeal rights in the MCC's response letter and he should follow the directions to appeal if he has concerns about the response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 09/30/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		daughter missing, fear for family, allegations of police corruption	
2			Confused by letter about referral to FBI.	Misdirected request to IR Staff. Request redirected to FBI on 9/26. Provider caller with the FBI's FOIA Requester Service Center telephone number to follow up on his request.
3			Questions about getting information about the collection and spending of state sales tax.	This Office only deals with the federal FOIA. For state access provisions you can conduct some research or contact your State's Attorney General Office. It is often the office charged with enforcing access laws.
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5			Assistance making a FOIA/PA request.	VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: October 17, 2013

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Filed an IL FOIA -- says she was shot at, etc. and needs help. Does not have an actual FOIA question and seems very agitated about the shooting and issues she has had with the state	Explained this hotline was for federal FOIA issues, cannot help with state FOIA request (VM)
2	(b) (6)	(b) (6)	How to file a FOIA -- also angry about shutdown	Explained she could go to FOIA.gov -- didn't comment on shutdown
3	(b) (6)	(b) (6)	Has a settlement coming in -- when will it be here?	Explained this hotline was for federal FOIA issues, cannot help with settlement issues
4	(b) (6)	(b) (6)	Has been trying to file a FOIA request, needs assistance	Directed caller to FOIA.gov
5	(b) (6)	(b) (6)		Caller asked to call back, he was on other line
6	(b) (6)	(b) (6)	Asking about status of request on behalf of (b) (6)	Asked caller if (b) (6) gave a waiver to discuss requests with her -- she needs authorization
7	(b) (6)	(b) (6)	Looking for information on court case about double eagle coins	Caller not accepting calls -- could not get through
8	(b) (6)	(b) (6)	Language AZ dept of transportation must abide by as far as FOIA requirements/requests in order to receive federal funding	Gave caller DOT/FTA FOIA information (VM)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: October 21, 2013

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants records on individuals and/or companies convicted of Fraud in the state of California	Gave him EOUSA FOIA contact info, noted that they would only have records on federal crimes
2	(b)	(6)	AP-2013-01440	Called back gave status, the appeal has been submitted for signature
3	(b)	(6)	Wanted status of a Request filed with VA	Gave him VA FOIA Public liason office number
4	(b)	(6)	Status of request he sent to OIP	His request was sent on Sept 24, I informed him that we would be working to process as quickly as possible but that there would be some delay because of the shutdown
5	(b)	(6)	Wanted info on Qui Tam Cases	Gave him FOIA contact info for Civil Division
6	(b)	(6)	Settlement on JPMorgan Chase; Wants to know if she can get some of the money	Told her the hotline is for FOIA assistance; could not give her an answer to that question
7	(b)	(6)	Wanted to know how to receive same materials received by another requester	Caller works for Purdue University and is seeking same docs received by a Syracuse university group; told him to request records from EOUSA, describe records and indicate the other requester's request and inform EOUSA that he is seeking same documents
8	(b)	(6)	Made request to BOP; wanted to get status update	Gave her BOP FOIA number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 10/22/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know where to submit a request for a Federal Judge's Oath of Office.	Provided the contact information for OIP.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 10/23/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		He is now POC on AP-2013-05439	Made note of this in PS.
2			Child custody issue - not FOIA related	Talked to caller and explained our function. He wanted to know whether it was OK for someone (did not say who) to use facebook to research child custody cases. I did not know where to direct him so we ended the conversation.
3			EOIR's phone number.	Caller did not speak English really well. I assumed he wanted to talk to EOIR about a case (I asked and he kind of said yes, but I wasn't sure). I directed him to EOIR's number listed on their website for case status inquires.
4			Needs to request criminal history on two individuals (third parties which it didn't sound like he was representing although caller was a little tight on the facts).	I directed him to FOIA.gov to obtain contact information for the entities he wanted to make requests from. In response to his question about third party exemptions, I advised him that the agency would process it, but that would be something he would run into, generally, if he is making requests on third parties. I also directed him to the learn about FOIA section of FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: October 24, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wants to obtain transcripts of a U.S. Army courtmartial	gave her contact info for Army FOIA office
2			wanted records she sent to her USAO in Illinois; USAO said it forwarded them to ATF	gave her contact info for EOUSA and ATF FOIA offices
3			status update on his FBI FOIA	left message - contact info for FBI
4			status update on his appeal	didn't leave a phone number; could not return call.
5			status update on AP-2013-04943	explained that we are a little behind b/c of the shutdown but I anticipate submitting recommendations for review by the end of October
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He filed a request with CMS and is upset that they have not responded. They sent him an acknowledgement letter and that is it. He says that he is getting the run around from the agency because they are trying to protect states that are friendly to Obamacare. Even his senator and congressman have not received responses.	I suggested caller contact OGIS to try to resolve his dispute and figure out why there has been a delay in the response. Caller indicated that he just reached out to OGIS this morning.
2			He has questions about certifying a case from 1923 for his proceeding in Panama. He wanted me to certify the record.	I explained the purpose of the hotline and suggested that caller seek outside counsel. I also told him about FOIA.gov in response to his question about how to make a FOIA request.
3			Status of AP-2013-04295	After speaking with assigned attorney, JB, I advised caller that it would likely be about another month. The attorney expects to submit it for review in the next week or two.
4			Caller left voicemail. He says it is complicated but he is upset about FOIA processing at agencies.	Caller says that he is a DOD whistleblower and that senior level officials at DOD, Justice, and other agencies are involved in an illegal firing scheme against him. Also alleges unanswered FOIA requests and perjury by high level officials. Caller says an FBI agent impersonated the QVC when he tried to get assistance. I advised caller that with respect to his unanswered FOIA requests, if he is unable to get responses by calling agencies, he can call OGIS. Caller said he called OGIS and they told him that he just missed the deadline. Caller alleges that there is a large amount of corruption. I advised caller of the Action Center on the DOJ website and apologized that there was nothing else I could do to help him.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 10/28/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	By e-mail: "I'm wondering if you can tell me how I can confirm some information about what has been widely reported regarding the possibility of the death penalty in the case against accused Boston Marathon bomber Dzhokhar Tsarnaev. Is the deadline for DOJ to decide whether this will be a death penalty case still Oct. 31 st ? If so how can I find out what that decision is?"	VM: Because it this seems time sensitive and it relates to what will likely be a big news story, "caller" could call the Office of Public Affairs for information. Or "caller" could make a FOIA request to this office seeking records from the AG.
2	(b) (6)	(b) (6)	What do I need to make a FOIA request to a township?	Records maintained by a township would not be subject to the Federal FOIA. They may be subject to an access provision of the state or local law.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SVR
Date: 10/29/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	he wants info about Fair Credit Act information and CFPB complaints he made to that office. He wanted to make a FOIA request via phone.	I explained that the FOIA request must be in writing, and sent to the agency whose records he is seeking -- CFPB in this case. I provided their info: 855) 444-3642 (Telephone) foia@cfpb.gov (Request via Email)
2			She wants to make a CRT FOIA request.	I gave her the CRT contact information.
3			How much does it cost to make a FOIA request?	There was no answer or voicemail set up when I attempted to return his call several times.
4			How to get green card applicant's info?	She said it is maintained by DOL, so I gave her their contact info and also told her about the need for consent to get 3P records.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 10/30/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Should I submit G-28 or EOIR 28 notice of entry to make a FOIA request.	I'm not sure which form (if either) EOIR accepts. Provided caller with EOIR's FOIA Service Center number from FOIA.gov.
2			Made a first-party request to the FBI. Submitted additional information but has not heard back from the FBI. Wants to file an appeal.	Last response from the FBI indicated that they were processing his request. Caller could file an appeal but there are no actions for this Office to adjudicate at this point. I suggested that he contact the FBI for a status update.
3			Update on FOIA request	VM.
4			Where to send request from RMBF working group.	It looks like the AG is listed as the leadership office for that task force, so the request should be sent to OIP.
5			Status update on AP-2013-05445	Appeal assigned to AMJ. Received last week. Will be a number of weeks before I start review.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 10/31/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Can she find out if someone is investigating her?	I spoke to her briefly about our function and explained FOIA. She ultimately wanted to file a request, so I directed her to FOIA.gov. I explained the website and the FOIA process to her.
2	(b) (6)	(6)	Status of appeal (gave request number 1221651-000)	Told him I would look for it.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 11/01/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants help with his request for records from a SC police department.	I returned (b) (6) call and left a message explaining RE: the function of OIP and the federal FOIA. I suggested that he contact the office or offices involved with the administration of the appropriate state or local access provision for the records that he seeks. I encouraged him to give our office a call back if he has any questions RE: the federal FOIA.
2	(b) (6)	(b) (6)	Are fee waivers (FWs) granted to individuals who have been granted in forma pauperis (IFP) status?	Being granted IFP status does not necessarily mean that you qualify for a FW. For information on FWs and the standards therefore, I suggested that (b) (6) take a look at the FW section of DOJ's Guide to the FOIA. (b) (6) advised that she had already found and reviewed those materials on DOJ's website.
3	(b) (6)	(b) (6)	What is the status of AG11 01001 F? And DAG11 01002 F? From Privasoft, I could see that these requests were open, but they appeared to be assigned to NS, who left OIP in 2012. I said I would look into the requests' status and then give (b) (6) call back.	After checking with DH, I learned that those request files, previously handled by NS, are now being handled by GB. Per GB, the searches are on-going and the requester will likely receive a response within three months. I called (b) (6) back and relayed that info. to him.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 11/04/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	LexisNexes -- Status of FOIA request	Sent request to mail referral unit, doesn't know which component it was directed towards; I gave her OIP FOIA contacts page and told her that if she could determine which component had the request she could use that page to call; I check OIP, we don't have the request
2	(b) (6)	(b) (6)	Request 2012-4714	Looked this up, it is an EOUSA request, we adjudicated an appeal, AP-2013-01611, there was no final decision from EOUSA, called requester and informed him he should check with EOUSA, gave phone number for status update at EOUSA
3	(b) (6)	(b) (6)	Indicated he has sent in a FOIA request to IRS concerning his request to be reinstated to employment with the IRS	Gave him IRS FOIA contact info, told him OIP is not involved in IRS FOIA processing or with employment reinstatement matters
4	(b) (6)	(b) (6)	Wanted information of settlement with SAC Capital	Announcement of settlement was made by US Attorney for SDNY; gave caller FOIA info for EOUSA
5	(b) (6)	(b) (6)	Submitted FOIA Request through request portal, had trouble submitting supporting documents	Called back left VM recommending that she mail, fax or email supporting docs rather than attempting to open a duplicate request
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: November 5, 2013

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Msg from overnight - complained htat the button to Make and Track a request was broken	Seemed to be working this morning
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3			Msg from overnight - wants to make a FOIA on self	Call could not be completed - wrong number
4			wanted to make a request electronically regarding Gooldman Sachs/ ^(b) ₍₆₎	Gave contact for FBI, EOUSA and SEC
5			wants to make a request to the FBI for data regarding tracking her cell phone via GPS	left message - gave contact info for FBI
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 11/6/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know the status of his request to BOP.	Informed the caller that DOJ handles FOIA requests on a decentralized basis. Provided the contact information for BOP FOIA.
2			Left VM. Wanted to know how to appeal a disclosure.	Left a VM. Provided hotline number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She has a question about getting records from the U.S. Capitol Police.	I left a message
2	(b) (6)	(6)	He has not heard back from us about his complaints filed in August about CMS.	I attempted to call (b) (6) but his voicemail would not let me leave a message because it said that my office number was blocked. (However, I do not think our office numbers are indeed blocked)
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 11/12/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) left a message stating that she would like to request records RE: race riots in Baton Rouge. She would like to know what records she can get.	I returned (b) (6) call and explained a bit about the FOIA (request would need to be made in writing, directed to agency or agencies that might maintain the records she is seeking). Depending on the nature of the riots in question, we discussed the FBI and CRT as two DOJ components that possibly might maintain responsive records. For more information on the FOIA, including how to go about making a request (addresses for submission, what info. to include), I suggested that (b) (6) visit www.foia.gov. I gave (b) (6) my name and encouraged her to give me a call back if she had any questions after visiting this website.
2	(b) (6)	(b) (6)	How can he obtain a copy of his file? He wants everything DOJ has on him.	I explained to (b) (6) DOJ's decentralized FOIA process and encouraged him to submit requests to the DOJ components that he believed maintained records responsive to his request. Ultimately, we determined that he believes that to be BOP. I gave him the address for submitting a BOP FOIA request and the telephone number for BOP's FOIA Requester Service Center should he run into any trouble. I explained that the federal FOIA did not provide a means of obtaining copies of records maintained by state/local agencies. To the extent that he is seeking state/local records, I encouraged him to submit a request through the appropriate access provisions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 11/13/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to file an administrative appeal regarding (b) (6) (Thomas Rucker, Jr.) who passed away while in jail.	Someone called (b) (6) and told (b) (6) the request was denied and that (b) (6) had to file an appeal by November 21st (b) (6) has not received a response letter and was confused. Provide BOP's FOIA Public Liaison number so (b) (6) could get more details about (b) (6) request and ask for a copy of the response letter.
2	(b) (6)	(6)	Status update regarding a FOIA request. Also wants to change contact information for request.	The number caller left is to the LexisNexis CourtLink help line. Could not reach the caller.
3	(b) (6)	(6)	Wants to speak to someone regarding a violation of the FOIA.	VM.
4	(b) (6)	(6)	CDW spoke to caller (who dialed her directly) looking for the number to the Criminal Division FOIA Office.	CDW provided number from FOIA.gov.
5	(b) (6)	(6)	Status update AP-2013-05439	Sent ADF e-mail asking him to contact caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: November 14, 2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Status of request sent to federal attorney	Gave caller contact information for EOUSA's FOIA office to check on status of his request
2	(b) (6)	(b) (6)	Calling about summer employment application	Anne to return call
3	(b) (6)	(b) (6)	Status update -- Request No. 13-03483	Forwarded to IR Staff
4	(b) (6)	(b) (6)	Via email: I am looking to make a request to receive an incident report from the Tallahassee Police Department in Tallahassee, FL. Case #: 00-12-032758 Date: 12/07/2012 Any assistance you could provide would be greatly appreciated. Thank you.	(b) (6)

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 11/15/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants info about an accident report from a commercial vehicle accident. He says the police dept destroyed the record.	I explained the difference between state and federal government FOIA, the function of OIP, and that this is likely a state record. However, I directed him to the list of federal agency FOIA offices on FOIA.gov in case he wants to make a federal FOIA request. He may also wish to contact his state's AG's office for state FOIA questions.
2	(b) (6)	(b) (6)	Did we receive a fax she sent yesterday afternoon? It's for EOUSA #13-1295.	I emailed the admin staff and Anne, and to everyone's knowledge, it was not received. I made sure when she faxed it again and it was received, so I called her back to let her know.
3	(b) (6)	(b) (6)	She wants status on two IR staff requests	They are Socorro and Sara's cases. Sara said she will be able to coordinate with the caller to resend the IR response to the correct address.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 11/18/2013

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	The caller has two open appeals (2014-00082 and 00083). He seeks a rough estimated date of completion. He also wanted to know whether he could agree to pay the fees to get the FBI going on the request, with the understanding that if his fee waiver appeal in our Office is granted, he can get a refund of the fees paid.	As to point 1, I gave the requester a rough estimate of the end of this year for completion of his appeals. As to the second issue raised by the caller, I noted that I cannot speak on the FBI's behalf and advised him to call the FBI directly. I noted that some requesters have in the past conditionally agreed to pay fees subject to the adjudication of the fee waiver request.
2	(b) (6)	(b) (6)	The caller worked for a federal agency and had an EEO matter that was resolved by settlement. The caller now believes that her current employer has made a FOIA request for that report and has received it. Can the caller do anything about that?	I noted that the caller is free to make a Privacy Act/FOIA request for an accounting of disclosures of her records. The caller tried to engage me on whether such a request should be granted, but I said that I cannot predict/give advice about that. I noted that if the caller's request is rejected, the agency will provide appeal rights so that she knows to whom she can appeal the determination. I finally noted that if the caller wants to file a complaint about a federal agency action, a good starting point would be the OIG for that agency.
3	(b) (6)	(b) (6)	AP-2013-04295 status update.	I called the requester back, and they had already received a status update via other means.
4	(b) (6)	(b) (6)	(b) (6) appeal status? The caller never received an ack letter.	After talking to the requester, I found out that this was actually a request made to ENRD, not an appeal. The caller has now spoken with Sara Liu in ENRD, and she provided a tracking number and a status update.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 11/19/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted status of requests sent to FBI	Gave her contact number for FBI FOIA Service center
2			Wants to make FOIA request for social security records; Caller when talked without interruption (I tried politely many times to give her SSA Address)	Eventually I was able to give her the address to make a request to social security; afterwards caller continued with various complaints about disability benefits, etc; eventually the caller cutoff in midsentence (not sure if she hung up or what, but the caller ended the call)
3			Wants to submit FOIA request	Gave her EOUSA FOIA info
4			Wants Appeal info	Called back, left VM, caller's VM did not leave appeal No. so I couldn't give status
5			Status of AP-2013-04295	Gave Status
6			Wanted to make FOIA request for Asset Forfeiture information	Gave contact info for Criminal Division FOIA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 11/20/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know if she could submit an appeal via email as the Office fax machine was not working.	Provided the caller with an email address to use to submit the administrative appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 11/21/13

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted a copy of the Fair Credit Reporting Act.	I explained FOIA to Caller. He did not want to make a written request and asked for a "less tedious" means of getting this record. I informed him that he could just go on the internet and print one. He thought this was still "too tedious" and informed me that he would call the FTC.
2	Cheryl Wassel	(202) 622-4788	(b) (5)	(b) (5)
3	(b) (6)		Left message with NG - ATF failure	I spoke to him generally about the failure concept. I gave him ATF's number and also our appeal contact information. I continued to go over these concepts with him for a while.
4	(b) (6)		Where to file ATF appeal	Informed her, by e-mail, that she could file through the Portal or by writing to OIP's address.
5	(b) (6)		From Frontline PBS. Wants to ask questions about FOIA request IR Staff closed	Unsure of where to send him and felt that this was a request for comment on the issue rather than a real FOIA question. I contacted ADW, who looped in CM, LD, and VB. Caller was referred to PAO for comment after we realized that we had referred request and not directly responded.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: SVR
Date: 11/22/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		NRC 2013 3107170 FOIA request submitted and he didn't get a response yet.	I helped him recall where he had made the request. It was USCIS, so I gave him their contact information.
2	(b) (6)		He is a federal employee and wants to file a complaint as he has been waiting for 6 months for a response from an OPM FOIA request about his employment records. A coworker made the same request and already got a response.	I gave him OPM's contact info but he said he has called and emailed them a lot. He said they have not given him a satisfactory response. He is concerned OPM is not responding to him intentionally. I said that if he wants to make a formal complaint about FOIA practices he can send it to us and gave him my and Bobby's email addresses. I asked him to email his concerns with all the details to the Compliance Team.
3	(b) (6)		Wants to consult with DOJ about the FOIA and Patriot Act. She says she wants to know why she is getting a lot of mail and she wants to know who it is from. She says a guy is sending her terrorist threats and he is in her computer. She said the govt is a crook.(Caller was very disturbed).	I told her to contact the police about the threats. She said they are not helping her. I explained the function of OIP. She said we sent her mail. I looked her name up in eFOIA and she does not have any requests or appeals so our office. She said someone from the govt did send her correspondence and I should tell her who it was. I reiterated she should contact the police if she feels threatened. NOte: this caller called me 4x and was very upset, but did not have a FOIA question.
4	(b) (6)		She wanted to sell a cyber security product	I told her I do not handle govt purchases.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: November 25, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		No. AG/13-01662 & DAG/13-01663	Nothing in system yet, might want to try back in a few days
2	(b) (6)		Discusses program filmed in 1963 -- 10 year confidentiality -- wants to find out about film	Explained that I could help him with a FOIA request but he didn't even know what Dept put the film on. Explained FOIA.gov to him and suggested he send a request to the depts he thought might have it, specifically to their referral units. Beyond that I couldn't get information about the film
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 11/26/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Are unions subject to the FOIA?	I explained that the federal FOIA is a means of accessing records maintained by federal agencies. While it is possible that union records could be maintained by agencies subject to the FOIA, the unions themselves would not be subject to the FOIA. I explained that I could not offer advice about the specifics of state and local access provisions, and noted that it was possible that unions could be subject to such provisions.
2	(b) (6)		<p>1. What information is needed to appeal the FBI's action on his request? Are fingerprints needed?</p> <p>2. How can he correct information that he received from the FBI?</p>	<p>1. A written statement saying "I appeal" is sufficient. No special form is required. Fingerprints are not needed to file an appeal with OIP.</p> <p>2. To amend/correct information maintained by the FBI, he could submit a Privacy Act amendment request. The caller then asked a number of follow-up questions concerning this process. For answers to his specific Privacy Act questions, I suggested that he contact OIP's contact for PA questions from non-DOJ individuals. I gave Educardo the name and telephone number for that contact.</p>
3	(b) (6)		Left a message but did not state the nature of his FOIA inquiry.	I have tried multiple times to reach this individual but I keep getting a quick busy signal when I dial the number he left on my voicemail. I believe that something is wrong with the caller's telephone and/or telephone service. It is my hope that he calls the hotline again in the future.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: MTC
 Date: November 27, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to make a FOIA for emails from USMC General Petraeus to Jill Kelley made from government computers	referred him to Marine Corps FOIA Office to inquire if they would have the reqords
2	(b) (6)		TD Ameritrade told him his account was frozen by DOJ and wanted to know why	searched for clues on Internet; suggetsed maybe making a request to FBI to see if a possible investigation & go back to TD Ameritrade for more information
3	(b) (6)		status of an EOIR request	referred to EOIR FOIA Requester Svc. Ctr.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: RRK
Date: 12/2/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Address for FOIA	Caller was seeking information about a drowning in Lake Michigan at the Indiana dunes, I told her it was unlikely that DOJ would have been involved if there was not criminal activity; told her my best guess was Coast Guard and gave her FOAI contact info for CG
2	(b) (6)		Caller works for a vendor for a military base in San Diego, had a workplace complaint	I informed the caller that I could not help her with her workplace complaint but she indicated she would like to file a FOIA for DOD records, I gave her DOD FOIA Contact info
3	(b) (6)		Sent request to EOUSA, wants status	Called back, Left EOUSA's FOIA number in a VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 12/3/13

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left VM. Wanted to know the status of request No. AG-13-02098.	Sent an email to Doug informing him of the status request of the IR Request. Provided the contact information for the caller/requester.
2	(b) (6)		left VM. Wanted to know about filing a FOIA.	Attempted to call requester back, but the number was not good. Caller left the number very quickly twice and it was hard to understand.
3	(b) (6)		Wanted to know the contact information for JMD to determine the status of a FOIA request.	Provide the contact information for JMD. Discussed with the caller the type of information that they sought. Also recommend that they contact EOUSA to possibly submit a request to that component.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/04/13

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Upset about IR response to FOIA-2014-00390.	Caller was upset about this response. IR Staff routed to USPC. She said that she called USPC several months before the IR Staff response and it said that it did not maintain these records and to try JMD. I tried to give her the USPC FOIA number, rather than the main number which caller may have called. She did not want this number. Caller asked that monitor USPC. I explained our Office's role and how FOIA works. Caller reiterated her request. Caller asked that we forward her request to JMD. I explained to her that she should probably just submit a new request. She reiterated her request. I told her again that she should probably make a new request, but said I would let the IR processor know that she wanted us to forward it to JMD. Caller then informed me about FOIA's failings. SL, who processed this case, later told me that she was forwarding the request to JMD.
2	(b) (6)		Appeal of FOIA-2013-16944 - (b) (6) - Status	Called back and left status with him. Told him I had received it and that appeal was in final review so it would be on its way holdfully in a few weeks (per our standard language).
3	(b) (6)		Program that helps people find a lawyer that cannot afford one?	Called back twice and once the next day. Voice mail box was either not set-up or garbled so I didn't leave a message.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)	[REDACTED]	Court is not cooperative - "What's going on with the court system?" - conspiracy, etc. Called again, left message while I was on the phone with another caller. Said it's stressing him out. Called again and left message while I was on the phone with another caller.	Called back twice. No response. Voice mail not set up so I didn't want to leave a message without verification that this was the right number. Got ahold of him on the third try. Caller told me all kinds of thing about his issues in FL. I eventually understood that he maybe wanted records from some entity in Florida. I gave him the FL Open Records Office hotline number and advised him that he should try them. Caller then proceeded to ask me multiple questions about the Contitution. I hastened the end of the conversation by reiterating what this Office does and again suggesting that he see ifhe can get what he wants under the FL Open Records Act. Caller called me back to infrm me that he had tried my suggestion and that it didn't work. I explained to him our Office frnction again and gave him the address so that he could write to F and make an Open Records request. He discussed a few more issues he was having (non-FOIA) and then the conversation ended.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: December 5, 2013

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		questions about his appeal	was an untimely OPM one; said he wants the information; suggested the appeal is closed but he can restart the process with a new request & I would express his concerns to the appeals chief.
2	(b) (6)		wants pension info on former spouse - does she need waiver to get?	yes, assuming spouse if still alive, need a privacy waiver to get docs under FOIA
3	(b) (6)		questions about clarification letter sent to Glenn Etelson dated December 2, 2013	Explained that it looked like a response to submitter's notice but OIP didn't know why it was rec'd here
4	(b) (6)			Call could not be completed as dialed
5	(b) (6)	(6)	wants transcripts from son's trial	was a local trial, so suggested she go directly to the court & we couldn't assist
6	(b) (6)	(6)	journalist seeking copy of arrest record of an immigrant detained by INS in 2001	suggested she contact USCIS, and advised that she may have to provide waiver, proof of death, etc. in order to receive any responsive records.
7	(b) (6)	(6)	wants confidential treatment of docs she sent to the local FBI office	suggested she can send letter requesting such treatment under the FOIA to the FBI Winchester, although it was not really necessary to protect PII.
8	(b) (6)	(6)	wants to know what happened to 2 FOIAs he sent to DOJ's MRU in July and in September	Gave contact info for MRU.
9	(b) (6)	(6)	wanted to know what was up with DOJ FOIA "nonsense" re: aggregation letter (b) (6) received from FBI	Responded that aggregation is permitted & limited by restrictions in 16.11(h) & any requester dissatisfied with component action can appeal, go to OGIS or sue.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: December 6, 2013

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	She has to file a motion and wants case law on the ADA and the FOIA. She was told she has to cite to more.	I explained that I cannot assist her with filing suit. Caller said that she wanted information about the FOIA. I told her about FOIA.gov and the OIP website. I explained again that I could not provide assistance. I also gave her the general justice.gov website because she began asking questions about other components including Civil Rights.
2	(b)	(6)	His firm is having difficulty sending emails to the Justice Department. He is in IT and trying to resolve the issue.	I explained the purpose of the hotline. Caller indicated that since leaving his message he realized this and found the correct number to call.
3	(b)	(6)	He would like us to communicate with him via U.S. Mail. He filed an appeal through the portal but is having trouble with it. He was having difficulty getting into it.	I checked and this appeal is assigned to MWH. I advised MWH and ADW that the requester wants the appeal via U.S. mail. He asked about the status and I told him that it had been assigned. It was received this week and suggested he check back in after a month if he had not heard anything.
4	(b)	(6)	He never heard back about his appeal.	I checked the system and could not find an appeal. I advised requester of this and asked whether he had ever received an acknowledgement letter. He had not. I found an initial request that he made. He said that he received a response and the time had passed. I advised caller that he could make a new request and start the process again and to call if he thinks he has appealed and does not receive an acknowledgment letter soon after appealing.
5	(b)	(6)	Her firm received AP-2013-02957 and it was remanded. They are calling to check on the status of the remand.	I advised caller that they needed to contact ATF directly and gave them the number for ATF's FOIA service center number.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 12/09/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How can she submit a request for records on a closed criminal case?	<p>After verifying that (b) (6) seeks records RE: a federal prosecution, I walked her through the process of submitting a FOIA request to EOUSA. I read her the mailing address, telephone number, and fax number for EOUSA's FOIA office. For more information on the FOIA, including information about what she should include in her written FOIA request, I suggested she take a look at the materials available on FOIA.gov. (I did mention, however, that for an EOUSA request, she should take care to include in the district in which she believed records would be located.) I encouraged (b) (6) to give me a call back if she had any questions after taking a look at that website.</p> <p>(b) (6) also mentioned that DHS conducted an investigation in this case and that she was interested in those records. I explained that if she is seeking DHS records, she should make a request to DHS directly. I explained that DHS's contact info. was also available on FOIA.gov, which she had already said that she would visit for more information.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/11/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Failure to answer request?	It was a GSA request. I spoke to her about the FOIA process generally. She brought up litigation and I told her that that was an option after she initially brought it up. I made sure she had all of the contact information from FOIA.gov to try to contact GSA.
2	(b) (6)		Procedures to submit documents to DOJ to indicate that they are confidential? How do requesters do this?	Called him back and left a message with my phone number. On the message I pointed him to Executive Order 12600 which directs requesters to review the particular agency's regs to find out about process. Told him to call me back if he had any further questions. Caller called back and told me it was Justice so I pointed him to our regs.
3	(b) (6)		Wants OIP's address	Called back and got Caller's voicemail. Because Caller just wanted OIP's address, I left a message with our mailing address on it and told Caller to call OIP back if she had any further questions. She called back and we spoke briefly about the process of initial request processing. She also asked for our fax number which I provided to her.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 12/12/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	[REDACTED]	Police misconduct; long discussion about police corruption, she suspects her phone is tapped, etc	Could not return call as no call back number was left
2	(b) (6)	[REDACTED]	Caller indicated that he had some sort of case concerning a false arrest	I told him that this was a number in Washington DC concerning the freedom of information act; after some confusion the caller indicated that he would "re-track" what he was doing as he thought he had been calling someone in New York; AP-2013-05445, turns out this was actually just a status call for this appeal number, called back and gave him the status
3	(b) (6)	[REDACTED]	Transcript from 1998 immigration case	Gave EOIR contact info
4	(b) (6)	[REDACTED]	Wants certified Oaths of office	Caller wanted oath for a county court clerk, informed him that we only deal with federal FOIA and recommended he contact the local court
5	(b) (6)	[REDACTED]	Filed complaint with Dept. of Energy; then sent in FOIA requests, claims DoE not being compliant	Caller had filed a request in September, said that DOE had been in communication with him but wanted to know what he could do to get his records; I explained what the FOIA contemplates, time limits and the ability to file a lawsuit, but also told him that if he had been in communication with DEO, since many agencies are shorthanded, etc, that he probably could contact them and get an estimate as to when could expect a response
6	(b) (6)	[REDACTED]	Complaint about lack of transparency by the EEOC	Told him that the hotline was for assist with FOIA requests, caller said he had complaints about individuals that he believed had lied under oath, informed him that I would not be able to assist him with such a complaint

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/13/13

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Requesting copies of letters of recommendation for father, previous FBI employee? Where to request?	Directed her to the FBI because I thought that they would have this information. Also said that she should fill out a DOJ-361 form (release) and directed her to our website where she could find the form. Also directed her to FOIA.gov to read about how to make FOIA requests, etc. because she seemed unfamiliar with the process. Walked her generally through process (request, ack, number, search, response, etc.)
2	(b) (6)		From NBC News Dallas	Called and left message with my phone number telling him to call me back if I could help him with a FOIA question. He called Monday and asked about the status of his request. I told him I thought it was moving along based on the entries in PS, but I told him I would ask the processor to give him a call. I e-mailed VV and SM with pphone and e-mail number of Caller.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: MWH
Date: 12/16/13

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to confirm that it is DOJ Form 361 that is used for making a request for first-party records.	Confirmed that this is the correct form.
2			Wanted to know how to make a FOIA request for Antitrust records.	Provided the caller with the contact information for the Antitrust Division and the website for FOIA.gov.
3			Wanted to know whether OIP received his FOIA request.	Looked up name in the system and confirmed that we received the request. Informed the processor that the requester called and wanted to know an estimated date of completion. Processor confirmed that she would contact the requester with that information.
4			GA County Government employee called to determine how to process a draft report under the GA State FOIA.	Informed the caller that we can only give guidance for matters arising under the Federal FOIA.
5			Wanted to know whether he was allowed to make a request for the prosecutor notes in his criminal case.	Informed the requester that he could and provided the contact information for EOUSA. Discussed the use of DOJ Form 361.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		wanted to know approximately what percentage of FBI requests are appealed to OIP	Calculated it at about 11% based on data for FY11 and FY12. Asked compliance team and this stat is not available on foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDW
Date: December 18, 2013

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller from Delaware Dept. of Justice has questions about DOJ policy on employee use of personal email and text messages for government business and the implications for FOIA. He asks whether we know of case law. He is conducting a survey of state and federal practices on this issue.	I spoke with ADW because I was concerned about answering a policy question via hotline. I advised caller that he should contact Public Affairs because hotline is not for answering policy questions. I told him with regard to FOIA cases, there are cases listed on our OIP website that he can peruse.
2	(b) (6)		Caller is having issues getting a response from BOP. She filed two requests at the end of September and two at the end of October and still has not received an answer.	I advised caller to contact BOP Public Liaison. I also called the public liaison line myself and left a message advising them that we received a hotline call from a caller who was having difficulty getting a response from them.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 12/19/13

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	[REDACTED]	(b) (6) wanted assistance obtaining records from a Manhattan D.A.'s office. She has only received some of the records that she seeks.	I explained that the federal FOIA provides a means of accessing records maintained by federal agencies. For records maintained by state or local entities, she would need to make a request under the appropriate state/local access provisions. I explained that I am not familiar with those state/local access provisions. I suggested the website for NYC or the state AG's office as two places she might consider checking for information on the appropriate state/local access provisions.
2	(b) (6)	[REDACTED]	(b) (6) wanted to know when records sent to a U.S. Attorney's office would become public.	I explained that records maintained by federal agencies are generally releasable unless they are protected by one or more FOIA exemptions. (b) (6) and I discussed the FOIA generally. For additional information, I suggested that he take a look at FOIA.gov and the DOJ FOIA Guide. For EOUSA-specific questions (RE: releasability of certain types of records), I suggested that he consider calling EOUSA's FOIA Requester Service Center, and I provided the appropriate contact information should (b) (6) wish to do this.
3	(b) (6)	[REDACTED]	What is the status of AP-2013-05491?	I advised that this appeal was in open status but had been submitted for review (in November). When requested, I estimated that (b) (6) would likely receive OIP's decision in the next month or so.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		Left message stating that she had a question concerning fees.	Although (b) (6) message stated that her question concerned fees, it was not clear whether she had a true fee question that should be referred to OMB for handling, so I handled her call as I would had I received a message concerning a general or unidentified FOIA inquiry. Specifically, I returned this call and left a message. I am waiting to hear back from this caller.
5	(b) (6)		What is the status of AP-2013-01440?	I advised that this appeal was in open status but was in final review (CDW reviewed AF's work and submitted file to SRO for final review/signature in September). (b) (6) indicated that he had received a similar update during a previous call to OIP. (b) (6) expressed frustration at the amount of time his appeal is taking. When requested, I estimated that he would likely receive OIP's decision in the next month or so. At (b) (6) request, I provided the contact information for OIP's FOIA Public Liaison, LAD.
6	(b) (6)		(b) (6) wanted help obtaining state/local records that she believes to have been submitted to DOJ.	I explained that requests for state/local records maintained by state/local entities should be made under the appropriate state/local access provisions. To the extent that (b) (6) is seeking access to such records maintained by DOJ, I encouraged her to submit a FOIA request to the DOJ component that she believes maintains the responsive records, which sounded as though it was the Criminal Division. We discussed the process for submitting a FOIA request to Crim. At (b) (6) request, I provided the contact information for Crim's FOIA public liaison and advised that (b) (6) should feel free to call the liaison with Crim-specific questions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 12/20/13

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wanted information about a NY state bank and didn't know what agency keeps track of "how secure it is" and said he had called the state govt.	I said I was not sure what agency that was so I read to him the list of agencies from FOIA.gov and told him about that site. He said it was FDIC, so I gave him FDIC FOIA contact info and explained that they would have federal records only, and he should contact a state entity if he wants state records.
2	(b) (6)	(6)	He got a subpoena from an AUSA in NY to produce documents. He was told he can request confidentiality in case of a future FOIA request. Does he need to file anything contemporaneously to the FOIA office? He said that is a process with SEC.	I explained that at EOUSA the process of submitter notice would be done after the receipt of a request that might have b4 information. I am not aware of a process in which he would submit that info before there is a FOIA request for the documents, but he should contact EOUSA. He can call EOUSA to find out if they are willing to accept such a letter now. I pointed him to the b4 chapter of the Guide and also gave him EOUSA's contact info. I let him know how the submitter notice process works with b4, and also discussed 7C with him.
3	(b) (6)	(6)	He was having trouble reaching JMD's routing, so I helped him direct his request to Civil.	I gave him CIVIL's contact info and showed him the resources on foia.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/23/13

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Received a fee waiver denial. Wants to know if can pay fee under protest and appeal and then would just get reimbursed later. More comfortable doing this because wants to make sure preserve request placement.	I told her she could proceed in this manner. We do both (R doesn't pay and then if appeal denied we would have them pay or R does pay and we remand to reimburse), so I let her know that this was OK to do.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 2, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Trying to get info from FBI -- gives clearance number	Tried to call number that thought caller left but reached a weapons room (?) and wasn't able to contact caller
2	(b) (6)		Called re son's appeal	Gave him contact info. for FBI b/c appeal remanded
3	(b) (6)		Status update on appeal -- USDA --	Explained that I couldn't give her a status update or get them to process her appeal (submitted in April) more quickly -- explained how at DOJ we had a first in/first out policy that was likely similar at USDA -- recommended calling again to get a more precise estimated date of completion
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 1/3/14 and 1/6/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	She made BOP requests since September and has no response, and was just told that they were being processed. She left messages and emails on Dec. 11 and has not heard back. She said if she doesn't get a response in the next few days she is going to file a lawsuit.	She wished to make a complaint to DOJ about best practices so I gave her my email address and asked her to put her concerns in writing along with request #s, etc, and I will send the info along to Bobby.
2	(b)	(6)	She wants wants copies of contact b/t herself and an FBI agent. She said she already made a FOIA request. She spoke to David Sobonya this morning and they are saying that they just received her request.	She said she has sent 3 FOIA requests and the FBI keeps saying it hasn't received, and it needs to be 'accelerated to a higher level" and she wants to make a complaint about the FBI stonewalling her. I gave her my email address so she can make a written complaint about FOIA practices, and I will send them along to Bobby.
3	(b)	(6)	Where can they get certified copies of federal records?	I left her a voicemail
4	(b)	(6)	FOIA request made on August 22 last year and only got an ack letter in Sept. No other response was received.	This is Andrew's case. I tol him it's still open but he wants more details so I emailed Andrew asking him to call this requester back.
5	(b)	(6)	His cell phone connection was unclear- could not hear the message	I left him a voicemail

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MWH
Date: 1/7/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)	[REDACTED]	Wanted to determine the status of FBI Request No. 1236914	Provided the contact information for Request No. 1236914.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 01/09/2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Investigation for employment	Had question about information sent to the FBI; gave him FBI FOIA contact info
2			Status appeal; AP-2014-00195	Gave status
3			Caller said he wanted the "FOIA sent to him"	After various discussion with the caller, he eventually asked for the address of OIP so he could submit a FOIA request, I provided the address
4			Wanted info on how to file an appeal	Directed him to OIP portal
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 1/10/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left message inquiring about the status of her appeal. Did not provide an appeal number.	When I returned (b) (6) call, she advised that she had already spoken to someone else and gotten the information that she needed.
2	(b) (6)	(b) (6)	(b) (6) recently received OIP's letter RE: AG/14-00879 (F). What did OIP mean by its suggestion (2nd paragraph) that (b) (6) reformulate his request to save time required for consultation? How might he go about doing this?	I know generally how one narrows a FOIA request (e.g. only seeking e-mails, only seeking records from particular dates) but am not familiar with the particulars of (b) (6) request. I called CW to discuss the request, but unfortunately I didn't get her. I asked (b) (6) if I could ask the assigned analyst to give him a call back on 1/13, but (b) (6) advised that he would be out of the office all next week. I said that I would ask her to call him the following week, and he said that would be great. I then e-mailed CW and explained the situation, and asked her to give (b) (6) a call back during the week of MLK Day.
3	(b) (6)	(b) (6)	Requested FOIA "application." Seeking records RE: himself.	I explained about the FOIA -- that his request needed to be in writing, needed to reasonably describe the records sought, should be submitted to the agency or agencies that he believes maintain the records he is seeking, etc. For more information on the FOIA, including info. RE: preparing a request and the correct addresses for submitting his request(s), I suggested that he visit FOIA.gov. I encouraged him to give me a call back if he had any trouble with the website or any questions after reviewing its contents. I noted that I found the website user-friendly and hoped that he did, too.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: January 14, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status on AP-2014-00995	left message; confirmed subject matter and explained that I just rec'd it today and it is in my review queue
2			is an agency employee involved in a personal litigation and wanted to know if he could print out a relevant email to use in lit or if he had to FOIA the record	explained that civil lit is separate from FOIA
3			was his appeal accepted through the portal?	No confirmation email or number assigned, so not accepted. Try again.
4			status of AP-2013-00144 & a copy if it has been adjudicated	Signed April 5, 2013. Advised that because it is a first party request made by a person represented by counsel, he should have the attorney call me to let me know it is OK to release to him.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: 1-15-2014

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)		
2			wanted to talk to BOP person about trust fund money	explained OIP is not BOP. Gave inmate phone number of prison he was in that he says knows about his money. Suggested he contact that facility. Explained FOIA, but caller wanted to talk to person - name unknown - he had talkd to before
3			is it ok to use Wiki leaks - info that was leaked	I suggested contacting public affairs in the hopes that there might be some sort of DOJ policy about using leaked info that is still classified
4			wanted to get probation reports	probation is part of court system & not subject to FOIA.
5			complained about our portal	suggested fax, mail. It did not sound like a problem with our portal, but a user error.
6			how to file a law suit.	explained that we cannot give legal advice, but mentioned that the folks at the court house might be helpful.
7			wanted a plea agreement	explained FOIA, but caller wanted it today. Suggested PACER or going to the court house. Not sure if caller is the attorney of record
8			how to make	explained
9			how to make	explained
10			upset that EOIR has not acknowledged his request.	stated that EOIR is usually pretty good. Suggested caller call EOIR and ask if rec. Mentioned possible problems withmail delivery.gave phone for EOIR & ck'd address caller had used.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 01/16/2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Got letter her FOIA was closed and wants further info	Requester sent a request to OIP for records located in ATR. I explained that OIP had forwarded the request to ATR and that she would receive a direct response from them
2			FOIA Request No. 1235005-000 (FBI?)	Called back, got disconnected tone; double checked number and called again, still disconnected tone
3			AP-2013-04943	Called back, gave status via VM
4			Sent in a request, wants to know status etc.	The requester indicated that he had sent a request via email last May and then had followed up with another email yesterday; but had received no response. His name is in privasoft but there is no request assigned to him. I asked him to describe his request and it sounded like it was something that this office would have forwarded to other components; I told him I would check to see if his emails were received and get back to him. I did find the email and call the caller back again. I let him know we recieved it but still had no record of his request. I gave him Laurie's name as someone to follow up with.
5			Wanted to ask about another persons appeal	Informed her that I could not discuss a third party's appeal with her
6			AP-2013-05343, status	called back left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 1/17/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	What is the status of 13-04722(F)? What is the estimated date of completion?	This request is in open status and assigned to SS. I e-mailed SS (who appears to be out of the office today) and asked him to call (b) (6) with the estimated date of completion. I intended to call (b) (6) myself and advise RE: the status. Unfortunately, however, the phone number I heard appears to be incorrect, as my call would not go through (tried multiple times). I googled Cause of Action, (b) (6) organization, but was unable to find a phone number for the organization. (I think there is a problem with the org.'s website.) I then reached out to SS again, advised RE: the phone number issue, and asked him to contact (b) (6) at any phone number that might have been provided in the request. In addition to advising RE: estimated date of completion, I asked SS to advise (b) (6) of the status of his request.
2	(b) (6)	(b) (6)	What is the status of his Privacy Act request? Was it received?	I checked on Privasoft and found (b) (6) request, assigned Request No. P-2014-01232. I advised that his appeal had been received and was currently in open status.
3	(b) (6)	(b) (6)	(b) (6) wanted to check on the status of a remanded request. She did not provide the request number, but referenced Appeal No. AP-2013-04609.	I checked on Privasoft and saw that AP-2013-04609 was a Criminal Division appeal. I advised (b) (6) that to check on the status of a remand to the Criminal Division, she should contact the Criminal Division directly. I gave her the telephone number for the Criminal Divisions FOIA Requester Service Center and Crim's FOIA Public Liaison, Margaret Harris.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	What is the status of a request sent to the Mail Referral Unit?	I explained that I could not check on the status of a Mail Referral Unit request from here. (b) (6) didn't have any info. about the office(s) to which the request was referred.) I suggested that she call the MRU for more info. I gave her the number for the MRU's FOIA Requester Service Center. I also gave her the name and number of the MRU's FOIA Public Liaison.
5	(b)	(6)	Wanted info. about how to make a FOIA request.	(b) (6) and I discussed the process for making a FOIA request. She said that she was seeking DOJ records, but I was having a difficult time understanding the specific nature of those records (b) (6) wasn't really answering my questions about that), so I suggested that she make a request to DOJ's MRU. Later in the conversation, she mentioned that she was seeking records RE: U.S. attorneys, so I suggested that she submit a request to EOUSA specifically.
6	(b)	(6)	Wanted to check on the status of a request sent to the MRU.	Without knowing the component(s) to which her request was referred, I cannot check on the status. I suggested that (b) (6) call the MRU to check to make sure her request was received, find out to which component(s) it was referred, and then call that component (those components) to check on the status. I gave (b) (6) the phone number for the MRU.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 22, 2014

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Appeal status	Nothing in system yet re: an appeal (Tried to leave VM but no machine picked up)
2			AP-2014-00409	Gave caller status
3				Could not call back because caller's phone would not accept my call
4			FOIA question -- work for Buffalo law firm -- represent tractor trailer involved in an accident near Canadian border -- wants information from customs	Gave caller customs' information
5			145-FOIA-12427 status update	Got VM
6			VA FOIA information --	Called back
7				Someone already called her back
8			Wants to know if can collect data on letter of comfort	Called back, no answer
9			FOIA questions	Called back, no answer
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: January 23, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Q about making a FOIA to USMS & power of attorney	left message - gave contact info for USMS requester svc. Ctr.
2			question about Jan. 16 letter regarding her client (b) (6)	tried to call back twice - busy signal both times
3			status of his appeal	didn't leave AP # and couldn't make out last name. Tried to return call but no answer.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 1/24/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Editor with FreedomInfo.org. Asked for case law	Asked for case where held that FOIA requesters generally do not have an expectation of privacy. I directed him to the Guide (Ex. 6) and walked him through it.
2	(b)	(6)	Appeal remanded back to BOP - wants to know status	Called back. He returned my call and asked for status of remand with BOP. I explained to him that he would have to check with BOP and gave him their FOIA number. He contended that he didn't think BOP received a copy of the remand letter. After a lengthy discussion, just to streamline this, I e-mailed another copy to Wilson Moorer (who he said processed the case) and Wanda. I explained the situation to them and asked them to e-mail me if they had any questions. I told caller to call me back if he had any issues with the receipt by BOP, but re-explained to him that BOP is in charge of the remand.
3	(b)	(6)	How to obtain procedure police handbook?	Caller ended up wanting access to Indiana state police manual. I eventually (Indiana's website is difficult to say the least) ended up directing her to the Public Access Counselor's office which, I think, deals with Open Records issues. I also explained what we did and why I couldn't help her.
4	(b)	(6)	County sherrifs training manuals for online child exploitation issues - sent request to mail referral unit	I gave him the phone number for the mail referral unit and then explained to him the process if a requester sent a letter to them. He then asked a few questions about the underlying subject. I explained to him our function and said I didn't know any of those answers.
5	(b)	(6)	Status	Told him his appeal was being reviewed still.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 1/27/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left VM. Had a question regarding filing an administrative appeal.	Left VM. Provided hotline number.
2			Left VM. Had a general FOIA question.	Attempted to call back - number has no voicemail.
3			Left VM. Had a general FOIA question.	Left VM. Provided hotline number.
4			Wanted to discuss where to make a request for record pertaining to the investigation of the 1996 Atlanta Bombing.	Requester indicated that it was his belief that the FBI was in discussions with the ODAG and EOUSA. Provided the contact information for those Offices and discussed how to make a FOIA request.
5			Wanted the FAX number for OIP to file an administrative appeal.	Provided the caller with the FAX number to file an administrative appeal.
6			Left VM. Wanted to know the status of Request No. AG/13-05316.	Gave the contact information to Andrew (IR Staff) as he is the Specialist assigned to the request.
7			Wanted to know whether OIP received her client's administrative appeal sent on 1/16.	Informed the caller that the appeal was not in the system and that she could email it to me to make sure that it is timely filed.
8			Wanted the contact information for the U.S. Department of Navy.	Provided the contact information for the Navy. Also provided the caller with the FOIA.gov website.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 01/28/2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Had question about using FOIA to obtain personnel file from a private company	told him that FOIA doesn't apply to non-governmental entities
2			AP-2014-00995	Called back left VM
3			Had question about filing a FOIA appeal and whether he could request a tolling of the 60 day time limit	I informed the caller that tolling is not contemplated by the regulations, that once an appeal is submitted, while it is pending it is possible to submit further arguments or documents to OIP; I also informed him that under the statute he can file in fed district court if he disagrees with the out come of the appeal
4			Question about getting information "removed from FOIA file"	Called back left VM
5			Info on filing a FOIA request regarding marijuana sentencing in Oklahoma	US Sentencing commission is part of courts so no FOIA; gave her info for EOUSA to make a request, also recommended BOP
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 1/29/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		<p>(b) (6) has made a written FOIA request to CFPB but has not received a response. When he has called CFPB, no one has provided information about the status of his request. (b) (6) believes that his constitutional rights are being violated.</p>	<p>I explained a bit about the FOIA, specifically what one can and cannot expect to receive in response to a FOIA request. With regard to the FOIA request itself, I suggested that he contact CFPB's FOIA Public Liaison, and provided (b) (6) with that individual's name and number. I encouraged (b) (6) to give me a call back if he was unable to contact the FOIA Public Liaison or if speaking with that individual did not resolve R's concerns.</p>
2			<p>Did OIP receive his appeal? (b) (6) said that he sent it around the 24th of "last month."</p>	<p>I checked in Privasoft but did not see any appeals from (b) (6) received in late 2013 or early 2014. I inquired about the address to which (b) (6) sent his appeal, and he provided OIP's proper street address. He seemed to think it was not unreasonable that OIP had not yet received it, so I wonder if he actually mailed his appeal around the 24th of this month instead of "last month" as he claimed. I encouraged (b) (6) to give our office a few days for in-processing and then call back again about the status/whether his appeal was received.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	<p>Has OIP mailed the response to his appeal, OIP Appeal No. AP-2013-05491?</p>	<p>No, AP-2013-05491 is still in review, so no response has been mailed. (b) (6) thought I was incorrect, saying that he spoke to the assigned attorney (AF) 2 weeks ago and was told that the response was just waiting to be mailed. He asked to speak to that atty. I am inclined to think that (b) (6) misunderstood AF and that the information I saw on Privasoft (in final review since December 2013) is correct, but I told (b) (6) that I would reach out to the assigned attorney and ask that he give (b) (6) a call back RE: the status. After I hung up with (b) (6) I e-mailed AF and asked that he give (b) (6) a call about this appeal.</p>
4			<p><u>Voicemail:</u> Is there a website to check the status of a request?</p>	<p><u>E-mail:</u> Dear agents of the United States, Referring to the web address http://www.justice.gov/oip/oip-request.html , http://www.justice.gov/oip/oip-request.html#oip-foia-request , http://www.justice.gov/oip/efoia-portal.html , it appears that the Office of Information Policy in the Department of Justice has established and is implementing electronic FOIA request procedures which have never been published in the Federal Register or codified in the Code of Federal Regulations. Another perfect example of the Federal government engaging in secret administrative law through the means of an unregulated web site! Sincerely, (b) (6)</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(b) (6)	(b) (6) wants to correct records that he believes to be incorrect that are keeping him from entering or exiting the US. (Going to or coming from Canada.) He said that he already submitted a request to CID, part of the U.S. Dept. of the Army.	To check on the status of his Army request, I recommended that B contact Army's FOIA Requester Service Center. I provided him with the phone number for that office. For more information on the FOIA generally, I suggested that B visit FOIA.gov.
6	(b) (6)	(b) (6)	Would like an extension to submit her appeal. Wants time to prepare materials for consideration.	I returned (b) (6) call and left a message. I encouraged her to submit a timely appeal, even if in barebones form (e.g. "I appeal"), and explained that she could always supplement the record at a later date after she had prepared the materials that she wished for us to take into consideration. I asked her to give me a call back here at OIP if she had questions or wished to discussed further.
7	(b) (6)	(b) (6)	Wanted to discuss the scope of her appeal, AP-2014-00995.	I checked on Privasoft and learned that AP-2014-00995 is in open status and assigned to MTC, who had already left for the day. The appeal has not yet been submitted for review. I e-mailed MTC, explained the call, and asked that MTC give (b) (6) a call to discuss the scope of her appeal. I returned (b) (6) call and left a message advising that I had reached out to the atty. assigned to (b) (6) appeal and asked that the atty. give (b) (6) a call to discuss the scope of her appeal.
8	(b) (6)	(b) (6)	Caller is seeking information about a federal case. She claims to have the consent of the defendant.	I suggested that she submit a FOIA request to EOUSA. Upon request, I provided the telephone number for that office, but I also explained that her FOIA request would need to be made in writing. I gave her the e-mail address for submitting a FOIA request to EOUSA.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 30, 2014

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	FOIA booklet	Left a message and explained our Guide was online (gave address) if that's what she was looking for, if not call us back
2				Could not call back
3			Is being followed, email hacked, etc. Wants to know whether	No answer
4			Wants an extension for her appeal (OPM/FBI request) -- called Katie yesterday	KRP to call back
5			AP-2014-00609 -- wants status update	Told caller he should receive something shortly (appeal published to portal today)
6			Filed complaint against USMS in Arizona -- filed an appeal and would now like information from Flagstaff why case is closed -- AP-2013-05484	Appeal signed on Dec. 2, 2013 -- she said she received response -- explained we don't have any authority over an investigation -- gave her contact info. for action center/switchboard
7			Filed complaint with Civil Rights Division - DJ202-67-0 -- wants to obtain complaint and response -- how do I get it?	Gave caller Civil Rights Division FOIA info. -- she also wanted EOUSA's info; I also had to explain what it meant to get 100 pages for free
8			PA requests -- did you receive DOJ 361 form? Believes he has a forged FBI document -- caller sounded very confused and agitated	Caller didn't actually want any information from us -- said letter is poisoned, etc. -- tried to give caller FBI's info so he can verify if they received DOJ 361 but he says his phone is controlled
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 1/31/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She said they sent an appeal in April 2012 and never even got an ack letter; request # 12-12507 EOIR.	We never received that appeal. It would be untimely by now, but they can try to resubmit if they have documentation it was timely submitted. However, our office might still determine that it is untimely - I can't tell them if we would accept the appeal now.
2			status on AP 2013-05445; he said he wants Amanda Jones to pick up her phone and that he was unfairly convicted.	I left him a message informing him the appeal was submitted by RRK to ADW in November. I estimated a few weeks until it goes out.
3			Wants to find out why his security clearance was rejected. He said he already submitted a FOIA request and he was stonewalled and he contacted OGIS and they told him to file a lawsuit but he doesn't have the money for that. He had appeal AP 2013 04258. He said he did receive the appeal letter after it was closed back in July. This was an OPM file request.	His appeal was an OPM appeal in which 7E was applied to FBI portions. I talked to him about his appeal, and I pointed him to the 7E chapter of the Guide on our website. I explained to him how FOIA works and that it doesn't require creation of records or for the agency to explain to him why his clearance didn't go through. I explained he should file a lawsuit if he believes 7E was improperly applied.
4			No number left in her VM	
5			Appeal status for DEA case	I gave him the appeal # and its status (still pending, assigned to CDT).
6			status of AP 2013 05472	I gave him the appeal status (still pending, assigned to RRK).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW

2/3/2014

Total Private Calls: 4

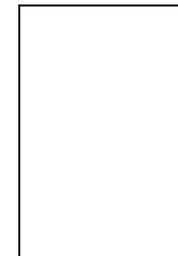
Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		wanted info on sunshine week	referrd her to BAC for details
2			a series of vm & "live" hangups	
3			stated that she worked for state immigranation court(?) in NC	wanted innfo re documents given to a lawyer. I think this was "fishing" call & really didn't give any advice - asked questions to which caller had no answer & suggested that she find out info and call back
4			wanted the direct dial number of the AG	told caller that office number would get his comments to the appropriate spot
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: February 4, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He is seeking Social Security benefits and, during the application process for benefits, claims that he was threatened by Social Security personnel. He indicated that he wants to obtain copies of various SSA records including telephone transcript records from SSA	I asked him if he had access to the Internet - foia.gov. He indicated that he didn't so I provided him with the name, POC, and address to which he could send a FOIA request to SSA directly at SSA in Baltimore, MD (located it on foia.gov)
2	(b) (6)	(b) (6)	Projecting production for a Federal Agency - How can they best provide production time when responding to FOIA requests when they don't have all the information in terms of how long it's going to take to get that through (i.e. production of responsive records)?	I called and left a message and noted that Section 7 of the Open Government Act requires agencies to provide an "estimated date" by which processing will be complete. Agencies should make a reasonable judgment as to when they believe rocessing will be complete I consulted OIP Guidance and located this - http://www.justice.gov/oip/foiapost/2008foiapost30.htm
3	(b) (6)	(b) (6)	He wants to make a request for a couple of documents that pertain to the list of 2013 awardees of grants from certain DOJ components and wants to know how to do it	I called him back and he wants records from COPS and OVAW, specifically, and had located their information on foia.gov (before I returned his call). He also asked about whether these components make proactive disclosures. I suggested that he speak with them directly and/or look on their websites (links to which are available on foia.gov)
4	(b) (6)	(b) (6)	He wants to speak to someone about the recovery of the nation through the Economic Espionage Act non-compliance	I called him back and left a message that we were responding to his message (a woman answered and indicated that he was out shoveling snow)
5	(b) (6)	(b) (6)	Re: status inquiry, AP-2014-01263	I called and reached a general telephone mailbox for a prison, and did not leave a message because I could not be sure of the name of the FOIA counselor line caller



Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 02/05/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Needed specific documents - "the awardees of 2013 cycle" - and was wondering if they were posted online. Said that he had spoken to Dorothy Lee at OJP.	After clarifying that I had no clue what those documents were (I tried to get a hold on the records, but caller kept saying "the awardees of the 2013 cycle"), I spoke to caller about the general FOIA process and online FOIA libraries. I explained that only some documents would be posted online and that he needed to check the websites/FOIA hotline numbers of the components that he was seeking records from (there were a lot). I walked him through one component, COPS, just as an example. Caller seemed OK with this and we ended the conversation.
2	(b) (6)	(b) (6)	Status of two FOIAs	After speaking with her I determined that she had filed two complaints and not appeals. She wanted to know the attorney who was assigned to them. I told her to contact the USAO in the district in which she filed the appeal and that OIP handled the administrative level (she said that she had already gone through the appeal process).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: February 6, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Son found guilty in his trial. Wanted to find out how to obtain transcripts of her son's trial, so he can appeal.	Walked her through foia.gov to the address for requests to EOUSA. In response to question about fees, I told her of the 100 pages free and 2 hours of search free. Said that EOUSA would need to know the District of prosecution.
2	(b) (6)	(6)	Filed a very simple request in September or October. "You people not only create and enforce laws, but you also need to obey them."	Filed a request with the office of Juvenile Delinquency (?). Appears to be in OJP. Says that the way he's being treated is just like the rest of the government - ledgerdemain and "do as I say, not as I do." I contacted OJP for an update, and left a message, and asked to call me back. OJP got back to me. Apparently, (b) (6) is a frequent requester on data related to grants to the National Center for Missing and Exploited Children. OJP informed me that they had spoken with (b) (6) either last week or a few weeks ago about this request, and that (b) (6) knows that they're in the middle of searching for responsive records (which have to be compiled from other offices, and thus qualifies for an extension of timing deadlines.) Because OJP has already apprised (b) (6) of these circumstances, I consider the matter closed.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	<p>AP-2013-05445. Has additional info to help show the investigator where he was hit. Mentions (b) (6)</p> <p>They provided false evidence to the jury, under oath. Wants to have this new assignee from FBI be aware of these facts. 2025141009 - faxed info to OIP?</p>	<p>(b) (6) didn't leave a phone number, and I was unable to track down the fax, so I couldn't contact him back. Regardless, the appeal was signed by ADW this morning.</p>
4	(b) (6)	(6)	<p>December sent letter of appeal. Wants to hear. Talked to someone last week(end?). (b) (6). 13-0043-P (?)</p>	<p>Returned call. Asked caller for his middle name, and he confirmed that it's Lee. Located the records. He had sent a request to the IR Staff, and the IR Staff responded. He submitted another request (but from a different address), and the IR Staff sent the response letter back to his old address. This is why he never received it. I informed (b) (6) that we would send out a new copy to his new address.</p>
5	(b) (6)	(6)	<p>Received records through FOIA from the FBI, related to an unsuccessful job application. Had questions. Wanted to know if he needs to submit a FOIA appeal if he wanted to get a modification of government records on himself he believes are incorrect. Also asked about whether other people could request information on him. Asked specifically if a corporation to which he was applying for a job could request records on him.</p>	<p>Informed him that an effort to modify records on himself would not be a FOIA appeal, but would be a Privacy Act request. Gave him the mailing address to send FBI Privacy Act requests. Informed him, as per the FBI FOI/PA website, that he would need to supply a CID. Gave him URL to print out CID. In response to his question, I clarified that the requirement that requests "be in writing" does not mean that requests cannot be typed. (By example, I said that this requirement means that one cannot make a FOI/PA request over the phone. Seemed to satisfy his question.) Also notified him that "person" under FOIA is defined as including corporations.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
6	(b) (6)	(6)	(b) (6) - June 3, 2013. Referred to OIP. Status update. (b) (6)	Because I anticipated that she would next ask whether I could release the records to her again, I asked Doug. (b) (6) never said that she was requesting records on behalf of the DSCC - she merely wrote it on DSCC letterhead - so Doug said that we should treat it as a personal request, and that (b) (6) should submit an additional request for "all records released in response to the following FOIA tracking number" if she wanted additional copies. I informed (b) (6) of this. (According to (b) (6), there had been "staff turnover", which is why she's calling instead of (b) (6).)
7	(b) (6)	(6)	Asked us to call him back. No other info provided.	Asked if he could make a FOIA request on BP (formerly British Petroleum). I said that he could, and if we had records that weren't exempt, we would release them.
8	(b) (6)	(6)	(Left three lengthy messages). Wanted to file complaint against FBI, for invading privacy for past year and a half. Have cameras in her house. Thinks the police are doing it. Unconstitutional. Talks about electrical devices in her home. "Reliable sources" have told her that cameras are in her home. "The police are trying to change who I am as a person." Isn't getting any help from any officials. Also, the neighbor next door is monitoring all her phone calls. As is the FBI. All her calls and internet usage. Feels like she's in prison. She's being followed everywhere she goes. "They're always telling me what to do." The FBI is choosing to make her homeless, as she has moved a lot.	Called back, and left a message. Gave the URL of the OIG complaints form, and told her OIG's complaints mailing address.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: February 7, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		a private company disclosed to the media that her son is autistic - wants to know if he co. violated a law	explained that this office advises regarding FOIA. Suggested she try the civil rights division and maybe someone there can point her in the right direction
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/10/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to request information from CRT - need CRT's contact information	Provided CRT's contact information.
2			Wanted to know whether she could still use the DOJ Form 361 although it expired.	Informed the caller that the Department is currently working on updating that form and that she could still use the current version of DOJ Form 361.
3			Left VM. Indicated that he was having trouble with the VA FOIA Office. It appears that the caller requested a copy of his VA claim file and was sent someone else's VA claim file.	Sent an e-mail to the Compliance Team to determine whether or not this call should be handled as a compliance inquiry .
4			Left VM. States that he submitted a complaint with OIG and wants to obtain a copy of the complaint that she submitted via the FOIA.	Left VM. Provided hotline number
5			Left VM. Indicated that she had a question regarding the FOIA.	Left VM. Provided hotline number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 02/11/2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Called left no name, said she was calling from UK and attempted to leave international number, however the last several digits were inaudible, even after multiple playbacks, did not call back	NA
2	(b)	(6)	9720054-001	Caller indicated that he had filed a complaint (maybe a FOIA) with the Civil Rights Division, I gave them her contact info; he then proceeded to describe various complaints he had about his local US attorney, I told him that this was a FOIA hotline and I could not help him with that, he did ask for my name which I provided but I only gave him CRT's FOIA requester line
3	(b)	(6)	Status of Request No. 1250219-000	Called back and left VM with FBI contact info and gave him OIP contact in case he needed anything further
4	(b)	(6)		Called back, no ID on VM
5	(b)	(6)	Compliance Inquiry	Called back, left VM
6	(b)	(6)	Works for health care group; wants information on how gov't processes FOIA bc they are setting up information sharing between health orgs and want to know how the government goes about redacting and maintaining quality	Told her that wasn't something I could answer on the hotline, recommended she start with the Public Affairs office, they could direct her to someone to speak with to start some sort of information sharing process
7	(b)	(6)		
8	(b)	(6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 2/12/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) is preparing a response to a subpoena. She would like to request that the materials be protected by particular FOIA exemptions if they are ever requested. She wanted to know how to go about doing that.	I explained that the agency would make the determination as to what is protected by FOIA exemptions, but I advised (b) (6) that she was free to flag for agency consideration whatever exemptions she thought might apply and to request whatever treatment that she felt was appropriate.
2	(b) (6)	(b) (6)	(b) (6) left a message stating that she wished to submit a housing authority complaint.	I returned (b) (6) call and left a message. Depending on the nature of her complaint, I suggested that she might wish to try the "Submit a Complaint" option on DOJ's website (website --> Action Center --> "Submit a Complaint"). If (b) (6) did not have internet access or if this did not address her concerns, I encouraged her to give me a call back to discuss.
3	(b) (6)	(b) (6)	(b) (6) was returning a call from RK, the FOIA counselor for 2/11/14.	I reached out to RK about this and RK said that he just spoke with (b) (6). Per RK, RK took care of this and I do not need to call (b) (6) back.
4	(b) (6)	(b) (6)	Claims that the FAA never responded to his request for supporting documentation for a license/credential revocation.	I encouraged (b) (6) to call FAA to inquire about the status of his request. I gave him the contact information for FAA's FOIA Requester Service Center and also the FAA FOIA Public Liaison. I encouraged him to give me a call back if he ran into any difficulty contacting someone at FAA or any other FOIA questions in the future.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 2/14/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	AP 2014 01464	This was an appeal that I submitted on 2/10 and it is still open. I estimated a two week wait until it is closed based on its place in the queue.
2	(b)	(6)	req 13-10122	He had a BOP appeal that was closed in Sept., but that was for a different request no. We did not receive the appeal of this newer BOP request no.
3	(b)	(6)	Follow up on a request dated Jan 10	I left her a VM with my BB #
4	(b)	(6)	AP 2014 01031 - he says he did not appeal, he just wanted the rest of the information from his original request.	I tried to call back but the voicemail did not identify the phone's owner by name so I did not leave information regarding his appeal status.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: February 18, 2014

Total Private Calls: 18

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m, re: question about filing FOIA request with ATF; JMB called back and he wants to know whether ATF would have a personnel file for someone who used to work at ATF. He also wanted to know whether exemptions apply.	JMB told him that OIP has no way of knowing what records ATF maintains. JMB also indicated that without seeing any actual records that there would be no way to know whether or not exemptions apply. JMB finally confirmed that he had the correct contact information for sending a FOIA request to ATF from FOIA.gov
2	(b)	(6)	From 2/14 - re: status of appeal letter submitted in November 2013 for FOIA request no. 1234412-000	JMB called him back and left a v/m that we were responding to his message (and that he should call back to the hotline)
3	(b)	(6)	Criminal defense investigator working for an attorney who tried to obtain records for a former BOP inmate - re: what to do now after sending request to BOP with cert of ID and former inmate's Register No. (verified through BOP inmate locator), and BOP sent it back to them indicating that BOP could not identify the former BOP inmate?	JMB called her back and left a v/m that she should contact BOP directly to discuss this request either using (1) the BOP requester service center telephone no.; or (2) the telephone number and/or contact information for BOP FOIA Analyst listed on the BOP response letter

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	Left v/m, re: information that she is trying to gather regarding herself from a certain agency (which was just recently "written up" and she indicates that the agency denied it to her) - unsure whether she sent FOIA request	JMB called her back - Her brother died and she took Amtrak to return home from CT (where her brother died) to CA (her residence) and during the trip she gave personal information to Amtrak in an effort to get an Amtrak employee recognized for the good treatment provided to her during her trip. She now wants a copy of that information. JMB gave her Amtrak's FOIA public liaison number - 202-906-3740
5	(b)	(6)	Left another v/m - responding to JMB's v/m	JMB called her back again - she indicated that BOP Central Office responded to her FOIA request. JMB advised that she might try to contact BOP directly at (1) the BOP requester service center telephone no. and/or (2) the BOP Central Office direct no. (both found on foia.gov)
6	(b)	(6)	Left another v/m - responding to JMB's v/m - re: FBI request, appealed and assigned AP-2014-00581	JMB consulted with CDT - JMB called him back again and left v/m - appeal currently under review with OIP attorney and he should expect a response in a few weeks (in the meantime, he can call the FOIA hotline for updates)
7	(b)	(6)	Left another v/m - re: information about DOJ(?)	JMB called her back again - she did not need any additional information (she had just called twice)
8	(b)	(6)	Left v/m, re: how to collect records on someone who was in Federal custody (released in 2007)	JMB called her back and left a message indicating that she would likely send such a FOIA request to BOP (based on what she said in her voicemail message) and that she could find the contact information for BOP on foia.gov
9	(b)	(6)	Left v/m, sent request on January 9 to DOJ and wants to know what she needs to do to get the information (b) (6) - re: result of investigation by Paul Miller of Civil Rights violation by two Broward County deputies(?)	JMB called him back and left a v/m that we were responding to his message (and that he should call back to the hotline)
10	(b)	(6)	Left v/m, re: could you please give me a call?	JMB called him back and left a v/m that we were responding to his message (and that he should call back to the hotline)
11	(b)	(6)	Left v/m, re: Hatch Act - is a State's Attorney's Office employee prohibited from campaigning in a partisan election?	Consulted the Internet - it appears that the Office of Special Counsel administers the Hatch Act - JMB called her back and advised that we do not assist with this

Call	Caller's Name	Phone Number	Question	Advice / Answer		
12	(b) (6)	(6)	Left v/m, re: copyright infringement, re: a book that his friend wrote about the Holocaust	Consulted the Internet - http://www.copyright.gov/help/faq/faq-infringement.html - it appears that he should report this to FBI - JMB called him back and left a v/m that we do not assist with this		
13			Left v/m, re: no response to FOIA request made in Sept. or Oct. 2013	Consulted PrivaSoft - NOT an OIP request; JMB called him back, but could not leave a v/m message		
14			Left v/m, re: gave health information to local police station which promised that it would not release this information - however, the information was released, and someone is now harrasing about this information (she has e-mails with police station)	JMB called her back and said that we do not assist with this; she indicated that she was having problem with state and local authorities; JMB indicated that we do not assist with this and that we only assist with Federal agencies and Federal FOIA requests		
15			Left v/m, re: information on how he can file against the State of Georgia for discrimination and a couple other items (re: he got hurt); he may also want to file something in the Supreme Court	JMB called him back and left a v/m that we do not assist with this		
16			Left v/m, re: sent FOIA request for immigration court documents - wants to know if it was received and how long it will take for a response (status)	JMB called him back and left a v/m that he might contact the office to which he sent the request directly using contact information on foia.gov or, if not, he could call back to hotline		
17			Left another v/m, re: no response to FOIA request made in Sept./Oct. 2013	JMB called him back and he indicated that he filed a request with OJJDP, which is the Office of Juvenile Justice and Delinquency Prevention (an OJP office) - he then indicated that he was on an important call so JMB advised that he could call back at any time		
18			Left v/m, re: status of appeal, AP-2014-00751	Consulted PrivaSoft - JMB called her back and advised that her appeal had been reviewed by an OIP attorney (CDT) and submitted to a supervisor for further review and signature. JMB advised that she should expect a response in a few weeks and that she could call hotline for further updates		
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: February 19, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know where to make FOIA request regarding "Coordinated Tribal Assistance Solicitation" grants.	I advised that I would check, and I would call back. After checking, I notified the caller that he would need to make a request to each of the four components involved - OJP, COPS, OVW, and Tribal Justice.
2	(b) (6)	(b) (6)	Asked for assistance, and to set up a meeting to help her with a problem. Unclear, as her English wasn't that good. Asked if there was anyone in the office who spoke Spanish. (During phone call, I heard many beeps consistent with inadvertent pressing of phone keys.) Call got disconnected - I suppose because caller perhaps accidentally hung up.	No action.
3	(b) (6)	(b) (6)	Submitted FOIA request on January 15. Wants to know "what happened to it." Sent to crm.foia@usdoj.gov. Asking for past reports from Public Integrity Section of Crim.	After Crim advised me of the status (still being processed by the Public Integrity Section!), I called (b) (6) and notified her of the status, and gave her the Crim Requester Service Center's phone number if she wanted to inquire about the status further.
4	(b) (6)	(b) (6)	Asking for information on how to make a Privacy Act request for FBI records.	Called back and left message. Directed him to FBI's FOIA website (http://www.fbi.gov/foia/requesting-fbi-records), which describes the process. (b) (6) called back, and said that he found what he needed.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 2/20/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	AP-2013-05491 - Status	Told him that ADW was reviewing it soon (I spoke to ADW re this issue because caller has called on multiple occasions about this appeal). Then I explained the process of the appeal being sent out to R. I was a little more detailed because of the number of times caller has contacted me about this issue.
2	(b)	(6)	Trying to make a FOIA request online, but having trouble	Determined that caller was trying to make a request from the Civil Division whose website is not working (not accepting request). Gave her the contact number for the Civil Division's FOIA office and explained that FOIA is decentralized, etc. so they will know what is going on with their website.
3	(b)	(6)	Message left at front desk. Ended up wanting to check the status of his request.	Ran through the system with no record of his request. It ended up that he was trying too submit a request to EOUSA. I gave him EOUSA's request e-mail address and their FOIA contact number. I also explained how FOIA works (decentralized, etc.) to caller.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW

Total Private Calls: 9

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	caller stated that he had been arrested 50 or 60 years ago and wanted the reocrds	suggested CJIS & also FBI and explained state v. fed FOIA
2	(b)	(6)	frequent caller who has made multiple requests to DOJ and multiple appeals. Caller claims that he is a crim victime and that his sonnngs/plays/etc have been stolen from him by big stars & he wants the money due hi,	repeated function of office and that OIP cannot help him
3	(b)	(6)	local police are trying to kill him	repeated function of office and expressed regret that OIP cannot help him
4	(b)	(6)	wants personal evaluation of federal coworker who got a job caller wants	explained type of info released on fed employees and types of info withheld
5	(b)	(6)	status of appeal	ck'd on ps
6	(b)	(6)	caller's phone was set up not to accept message of unknown numbers	
7	(b)	(6)	status of appeal	ch'd on ps
8	(b)	(6)	status of appeal	closed - caller had not rec'd copy, so sent another copy
9	(b)	(6)	status of remand	directed caller to contact component
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/25/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know where information regarding any investigation into money laundering would be located.	Provided the contact information for the FBI and the Dept. of Treasury.
2			Wanted to know the status of his Civil Rights "Freedom of Religion" compliant filed with the FBI.	Discovered that he filed the "Freedom of Religion" compliant with Little Rock FO of the FBI. Provided the caller with the general contact number for that FBI FO.
3			Left a VM.	Attempted to call, however the caller's VM was not set up.
4			Received a denial letter from EOUSA that he did not understand.	Requester read what his request was and what EOUSA's response to that request was. Response did not make sense. Suggested that the caller submit an administrative appeal of that response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 02/26/2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AP-2014-00367 status	Called back gave status via VM
2			Filing a FOIA request to county judges	Told him that that would be a state freedom of information act request. He should check to see what access the state of Virginia has for his request
3			Wants information from local Fish and Wildlife agency	Told her we only deal with federal FOIA
4			Wanted information on her husband being deported	Gave her EOIR contact info
5			AP-2014-01170	gave status
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 2/27/14

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Did MWH receive the "request" (also referred to as an "appeal request") that sent yesterday evening?	After verifying with MWH, I called (b) (6) and advised that, yes, MWH received (b) (6) appeal from EOUSA's action.
2			Would like to find a date in June or later that Betsy Shapiro and MAP would be available to give a talk to the DC Bar. Said that he would follow up with an e-mail.	After discussing with BAC, I returned E's call and left a message encouraging him to direct that e-mail to BAC, my colleague who is more familiar with MAP's schedule than I am, via e-mail, Bertina.Adams@usdoj.gov. [Per BAC, E is likely rescheduling a talk that got cancelled in Oct.]
3			Wants to check on the status of a BOP FOIA request. Has been trying to get in touch with BOP for 6 weeks. Per (b) (6) no one at BOP returns his calls or e-mails.	After verifying that (b) (6) was calling the correct number for BOP's FOIA Requester Service Center (incidentally, also the number for BOP's FOIA Public Liaison), I advised that I would reach out to a colleague about this. After hanging up with (b) (6) I e-mailed BT and asked whether it would be appropriate to handle this as a compliance inquiry. UPDATE: BT said that he would look into this and then get back to (b) (6) himself.
4			Called RE: information RE her husband's death she has not received even though she requested it a long time ago (believe it was 1 year).	I returned (b) (6) call and left a message. To the extent that she is inquiring about a request to a state/local entity, I said that she should follow up with that entity directly, explaining briefly about the federal FOIA vs. state/local access provisions. For FOIA questions and/or to discuss further, I asked that she give me a call back here at OIP.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(6)	What is the status of Request No. 2012-12092? (b) (6) mentioned that the request concerns a BOP policy.	I checked in Privasoft and did not see any record of a request under that reference number or any matter submitted by (b) (6). I advised (b) (6) of this. To the extent that she is attempting to check on the status of a BOP FOIA request, I suggested that she contact BOP's FOIA Requester Service Center and provided (b) (6) with the telephone number for that center.
6	(b) (6)	(6)	Was Ex. 2 amended a few years ago?	Left message advising F that Ex. 2 was not amended, but that there was a significant case that changed the way Ex. 2 was interpreted. I encouraged E to give me a call back if he wished to discuss.
7	(b) (6)	(6)	Left message asking for help requesting oaths of office of people in court in Prince William County, VA. For example, wants oaths of judge, clerk, etc.	I tried several times to contact C but have been unable to reach him. The first time I called C, I got a busy signal. When I tried again later, the phone rang, but no one answered and there was no answering machine. Hopefully C will try the hotline again in the future if he is still in need of assistance.
8	(b) (6)	(6)	(b) (6) does not understand OIP's response to her request, FOIA-2014-01615.	I checked on Privasoft and saw that this request was handled by SBL and a response was issued earlier this month. I was not sure where to find our response letter, however. I reached out to SBL about this and asked that she follow up with (b) (6) about the letter. I encouraged SBL to let me know if she'd prefer to handle another way.
9	(b) (6)	(6)	How can she get her name on her mother's HIPAA forms?	I explained RE: the functions of OIP and the limits of the federal FOIA. Here, (b) (6) is not seeking access to federal records, so her question did not fall within our domain. I wish I had a better idea about to whom I should direct (b) (6) but unfortunately I did not. If I find a good suggestion from a colleague, I will give (b) (6) a call back to discuss further.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 2/28/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She wants an inmate's medical records	She will need him to sign the DOJ 361; I explained how to make a FOIA request to BOP.
2			Wants info from the Rockland PD FOIA office	I explained the difference between state and federal agencies. He should contact the state AG's office for state FOIA info.
3			He wants to know why the Department of Justice sent him a letter. He talked a lot about how we sent him a letter and he wants to know what it is, etc.	I asked him about the letter and it sounds like it's not from OIP, but R did not coherently explain to me what DOJ office wrote to him, so I could not help him. He said he has never made a FOIA request or appeal. I explained to him what FOIA is, and the function of OIP. He does not want to know about FOIA. I explained that DOJ is decentralized so it may have come from a different office. There were no records under his name in eFOIA.
4			She says she did not intend to appeal. Back in April 2013 she complained to DOJ. In May or June they wrote back to her. She talked a lot about how someone stole documents from her and the police won't listen to her and she made DOJ requests to find her missing letter. She wants DOJ to re-send her missing letters.	She said she made complaints to CRT and OIP, so I checked her system for her case numbers. We have 3 appeals and one request from her. She said she wants the letters from May or June 2013. I told her we will re-mail the closing letters from the two files she asked for (one appeal, and the IR staff response).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 3, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - Question, re: letter received regarding request no. 1250446-000	JMB called him back and spoke with him - his request was sent to the FBI and he wanted clarification, based on the contents of the letter which indicated that it was not necessary to adjudicate his fee waiver request because the FBI could find no responsive records. He believes that the FBI has responsive records. JMB gave him the telephone number for FBI Requester Service Center and advised that he should call for clarification, re: how to phrase his request to obtain responsive records
2	(b) (6)	(b) (6)	Left v/m - Question, re: request no. 1144655 - received a letter from Janice McLeod, dated March 12, 2012, regarding his request for expedited treatment. He just learned that they have closed this entire case and then re-opened it and have not assigned a case manager yet (he has a 2255 deadline for November 2014)	JMB determined that this is an FBI request, and (b) (6) appealed (AP-2014-00337). His appeal is still pending (it's assigned to MWH, didn't say that it was assigned to MWH). JMB called him back and left v/m advising that his appeal of this FBI request is still pending, assigned AP-2014-00337, and, if he seeks a status update going forward, he should call the Hotline and provide the appeal number
3	(b) (6)	(b) (6)	Left v/m - Question, re: AP-2014-01463, status of case (request no. OIP-14-01106F)	JMB called him back and advised that his appeal has been submitted to a supervisor for review and should be signed within a couple of weeks. He should call the Hotline for further updates.
4	(b) (6)	(b) (6)	Left v/m - Question, re: status of appeal submitted in December 2013	JMB called him back, but could neither reach him directly, nor leave a v/m (his phone just continued to ring)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Prof. at (b) (6) Asks for status update. Sent email on Oct. 17. To clarify, Mr. Light made request to EOUSA and hasn't heard back.	Gave EOUSA's requester service number.
2	(b) (6)	(6)	Lengthy discussion of various illegal activities, harassment of her, police misconduct, and a murder, that started with her attempting to contact her local police about some potentially illegal firearms activity.	After listening to the story, told her of OIP's function, and said that ATF has a phone number for reporting illegal gun activity. Gave her the number.
3	(b) (6)	(6)	Re: NLRB request. NLRB gave unsatisfactory response. Trying to get files from NLRB. Put in an administrative appeal. Needs to know if this is the last step to do before taking them to court.	Didn't leave phone number, but he said he would call back later. I searched appeal database, and didn't see anyone with last name including "fors". Cannot take an action to respond, as I don't have contact info.
4	(b) (6)	(6)	11-2062-002, AP-2014-01480	Returned call after speaking with MWH, who is handling it. Left message with status of still pending.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 5, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants copy of settlement stipulation bw govt (EOUSA) and (b) (6)	No answer
2	(b) (6)	(b) (6)	Wants to get client's asylum records	Caller was asking if there is a better way to get records other than FOIA; I explained that I could only discuss FOIA process with her and couldn't give advice as to other "better" means of obtaining information. I did note that she could request expedited processing.
3	(b) (6)	(b) (6)	Filed FOIA request with AP, now at NYTimes -- wants to update request and have it forwarded	Told him he needs to contact processor and have his contact info. updated (Nadege)
4	(b) (6)	(b) (6)	Wants info on self	Called back, no answer
5	(b) (6)	(b) (6)	1224693-0 -- sent a fax to MAP on 12.30.13 -- status update	Request being processed (VM)
6	(b) (6)	(b) (6)	People are taking pictures of her in her bathroom, in her bedroom undressed, something happened to her dog, people messing with mail	Explained that this is a FOIA hotline; caller expressed interest in filing FOIA request with FBI -- gave her info; then she wanted info on Council on Environmental Quality info as well so I gave her that info
7	(b) (6)	(b) (6)	2013-F-07837	Customs and Border Protection request -- gave caller number to FOIA shop
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: March 6, 2013

private 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status of remanded request	directed to agency
2			not pleased with Vet. Affairs	gave contact number for VA and mentioned OGIS
3			phone connection so bad that I could not understand caller	
4			caller thinks that the police are trying to kill him	I've talked to this caller before. Repeated function of office & expressed regret that OIP could not help him
5			caller stated that the judge told him he had to get consent from DOJ before he could sue, so he wanted consent.	matter that lead to statement is unknow/unclear. Suggested caller contact an atty because I could not help & explained function of office
6			problem with portal	it was not the OIP portal. Directed caller to whatever agency maintained the portal
7			wanted to know how to sue HHS	declined to give legal advice
8			wanted to know the name of the case where DOJ is suing GA	not FOIA & I had no clue - I have not heard of this case
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 3/7/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted some information on "debarment" of companies. Actually, really wanted questions on this subject answered	I tried to direct her to the correct place, but Caller didn't have a great idea of what office she was looking for. She know that it was DOJ though. After talking for a little, she mentioned that this might have to do with immigration. I gave her EOIR's number. I also gave her the main DOJ switchboard number. I explained OIP's function to her also.
2				Called twice, no response. Phone just keeps ringing.
3			Was told that AP-2014-00922 was closed, but has not received anything yet	Said we would send another copy. Verified that we had the correct e-mail address and sent e-mail to NG asking her to just resend the initial signed letter which is in PS.
4			Wanted to make a FOIA request to the FBI for some background investigation	Directed him to FOIA.gov for some background on the FOIA and then showed him where he can get the information on the FBI's contact information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 3/10/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know where to submit a request for BOP records.	Provided the contact information for BOP (via email).
2			Wanted to know where to make a request for tax records.	Provided the caller with the contact information for the IRS FOIA Office.
3			Wanted to know where to make a complaint regarding PA concerns.	Requester already complained to the IG at VA. The IG ordered that the third-party medical records be removed from his file. This has not been done. Suggested that the caller contact the IG's office again and inform them that their order had not been carried out.
4			Indicated that he knew the federal government, and DOJ in particular, was collecting information on him.	Caller indicated that he wanted records from the FBI. Provided the FBI's contact information.
5			Wanted to know the status of an appeal that she submitted.	Informed the caller that her appeal was signed and that this Office Affirmed the FBI's search. Provided caller with the contact information for the FBI if she wanted to discuss the details of the search further.
6			Wanted to know the status of a request that she submitted to the mail referral unit in Nov. 2013.	Provided the caller with the contact information for the MRU.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 03/11/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to use FOIA change her son's records so she can get her son back	Caller indicated she wanted information from the social security administration, I gave her SSA FOIA contact info
2			Has compliance complaint	Talked to BT; gave caller a call back and gave him status update
3			Status of FOIA request	Gvae her contact info for CRT and FBI
4			Had FOIA with Post Office IG	Gave her that contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 3/12/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left a message inquiring about the status of AP-2014-00581. He mentioned that he called before and was advised the request had been assigned to an attorney.	After checking with CDT about the appeal's status, I returned (b) (6) call and advised that his appeal remained in open status but the assigned attorney intended to submit the appeal for review sometime this week. I encouraged (b) (6) to give me a call back with any other FOIA questions.
2	(b) (6)	(b) (6)	Left a message stating that he had questions RE: SSA denial.	I returned (b) (6) call and left a message. I am waiting to hear back from this caller.
3	(b) (6)	(b) (6)	To where should (b) (6) send additional documentation? She said that she received a letter from ADW asking (b) (6) to provide additional documentation, but (b) (6) wasn't sure where to send. Per (b) (6) no e-mail address was provided in ADW's letter.	I suggested that (b) (6) provide the additional documentation by fax or by mail. (b) (6) indicated that sending it via fax would work well. I gave her OIP's fax number and (b) (6) thanked me for my help. She said that she would include her past correspondence with OIP so that everything is routed properly.
4	(b) (6)	(b) (6)	(b) (6) is seeking access to records about a private company (former employer). It does not sound like she has reason to believe that any federal agency maintains records on the company.	I explained about the federal FOIA vs. state/local access provisions and the function of OIP. For more information on the federal FOIA -- including how to go about making a request -- I suggested that she visit FOIA.gov. If she is seeking info. RE: the company's compliance with state/local regs., which is more like what it sounded like to me, I suggested that she consider making a request through the appropriate state/local access provisions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 13, 2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	wants records on the victims' compensation fund	left message - need more info on which VCF he is seeking info; directed him to foia.gov to look up contact for FOIA request
2	(b)	(6)	Says she was in witness protection; was drugged and knocked out; has been arrested numerous times since, has been accused of having several mental illnesses; lots of family duplicity and in-fighting	Unable to return call (and does not sound like a FOIA matter)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 3/14/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He never received an appeal closing letter that was sent to his firm for AP 2013 02936 (Nichols was the attorney on the case at the time of the appeal).	The appeal was closed by CDW but there is no electronic copy in eFOIA or the G drive, so I emailed Nakeitha asking her to pull the letter and mail it to him.
2				I tried to call back but there was no machine where I could leave a message.
3			status of AP 2013 05483	It's at the 2nd and final level of review, and is still open.
4			wants info on a drug case and wants to know if his son can now get time reduction because of something Eric Holder said.	I explained the function of OIP and that I cannot help and recommended he contact the state prosecutor's office that had his case (he said it was FL state).
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: JMB
Date: March 18, 2014

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - status of AP-2014-00890??	JMB reviewed on PrivaSoft - assigned to TAZ (appeal from (b) (6)). It does not appear to have been submitted for review. JMB called him and left a message
2	(b) (6)	(b) (6)	Left v/m - she is a USC and has a FOIA question. She is concerned that she is under surveillance and would like to know if her name is on some list. Specifically, she would like to know how to obtain any information about herself, re: any pending investigation against her	JMB called her back. She claims to have been the victim of "psychiatric fraud." She claims to have been drugged by someone who has a PHD in Psychology and then had her financial information and the financial information of her parents hacked. She reported this to local authorities and the FBI and has not received a response. JMB indicated that, if she wants to send a FOIA, she should go to foia.gov, determine which agency might have records, and then send a FOIA request
3	(b) (6)	(b) (6)	Left v/m - re: AP-2013-01512 (re: FBI request no. 1202084) - she indicates that "she is requesting action"	JMB reviewed on PrivaSoft - assigned to MWH and OIP affirmed FBI's action (7(e) Glomar and search adequate) via response letter dated July 21, 2013. JMB called her back. She indicating that she wanted to know the status of her investigation. JMB indicated that OIP (SRO) sent a response letter to her appeal dated June 21, 2013. She confirmed that she received the response. JMB clarified that OIP affirmed the response of the FBI and that there was no further investigation. She became angry and discussed how she had a lot of information, a lot of which she gave to the FBI. JMB advised that she could go ahead and send an additional FOIA request to the FBI to search for records. She replied, "What is this? This is not America" and hung up

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	Left v/m - re: FOIA federal agency referrals (seeking info about agencies to which she can send referrals)	JMB called her back. All she wanted to confirm was that she could give people the FOIA hotline telephone number (202-514-3642) when requesters seek information about FOIA requests to the Federal Government. JMB confirmed that she had the correct telephone number.
5	(b)	(6)	Left v/m - re: FOIA request for information related to an incident in Hartford, CT	JMB called him back and left v/m. JMB advised that if his FOIA request involves the Federal Government, he can go to foia.gov and review the FOIA Contacts to whom he can direct a FOIA request. If this a state-related matter, JMB advised that he can go to ct.gov/foi, and review the CT FOIA Contacts to whom he can direct a FOIA request for state records
6	(b)	(6)	Left v/m - status of AP-2014-00890?	JMB called him and advised that appeal is being processed and that it would be a few weeks. JMB also advised him that he could FOIA Counselor Hotline for update.
7	(b)	(6)	Left v/m - status of FOIA request, submitted by her boss requesting a document	JMB called her back. She wants to get a status on a FOIA request submitted on January 15, 2014 to the mrfoiarequest e-mail address to obtain a copy of the October 28, 2013 "Mosaic / CF Asset Purchase Agreement." JMB checked on FOIA.gov and could not determine which DOJ component might have it (it does not appear that DOJ would have a copy). It appears that SEC would have a copy. JMB attempted to call her back, but could not get through. JMB sent an e-mail to her advising that a filing (re: this Agreement) was made with the SEC and and that she might want to send a FOIA request to the SEC.
8	(b)	(6)	Left v/m - re: AP-2014-01647?	JMB called him back and tried to leave a v/m (but call did not go through). JMB located his e-mail address on his appeal and sent an e-mail to him to follow up on his question(s). On March 19, 2014, JMB discussed his appeal with him and told him that his appeal is currently being processed and that he should expect a response in a few weeks.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 03/19/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Some one stole her mailbox and her property documents?	Explained function of OIP and explained FOIA. After Caller wouldn't give up, I suggested that she consider contacting her local police department.
2			Some one is shooting lasers into her house, taking pictures of her, stealing her computer, running her off of the road, etc.	I had an extended one-sided conversation with this Caller. Eventually, I explained the FOIA and OIP's function to her. She called back and left message asking me to document that she is retaliated against everytime she contacts someone. She said she did not want a call back, but just to document that. I did not call back.
3			Husband committing fraud? People are trying to "take [Caller's] freedom of speech away from [her]."	Caller just basically vented. I listened, explained OIP's function, and listened some more. Caller finished, thanked me for listening, and ended the call.
4			FOIA	Left message with my direct number (caller an attorney)
5			Acelera Solutions is trying to sell us something - records management system	Selling program for records retention. Sold to FTC and not us. Caller was insistent about speaking to someone, so I directed him back to the Main Switchboard and suggested that he speak to someone with the ability to purchase software. Told him we have limited control over that here.
6			FOIA Request	Just wanted some general how to use the FOIA information. I directed her to FOIA.gov and discussed the process briefly with her. Caller also asked whether she would be able to obtain a specific document. I told her that I couldn't answer that on the phone, but that she could file a request for it and if she had any general FOIA questions after, we could explain. Also explained to her the concept of FOIA Requester Service Centers and told her that they would all be listed on FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: March 20, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Asking for status update. (Doesn't have request number on hand.) Wants to know when to expect a response	TAZ returned call and left message, explaining that we received her request, gave the appeal number, said that it would probably take several weeks, and informed her that if she had any additional information, she should call again.
2	(b)	(6)	Haven't received an acknowledgement! Wants to make sure we received it. Also wants to find out who processed it. (DEA 13-00547-F). Would like to speak with the processor.	TAZ looked up in eFOIA. OIP has in fact received it. It's AP-2014-01961 (KRP). KRP agreed to return the phone call, and so I took no further action.
3	(b)	(6)	1202084. Yesterday morning, someone contacted her saying that there was no info on her case. She called back, saying there is info that she can provide the FBI. She does have more info! (Would like payment for the info?)	Looked up in eFOIA. Appeal number AP-2013-01512. I suspect she is either wanting to provide additional information about her contacts with the FBI so the FBI can undertake a cross-reference search, or she wants to provide information compiled in her personal investigation of various Seattle entities, and wants the FBI to do something with her information. Regardless, I returned her call, but got voicemail, and her mailbox was full, so couldn't leave message. No further action taken.
4	(b)	(6)	Law student at Southern Illinois. Wanting to find updated information on FOIA generally and Exemption 7C in particular for a brief she's writing.	(b) (6) answered phone. Gave her the URL of the online FOIA guide, and directed her to 7C.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(6)	Been in contact with EOUSA re: FOIA request. Sent in late February - Feb 26 or thenabouts. Matthew Hurd. Trying to seek a specific doc from USAO about the City of Buffalo re: block grant funding spending. Trying to get update on FOIA request.	AP-2014-01921. Called him again. Explained that the request would probably take several more weeks to fulfill, but that we had received his request. I declined (b) (6) invitation to describe "off the record" what the requested record contains.
6	(b) (6)	(6)	Filed a FOIA appeal from Medicare. Gave a variety of dates w/ specific medical personnel, specific department. Bellview Hosp, etc. "At the very least they must send a letter confirming that there are no such records. The storage agency claims that none were available. "I know that you are the office that enforces FOIA". A bit difficult to follow her question. Stressed that she has an answering machine. Has an issue with Baltimore. Requested my medicare records for 2007, 2008. My understanding that all records need to be retained for 7 years. Gave specific dates. Stated Bellvue Hospital. Said that the storage unit said they're unavailable. Polish name of person.	Reached out to (b) (6) but didn't get a response. Called (b) (6) back, and spoke with her. Informed her of the function of OIP (it's not to overrule other departments' actions.) Suggested she contact the (b) (6) FOIA Office, and I provided the phone number, but she already had it. After subject of litigation came up, she said she didn't want to sue, but she was still incredulous at (b) (6) response. I gave her contact information for OGIS, and she seemed very satisfied. At the end of the conversation, she even briefly asked about the cherry blossom festival and the snow we've gotten in DC.
7	(b) (6)	(6)	How do I get information about what the TSA are holding on me. Would like to get it corrected.	Gave her information on how to make a FOIA request to TSA and how to make a Privacy Act request to TSA. (b) (6) relayed to me that (apparently) the TSA

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: March 21, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		wanted a copy of 911 records	it was a state matter, so I suggested FOIA vis state law
2			made a FOIA to local school district & not getting a response	explained state & fed. Suggested making a request via state & following state rules
3			status	ck'd ps & provided
4			status	ck'd ps & provided
5			how to. Caller stated he did not have access to computer	read 2 addresses to him
6			made a request to a judge & no response	explained that courts & congress are not covered by fed FOIA. Suggested caller go to courthouse to get records
7			where to make a FOIA to DOJ	referred to FOIA.gov for addresses & asked about what kind of records caller wanted. Suggested DEA & mentioned state FOIA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 24, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	E-mail asking if OIP "handles violation of the FOIA by the Dept of Veteran's Affairs	Forwarded this to Bobby as a Compliance Inquiry
2	(b) (6)	(b) (6)	Either making a Dept of labor FOIA or seekign s federal contract (unsure)	Referred her to foia.gov for info on making one to Labor; can't assist otherwise (suggested this may be a misdirected email)
3	(b) (6)	(b) (6)	Wanted a copy of the Oct. 29, 2013 determination letter signed by SRO faxed to (b) (6)	done.
4	(b) (6)	(b) (6)	Wants to make a state FOIA	Sent her contact info for state attorney general's office.
5	(b) (6)	(b) (6)	status of FOIA-2014-02006	fwd to IR staff
6	(b) (6)	(b) (6)	Heads a non-profit, private corporation and was sent a FOIA request from a resident of the city	Explained that it is not a proper FOIA under federal law (b/c not sent to a federal entity) and likely not under state law (but to check with state AG's office); suggested she contact IRS to find out if they have any duty to disclose the requested docs under some ohter law (not FOIA)
7	(b) (6)	(b) (6)	status of AP-2014-01860	Explained it is assigned to an attorney (DRC) and under consideration. Response will likely go out in a month or less.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 3/25/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know the status of FOIA-2014-02006 and inform OIP of portal issues.	Forwarded the requester's contact information to the IR Staff. Informed the caller that she may contact me if she does not receive a response within the next day.
2			Wanted to know the status of AP-2014-00581.	Provided the requester with the status and discussed generally the review process for appeals.
3			Left VM. Wanted to know how to make a FOIA request to OIP and EOUSA	Provided the contact information for OIP and EOUSA. Discussed Fee Categories and Fee waivers and provided the requester with links to the FOIA regulations on fees.
4			Wanted the address to write to the Department of Justice.	Provided the mail address for DOJ. Then, learned that the caller had a "high level" meeting with the AG that Wesley Snipes was also to attend. Further, learned that the caller is (b) (6) [REDACTED]. Additionally, the caller was the "Under Secretary of Defense for George H.W. Bush." Caller also explained a time he got into "some deep doo-doo" while working undercover for the FBI.
5			Wanted to know how the FOIA would make the State Government turn over records that it maintains.	Discussed the difference between State and Federal Governments and discussed that the Federal FOIA does not work for State maintained records. Suggested that the caller look up the State FOIA statute in her State.
6			Left VM. Indicated that she had a question regarding the FOIA.	Provided contact information for the FOIA Offices at EOIR, FBI, USCIS, and ICE. Made a FOIA request for immigration records on behalf of client but cannot remember where they sent the request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 03/26/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to make request to DEA	Gave contact info
2			Denied FOIA	Caller had question about a FOIA that was denied by the Criminal Division about OIA records. I gave him CRM FOIA contact info
3			2014-0221; ATF Request	Caller had filed a lawsuit against ATF; wanted confirmation that her complaint had been received, I told her her I could not give such confirmation and she would have to contact ATF's disclosure division
4			Caller had question about some "trying to FOIA his employment application" wanted to know if would be protected	I told him that Ex 6 of the FOIA protect personal information, didn't get into any specifics, gave him OIP link to FOIA guide
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 27, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Govt not complying with FOIA	Called back, no answer, left message
2			AP-2014-00897 status update	Submitted to ADW on 01/13/14 -- told caller to expect something from us in a few weeks
3			(b) (6) appeal - amended request sent on 01/24/14 - letter 03/20/14 from FBI - frustrated bc don't want to appeal	gave caller number for FBI public liaison and said to contact (b) (6) b/c FBI is usu responsive to requesters and they can discuss whatever issue she is having
4			Hi,	Caller was upset that VA might use b5 for the report -- asked what DOJ/OIP does and I explained what we did (appeals, guidance, etc) -- I told him if he was unhappy w VA's decision he could appeal, and also mentioned he had OGIS mediation as an option as well. Caller kept trying to talk about misconduct of atty handling his claim and b5 case law and I kept steering him back to his option to appeal, OGIS and litigation.
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6			Not looking for legal advice as I know you don't provide it.	
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8			Looking for a rule or a cite to some authority regarding attorney work product under 5 USC 552.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 3/28/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to check the status of a request sent to the MRU.	I explained that I would not be able to check on the status of (b) (6) MRU request unless the MRU sent it to OIP for handling. To find out to which components the request was sent, I recommended that (b) (6) call the MRU, and I gave her that number. Based on her description of the request, however, it sounded like one that would be sent to EOUSA, so I also suggested that she contact that office RE: the status of her request. I gave (b) (6) the number to EOUSA's FOIA Requester Service Center.
2	(b) (6)	(b) (6)	Did an actual federal agent call his home or was it a fraudulent call?	I listened to (b) (6) concerns and explained about the functions and limitations of the FOIA -- such as it is a means of gaining access to records maintained by federal agencies, but agencies are not required to answer questions, so forth. To the extent that (b) (6) is seeking access to records maintained by federal agencies, I suggested that he submit written FOIA requests to those agencies and mentioned FOIA.gov as a great resource. To the extent that (b) (6) wanted specific questions answered, I explained the FOIA's limitations but wished him the best of luck in his efforts to obtain the answers he seeks through other means.
3	(b) (6)	(b) (6)	(b) (6) wanted me to walk her through the steps of suing a federal agency. She wanted to know to whom she should send the summons, etc.	I advised (b) (6) that I could not advise her on the specifics of suing a federal agency. I did suggest that she consult the federal rules, but that was as far as I felt comfortable advising her. If I should handle such calls differently in the future, please let me know.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	<div style="background-color: black; color: white; text-align: center; padding: 20px; font-size: 48px; font-weight: bold;">(b) (6)</div>		<p>(b) (6) alleged that VA violated the FOIA and HIPAA. She referenced previous e-mail correspondence with MTC and indicated that (b) (6) inquiry had been opened as a compliance matter and/or referred to the compliance team for handling. (b) (6) would like to know the status of her complaint and "what [we] are going to do about it."</p>	<p>I answered (b) (6) questions about the function of OIP, but the main reason behind her call seemed to be the status of her compliant/compliance inquiry. As I promised (b) (6) I would do, I reached out to BT and MTC to find out the status of that matter. I advised (b) (6) that one of us would get back to her about this.</p> <p>UPDATE: BT said that this had not been opened as a compliance inquiry because not enough information had been provided. BT said that he would reach out to (b) (6) and explain what is needed to open a compliance inquiry.</p>
5			<p>In a voicemail message, (b) (6) explained that she thinks that two appeals may have been opened when only one should have been. She wants both pieces of correspondence handled in the same appeal.</p>	<p>Without more information, I am having trouble locating (b) (6) appeal(s) in OIP's system. I called and left (b) (6) a message explaining this and asking for more information, such as her last name, the full version of which I was unable to gather from her initial message. I am waiting to hear back from this caller.</p>
6			<p>(b) (6) left a message stating that she needs to get records together for a Supreme Court case. She is seeking copies of complaints, etc. that she has sent to OIP.</p>	<p>I returned (b) (6) call and another lady answered and told me that (b) (6) was not there at the moment. The lady said that she would let (b) (6) know that I called and ask her to give me a call back.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 31, 2014

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: FOIA-2014-01949 / AP-2014-01950 - we intended to file as a single appeal, but "we have two on file" at OIP	JMB called her back - she was confused as to what happened here. It appears that OIP treated her eFOIA submission as both a new initial request and an appeal of an FBI request. After speaking with MTC (who also left a message for (b) (6)), JMB explained that MTC has her appeal and would process it within the next few weeks
2	(b) (6)	(b) (6)	Left v/m - question, re: appeal of FOIA response that we received	JMB called her back - she provided two appeal numbers, AP-2014-00040 and -00080. After checking PrivaSoft, JMB advised that a response had been posted to the Portal. She had difficulty accessing the response so JMB sent a copy of the appeals response letter (for both appeals, both adjudicated by CDT) to her via e-mail
3	(b) (6)	(b) (6)	Left v/m - question, re: FOIA-2014-01827/SBL	JMB called him back and left v/m - unsure about his question
4	(b) (6)	(b) (6)	Left v/m - question, re: FOIA 2014-00289	JMB called him back - he wanted the status of his request. JMB referred him to the FBI and provided the FOIA requester service center telephone number from foia.gov
5	(b) (6)	(b) (6)	Same as above	JMB called him back (again) and left v/m
6	(b) (6)	(b) (6)	Left v/m - question, re: information through e-mail that she sent to DOJ/OIP, and she wants to see if anyone read her e-mail message	JMB called her back - she claimed to be a veteran and indicated that she e-mailed MTC. She indicated that MTC forwarded her e-mail to the Compliance Team and that she was following up to see if anyone had read her e-mail, re: "FOIA violation" by a Veterans hospital. JMB spoke with BT and BT indicated that he would call her back. JMB called her back and told her that Compliance Team would contact her directly

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: April 1, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	1192062-002 (AP-2014-01480). Status update.	Called back, left message saying request was pending.
2	(b) (6)	(6)	Laurie gave me note from call with (b) (6) [redacted], asking for status update for FBI appeal. No given tracking number or appeal number. Says it's been pending for two years and should be released.	I looked up in eFOIA, and there are no outstanding appeals from (b) (6) [redacted]. (Four are FBI appeals, but each has been affirmed or closed for various reasons.) I called (b) (6) [redacted] number, asking for her to provide an FBI or OIP tracking number, and that I would be happy to help on a particular request (left a message).
3	(b) (6)	(6)	Received several confirmations of receipt. 2 FBI determinations in March. Previously made 2 appeals in february for which he hasn't received confirmation. (b) (6) [redacted] 2 appeals not received were made Feb 4 and 6 on 2014. Wants confirmations sent.	Called back and left message. (In the appeal portal, we have seven appeals. This is because one of the two Feb appeals submitted was appealing 4 separate FBI requests). I notified requester that the email provided for the two received appeals was the one he gave, but that the other five were apparently sent to (b) (6) [redacted]. I suggested that he check that address, and if they didn't get through, to give us a call back to check again.
4	(b) (6)	(6)	Received response to FOIA request from (b) (6) [redacted]. Trying to find contact at OCC. Just wants to talk before filing an appeal.	OCC = Office of the Comptroller of the Currency (Treasury). On FOIA.gov, has (202) 874-4700 for the requester service center, and (202) 622-0876 for the FOIA public liaison. OCC's own site also has (202) 649-6700 to contact for "questions" regarding making FOIA requests. Returned call and spoke with (b) (6) [redacted]. Apparently she had already tried the -4700 number, and so I provided the other two.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		Re: FBI 1255755-000. Wants a clarification on whether he needs to submit an appeal.	I returned call, letting him know that we received his appeal on the Jerome Manning case. When he asked about a separate FOIA request he submitted to the FBI, and whether the FBI would maintain the types of records he sought, I referred him to the FBI for those questions. Because he had appealed FBI's decision by letter dated March 27 (which apparently hasn't been eFOIA'd yet), I also said that I wouldn't want to prejudge any of my colleagues' determination on his appeal.
6			Left message. Has a number of complaints about "federal, federal, state and federal state government, and federal reserve, and world bank administrations, and the governmental government and international governmental government, and government body and governmental body and governmental international governmental body, and international governmental body administration." Wants credit files and credit report. Wants protection from his family. Provides city/state, ID number (presumably, driver's license), DOB, SS#. Does not leave callback number.	No callback number, and so no action taken.
7			Questions on FOIA compliance. PA# 14-061.	Left message, asking him to call back.
8			At 8:09 last night, sent a 61 page request to amend records. Hasn't received confirmation. Eariler, had emailed asking how to file a request to amend, and trying to decide whether to send it via express mail. Doesn't know why we can't just confirm receipt.	

Call	Caller's Name	Phone Number	Question	Advice / Answer
9	(b)	(6)	<p>Was transferred concerning role of USAtty in representing federal agencies in federal court on FOIA cases. When I called back, he asked two questions: (1) When a person represents the government in a FOIA matter, is it typically an AUSA from a USAO or someone else from the government, and (2) whether government attorneys have obligations only to the agency, or whether they have an obligation to the law as well (i.e., if a government attorney disagrees with the legal conclusions of the agency, must (s)he nevertheless argue a position contrary to their understanding of the law)?</p>	<p>I said that most FOIA matters are handled by the USAO, but some are handled by Civil or maybe others - it's a case-by-case determination. As for the second question, I agreed that AUSAs take oaths to uphold the law, but the precise scope of their representation isn't really a FOIA-specific matter, and that sort of question would probably be better asked to the government lawyer themselves. He tried to engage in increasingly detailed hypotheticals, and I advised him that I was uncomfortable discussing such hypos, as I don't want to run up against the facts of his own particular FOIA case.</p>
10	(b)	(6)	<p>(b) (6) called back (see above). He didn't receive them at that address, and wants them resent to his current address. (Left message).</p>	<p>4/10/2013 - TAZ called back, and said that the letters had been resent</p>
11	(b)	(6)	<p>Asked for name of supervisor at OJP. Said that he'd wait on hold for the information</p>	<p>I spoke with Arusha at OJP. She said that the person above Dorothy is the GC of OJP, Rafael Maden, and that FOIA questions can also be put to George Pruden. I spoke again with (who I learned later is probably a (b) (6)), and said that in the org chart, GC Madan is above, but we can't give out his phone number. But the FOIA public liaison is George Pruden. Caller then made general complaints against the National Center for Missing and Exploited Children receiving all this funding. Also made exasperated remarks about the government and its "role" in the 9/11 terrorist attacks and in the Sandy Hook school shooting. Will call George Pruden. (After, I spoke with Dorothy Lee, who explained that the caller (b) (6) on the phone, and that OJP knows him well. OJP said that they'd try to send an interim response to his request.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
12	(b) (6)		MWH emailed me, saying that (b) (6) called asking for a status update.	I called back and left a message, inviting him to call me back. I suggested that he pull the appeals tracking number (or the component tracking number), which would be helpful in locating where they are in the process.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW

4/2/2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	how to	
2			wanted address. Caller stated that he did not trust the web	provided address
3			wanted contact at Vet Affairs	provided address and name/# of FOIA contact
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 4/3/14

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	He says an appeal was remanded. The FBI told him that they had 1500 ready for release but they haven't released it yet. He said he's tried to call them and hasn't gotten a response. He also said he was told to call Marilyn Cunningham in a letter he got from her and he has left her many voicemails.	I gave him the FBI's phone #. I also told Marilyn he had called the hotline.
2	(b) (6)	(b) (6)	He says he wants to make a compliance inquiry re: a NSD request. He says he is concerned about the exclusion language in the letter.	I gave him information about how to appeal -- he wanted to resolve his concerns via phone but I said appeal is the best route as he said he still has time to appeal w/in the 60 days.
3	(b) (6)	(b) (6)	She tried to send a request via email but it bounced back so she faxed it. Did it arrive?	Our admins said it had not arrived so I gave her the fax # to try to send it again.
4	(b) (6)	(b) (6)	She wants to know if the requested records are exempt?	I left her a voicemail and tried to call back a few times.
5	(b) (6)	(b) (6)	asking about AP-2014-00409. It looks like he should have gotten a final response sent via the portal on Feb. 6, 2014, per CDT.	The phone # I tried to call back was not a working # -- I tried 3x.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/04/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know what government agency is listening to him	I explained OIP's role and the FOIA in general. Caller then told me that he was actually looking for IL records. I directed him to the IL FOIA website.
2	(b) (6)	(b) (6)		Tried to call back twice (once five minutes after call and once about an hour later), but voicemail not set-up. Called back again at an hour later, but caller said someone had already answered her question.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 4/07/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How can (b) (6) submit an electronic FOIA request to the Associate Attorney General's office? Her e-mail to DOJ.OIP.initial.requests@usdoj.gov bounced back.	I returned (b) (6) call and left a message suggesting that she submit a request through the FOIA portal. I gave her the URL for accessing the portal. I encouraged (b) (6) to give me a call back if she had trouble with this or had any other FOIA questions.
2			(b) (6) was very upset and combative. She says that she was granted top secret SCI clearance while working as a contractor at the FBI, was hired for a new job with DOJ, but has not been able to start working. She said that DOJ's "security office" said that a private company was holding up the process. When she contacted the private company, no one there would tell her anything about what was happening.	(b) (6) was really upset. I tried to calm her down and get to the crux of her question, but it was of little use. I explained that if she is seeking records maintained by the FBI, she could submit a FOIA request to the FBI, but she insisted that she doesn't want FBI records. She wants DOJ "security office" records. She could not give me the full name or address of that office, so I was unable to determine the office at issue. I suggested making a request to the MRU, but she didn't want to do that. She wanted me to call the "security office" and find out why the process was being held up. I explained that I was not authorized to do this, the function/limitations of the FOIA, etc. At her request, I explained a bit about the general FOIA process, how a DOJ component would respond to a FOIA request (e.g. if proper request, search for responsive records, process responsive records located, etc.) (b) (6) is frustrated, concerned about providing for her family. She yelled about taxpayer money being wasted and ended the call.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	What is the status of her fiance's FOIA request?	I explained that I could not provide that information to her, but rather could only provide it to (b) (6) fiance (the requester). I suggested that (b) (6) encourage her fiance to submit a status inquiry to OIP either by phone or by mail.
4			(b) (6) is trying to help her friend whose DOJ FOIA request was denied. Should her friend appeal? If so, what should appeal say? Does she need to go into great detail? Should friend have submitted request to another agency?	It does not cost money to file a DOJ FOIA appeal and all the appeal need say is "I appeal" -- detail is not required. Based on (b) (6) description, it sounded like her friend submitted her request to an office that might maintain records about her, so I thought an appeal would be appropriate. As for whether to submit more requests, I explained that each agency can only search records within in its own possession. I suggested FOIA.gov as a helpful resources for FOIA contacts at the various agencies. I suggested that (b) (6) friend might want to contact FOIA public liaisons at some agencies and inquire about the types of records that their agencies maintain. I thought that might be helpful in identifying the agency(ies) to which these FOIA request(s) should be submitted.
5			Caller is seeking access to classified info. and wants help with the FOIA.	(b) (6) was very familiar with the process, but wanted to discuss what to do with a denied request. I explained that she could file an administrative appeal. In the course of our conversation, it became clear that (b) (6) has not filed the particular request about which she inquired, but rather is wondering what her options would be if her request were denied pursuant to Ex. 1. I explained OIP's policy RE: hypothetical questions and encouraged her to go ahead and submit the contemplated request. Without doing so, we cannot know whether the agency even maintains responsive records, and certainly wouldn't know whether, if such records were maintained and located, that the agency would assert Ex. 1 to withhold them.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 04/08/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Filed FOIA to EOUSA	Gave EOUSA contact info
2			FOIA Status	Indicated they had a question about an EOIR request, gave them that contact info
3			Registration under Foreign Agents Registrations act	Wanted information about the FARA, I told him I could not provide him with any such information, gave him the number for the FARA office that is listed on the public DOJ website
4			Request 1144655, Appeal status	Called back left VM
5			Caller indicated that she has filed complaints with DOJ regarding bank fraud and medical fraud and wants to know if DOJ has received those complaints	Called back left VM
6			FOIA request status, 4:13-cr-00030-1, 2013-2309; (b) (6)	Caller actually had EOUSA request, gave her contact info
7				Called back, left VM
8			Questions about extradition	Gave Caller CRM FOIA contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/9/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know whether his FOIA request was received by this Office yesterday.	Tracked down the requester's request and called to confirm that this Office was in receipt of his FOIA request.
2			Left VM. Wanted to know the status of a request.	Left VM. Provided call back number.
3			Wanted the contact information for the FBI FOIA Office.	Provided the caller with the contact information.
4			Left VM. Wanted to know the status of a request.	Left VM. Provided call back number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 4/11/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		He had an employment dispute with UPS and is upset that they fired him.	I explained that UPS (unlike USPS) is not a federal agency, and I explained what the FOIA is and that it does not apply to private companies.
2			14-00863 request status	Per eFOIA notes the search is pending, but I asked Sara T to give him more status details since it's her case and she last spoke to him about it on 2/7 per the eFOIA case notes.
3			Calling for status of request made to the FBI; he appealed and then it was remanded. 1144655. He said he called the main FOIA number at the FBI and left dozens of messages but they aren't calling him back.	He has 2 open OIP appeals. I told him they are pending and estimated they would be closed soon, especially the 2013 numbered one. I gave him the numbers and emailed Matt and Anne, who have the files, to let them know he inquired about the status. I also gave him the FBI's FOIA request status #.
4			Is there a place to know where prisoners are buried? She wants to know about some bank robbers	We determined she was seeking state prison records, so I told her to contact the state AG office or state prison with questions about the SD state FOIA.
5			He wants to know the status of his request and how to make a new request	I gave him EOUSA contact info and OIP contact info so he can make a request, as he is seeking both USAO and AG records.
6			How can she make a FOIA request? She said she wants to make a request to DOJ Civil Division.	I gave her Civil's FOIA office address and phone #.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: April 14, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m - re: status of "form" filed on December 18, 2013, related to the FOIA in a "civil case"	JMB called her back and she noted that the request was assigned request no 2014-0836 (WXR). JMB identified this request as a BOP request and gave her the Requester Service Center phone number from foia.gov
2	(b)	(6)	Left v/m - re: seeking of settlement agreement related to DOJ's Omnicare lawsuit	JMB searched for Omnicare on DOJ website and it appears that the Civil Division coordinated various settlement agreements on behalf of at least the USAO-DSC and the USAO-NDOH. JMB called her back and gave her requester information for the Civil Division from foia.gov
3	(b)	(6)	Left v/m - re: status of FOIA request submitted on February 21, 2014, sent by fax/e-mail - she has not received any acknowledgment of receipt	JMB called her back - she sent request to MRU e-mail address and has not received a response. She will call back with more information. JMB called her back one more time on April 17, 2014.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 4/15/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Asked for confirmation of when he was transferred from a state prison to Warsaw.	Explained function of OIP. I asked caller if he made a records request to BOP for this information, and he did not. I gave him phone number for BOP requester service center.
2	(b)	(6)	<p>Problem going on in the medical field. Things happening in the FBI saying that she's been blacklisted. Someone in the congressperson's office that deliberately screwed up her health. She had worked for the DEA (b) (6), and had a lawyer who pulled FOIA docs. He was paid money for it, but she never got money. Her mother got a blood clot checked out, and she had a UTI checked out for herself. She asked if she had a UTI. The IV line was inserted, but was tangled up. She "full coded". She says that her attorney requested docs from DEA for her, but she never received copies.</p>	Explained function of OIP. Suggested that if she had complaints against the FBI or DEA, she can file complaints with OIG. She also apparently sought Virginia state records. I advised that OIP (and the federal FOIA) only deal with records maintained by federal agencies. She asked for how to get records from Virginia agencies, and I directed her to the website of the Virginia Freedom of Information Advisory Council. She asked if members of Congress typically help out constituents with FOIA requests, and I advised that although I've seen it happen on occasion, I'm not aware of any broad Congressional policy on the matter - she'd have to contact her member or senator for that. I also directed her to OGIS for her federal FOIA dispute. (Although I didn't say so, I suspect that her attorney received attorney's fees for getting the FOIA docs, and she probably shouldn't see any of that money anyway.)

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		Federal Defender in St Louis. Calling re: inmate in Victorville. He has a pending 2255 petition. (SD-IL). She knows the docs that she needs, and wants to know if there's any way in getting that expedited. Filed to OIP by mail. Just has five documents that she needs.	After clarifying, found out that she had actually sent request to BOP Office of the General counsel, one week ago. I advised her that her request was probably routed to BOP upon receipt, but that she can contact BOP's requester service center (gave phone number) to see if they received it. Because she indicated that her request needed fast processing, I provided her the BOP email address to make requests. She asked about expedited processing, and I went through the two main DOJ standards, and she said that she probably didn't meet either standard.
4			DOJ requested docs from CME Group. (Holding company for various commodities). CME wants to make sure that they receive confidential treatment for the docs they submit. Wants me to point them in the right direction as to which office to send their request for confidential treatment.	Said that OIP would gladly receive them, and provided the address.
5			For several years, has been doing a project on a gentleman. Former military, a veteran. Basically is researching life of a man (army service record). He was a German national, became a US citizen, immigrated while 18/19. Got mixed up with Communists. Fought with winter brigade. Fought in WW2. (May have left the party?) But was a phenomenal soldier. Battlefield commission to captain. No family to speak of. (Deceased!) Did a FOIA request. Looking for documentation of outfit. Said that he submitted a FOIA request on this guy, (b) (6) to FBI, and didn't get a response.	Explained FBI's filing system (including cross-references stuff), and mentioned that if (b) (6) was mentioned in another file, he might want to request information about the broader topic. As a side note, the requester mentioned that, although he was interested in the history of socialism, he wanted to make sure that he didn't come across as a crank. Fortunately, he didn't come across as a crank, and I reassured him so!

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 16, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	2014-00147 (JP Morgan settlements)	Stephanie is assigned to this request so am passing his info on to her for status update, she said she will call him back
2			AP-2014-01021 -- received wrong appeal letter today	Nakeitha/Davita put correct letter on portal and I let R know the correct letter was available for him to view and apologized for the error
3			AP-2014-00890 status	Informed R that it is being processed -- note: it has not been submitted for review as of this date and EOUSA has not given us background yet
4			Needs to request information from DOJ/FBI -- wants forms mailed to him	Explained that he doesn't need a special form -- his request must just be in writing, explain what he wants, and give his name, address, DOB and place of birth and certify his identity (VM)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 4/17/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	[REDACTED]	The caller feels that the state's workers compensation office is withholding information from her. She wants to know how to get information from that office.	I referred the caller to the Connecticut Office of Governmental Accountability.
2	(b) (6)	[REDACTED]	Nichole recently made a FOIA request to the IR Staff and was calling for status information.	I found the request in Privasoft, but there is no assigned analyst, so I referred the caller to Laurie Day.
3	(b) (6)	(b) (6)	Message cut off- caller spoke too long.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 4/18/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants his state arrest records in CT. He is not seeking any federal records, he said.	I directed him to the state AG office, noting that each state will have its own FOIA.
2			status for AP 14 01961	This is AMJ's appeal and still open. I estimated 1 month until closing and explained our levels of review and that appeals are taken in turn. He wanted to discuss substantive issues so I asked AMJ to call him back as well, though I explained to R that she will not be able to tell him what her recommendation on the appeal will be as that can always change.
3			1) He says he is trying to submit his electronic signature to make a FOIA request to Dept of Treasury 2) He says he filed complaints via DOJ and he wants the status of those complaints. He wants to handle his "own affairs in Commerce"	We don't have anything in our system under his name. Do not maintain OIG Complaint records. I gave him the Treasury FOIA office contact info. I also explained about decentralized FOIA Processing and how to navigate FOIA.gov
4			wants to request a BOP inmate's visitation records. How can he make the request?	I gave him the BOP FOIA address, and also explained a little about 7C and the need for certs of ID from all living third parties involved.
5			He has had problems with DOT's transparency. They won't let him talk to the agency historian, although other agencies let him do that.	I asked if he had made FOIA requests, and he said that is not the issue here. He has just requested via phone to talk to the historian. I suggested he make a FOIA for the contact info, but if he wants to complain about DOT staff's handling of non-FOIA issues perhaps he should contact DOT's OIG or other internal office. I explained the function of OIP.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/21/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to know the status of a request that she made to the "Public Integrity Office."	Located a Public Integrity Unit within CRM. Provided the contact information for the criminal division to the requester.
2	(b) (6)	(b) (6)	left VM. Indicated that she wanted to determine the status of a FOIA request that was forwarded to OIP from the Civil Division.	Looked up requester and determined that the OIP FOIA Request No. is FOIA-2014-02341. Sent an email to Doug and Laurie to have the FOIA specialist follow up with the status request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 04/22/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Information about document submitted to US Embassy in Jordan	Caller had already retrieved info on Dept of State
2			Request 12-00546-P; Where to serve complaint, DOJ & DEA	Called back left VM explaining that FOIA counselor cannot give legal advice; caller called back, I told her the same thing
3			Wants to file Police Misconduct report	Called back VM mailbox was full
4			letters of dismissal in criminal case	Told caller that if he was looking for records from a state prosecutor, which he was, he should contact the local prosecutor's office
5			(b) (6)	Checking on status of FOIA request that he sent to OIP email address; he said he sent it yesterday, told him it hadn't been logged yet, he should check back in a day or two
6			Info on a denial from the FBI	Called back and left OIP appeal info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 4/23/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AS has not received any response since PAJ's 12/12/13 letter. What is the status?	I returned this call and identified myself through (b) (6) "privacy manager." He did not answer and there was no way to leave a message. I tried again later that day with the same result: "The person you are calling is not available." Hopefully (b) (6) calls the FOIA hotline again in the future.
2			(b) wants to reopen his case with BIA. He will pay any fee necessary.	When I returned his call, (b) seemed to understand that I could not help him reopen his case. (b) expressed an interest in obtaining BIA records, however, and I helped him with that. He said that BIA is part of EOIR, so I said that he would want to make a FOIA request to EOIR. When he inquired about submitting a request via fax, I said that, yes, he could submit his request via fax. He had additional follow-up questions about EOIR's process for which I suggested he call EOIR's FOIA Requester Service Center. He did not want the fax and FOIA Requester Service Center numbers over the phone, but did say that he would get the information from FOIA.gov, which I had mentioned as a great FOIA resource.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(b) (6)	I received a hotline call from an individual who would like to know to whom he should direct a complaint RE: a FOIA litigation matter in which he believes DOJ is defending an agency in violation of AG Holder's FOIA Guidelines.	I said that I would speak to a member of OIP's compliance team about this and that either he or I would give (b) (6) a call back. After ending the call with (b) (6) I e-mailed BT and explained the nature of this call. I am waiting to hear back from BT. UPDATE: On 5/22/14 and 5/27/14, I sent BT follow-up e-mails to confirm that (b) (6) question had been answered/concerns addressed. I encouraged BT to let me know if anything further needed RE: this call. BT got back to me on 5/27/14 and advised that he had called (b) (6) and left a message, but could not recall whether they had ever connected. BT said that he would give (b) (6) another call to make sure that his question was answered.
4	(b) (6)	(b) (6)	MR said that he is seeking access to records and would like to know whether the FOIA applies.	I returned MR's call and left a message. I am waiting to hear back from this caller.
5	(b) (6)	(b) (6)	(b) (6) called RE: AP-2013-05445, which I see was closed in February 2014. OIP affirmed the FBI's action on (b) (6) request.	(b) (6) insists that the FBI maintains the records he seeks. He has additional documentation that he says proves this. I advised that he could submit a request for reconsideration of his appeal. (b) (6) said that he would do this and asked for OIP's address, which I provided.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: AMJ
Date: 04/24/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to make a FOIA request on behalf of incarcerated brother.	The number that caller left asked for an extension and she did not provide one.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/25/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted to know how to make FOIA request for local CA police records.	Caller was very emotional during this call. I explained the FOIA v. the CA Public Records Act to Caller. I then looked up CA public records info which was incredibly difficult to locate. I ended up giving Caller two numbers - CA's main gov number and CA's AG office phone number - both of which were my best guesses as to who to contact for CA's open records info. I again explained distinction between the two laws to Caller just to make sure that she understood.
2	(b)	(6)	Sent FOIA request to OIP in March, but no response. Status.	I checked the entry and the request was listed as an appeal. Nothing had been done with the entry. I confirmed with Caller that this should be a request, not an appeal. I told Caller that I would check and see what happened. Sent MWH and LD an e-mail to ask about how to proceed. LD opened it as a request and I called him back and gave Caller the number.
3	(b)	(6)	Who to serve subpoena on for records? E-mail mentioned a FOIA request, but indicated that they were also doing this.	Sent a function letter back through the main e-mail address indicating that we don't give legal advice.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 28, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	FOIA request of IG, status update	Directed caller to FOIA office for IG to get status -- caller was agitated because no one would speak to him about potential corruption. Gave him Deb Waller's name as public liaison
2	(b) (6)	(b) (6)	FOIA request made in August, status update	Left VM -- caller called back and said it's under (b) (6) LLP -- was sent to JMD referral -- never received confirmation -- left VM with info to call JMD and told him to call us back if he doesn't get additional information from them in a timely manner
3	(b) (6)	(b) (6)	Trying to verify FOIA information for SEC matters -- info on FOIA.gov incorrect. Letter returned as undeliverable	Double check info w SEC and what is on FOIA.gov is correct. Tried to leave a voicemail but caller's inbox would not allow me to do so.
4	(b) (6)	(b) (6)	Wants to file request with EOUSA	Gave caller info. (VM)
5	(b) (6)	(b) (6)	Wants to know about FOIA terms and policies - re: internet stalker -- can she post information on Facebook and Twitter?	Explained that a release to one is a release to all -- as for harrassment, will need to contact local PD or consult with an attorney. Directed caller to FOIA.gov to learn more about the FOIA and obtaining records on a third party after generally explaining what is necessary to obtain third party records
6	(b) (6)	(b) (6)	FOIA request submitted April 7 -- sent to DOJ.OIP	Christine W. to call back
7	(b) (6)	(b) (6)	Status on inquiry about Coast Guard requests -- compliance	According to Jake, this has been received and is "Being processed" -- told caller he can call or email OIP.ComplianceInquiry@usdoj.gov for future status

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: April 29, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m - re: question about status of request no. 14-02275, and, specifically mentioned that he wanted to speak with Vanessa	JMB reviewed in PrivaSoft - this request is assigned to Nadege. JMB sent an e-mail to Nadege noting that this requester had a question about the request and asked Nadege to follow up with him directly
2	(b)	(6)	Left v/m - re: question about the "form" required to submit a request to USAID for information related to a non-U.S. citizen and non-U.S. permanent resident	JMB left v/m - provided telephone number for FOIA office at USAID (202-712-0960), and noted that she could contact them directly with questions about what to include with FOIA request.
3	(b)	(6)	Left v/m - re: status inquiry about FOIA request sent to DOJ via e-mail on December 13, 2013, on behalf of client (b) (6)	JMB spoke with her. Her firm sent a FOIA request to the MRU for immigration court file records. JMB suggested that she contact EOIR directly to check on the status of this FOIA request. JMB gave her the telephone number (from foia.gov) for the EOIR FOIA Requester hotline.
4	(b)	(6)	Left v/m - re: status inquiry AG/11-00205(F), submitted to DOJ in 2010, but has not heard anything back in more than a year	JMB reviewed in PrivaSoft - this request is assigned to Christine. JMB sent an e-mail to Christine noting that this requester had a question about the status of this request and asked Christine to follow up with him directly

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b)	(6)	Re: assessment of search and processing fees related to a FOIA request to NIH	JMB discussed his FOIA request with him, re: unit prices related to contracts in which NIH contracted with private parties for goods and services. He seemed confused by NIH's ability to assess fees simply for searching for responsive records. He said that he understands that NIH can charge duplication fees. JMB directed him to review the "Fee and Fee Waiver" Section in the Guide and call back with questions, if he has additional questions
6	(b)	(6)	Left v/m - re: information concerning FOIA relief	JMB spoke with her. She had many inquiries about State of Alabama FOIA requests for which she did not receive a response. JMB noted that the FOIA Counselor Hotline is only available for Federal FOIA and that she might review the Alabama Open Records Act (AORA) for any available appellate or judicial relief. JMB mentioned that the FOIA provides for an administrative appeal and the ability to file a Federal civil complaint, and advised that she might check to see if the AORA has similar provisions.
7	(b)	(6)	Left v/m - re: FOIA request/copies of letters sent to FOIA office of DOJ (601 D Street, NW); however, these letters were returned to them and they do not understand why	JMB spoke with her. She is involved in litigation and working with Sean O'Donnell of the Civil Frauds Division. In an effort to put the FOIA office on notice of confidential treatment sought, related to documents that she is submitting to Civil-Frauds, she wanted to send copies of cover letters to the FOIA office. She indicated that someone at OIP told her that 601 D Street was the correct address for CIV's FOIA office. However, JMB checked on foia.gov and CIV's FOIA office is at 1100 L Street NW. JMB advised her and she also located it while on the telephone
8	(b)	(6)	Left v/m - re: trying to get in touch with someone at OIP	JMB spoke with him. He wants to send a FOIA request for AG records. JMB confirmed that he had the correct office (OIP) and address (1425 NY) which had had location on foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/30/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	How to fill our form to get ID records?	Caller ended up wanting Texas state records. I discussed the difference between federal and state FOIA/Open Records Act with Caller and gave him the phone number for the TX AG's FOIA hotline. Caller had gone onto FOIA.gov and was still confused because he had read about the federal FOIA. I discussed further with Caller, confirmed that he was looking for TX records and not federal records, and then discussed federal v. state FOIA/Open Records Act differences one more time.
2	(b) (6)	(b) (6)	How long does agency have to respond to FOIA request?	When I asked what agency, Caller said John Boehner and Mitch McConnell. I explained the FOIA and that the FOIA doesn't apply to Congress. Caller reiterated that they were agencies. We discussed and eventually Caller understood. Caller said that he was going to contact them.
3	(b) (6)	(b) (6)	Wanted to know whether posting specific (Caller discussed) information online was a Privacy Act violation?	I directed Caller to OPCL. I gave Caller OPCL's e-mail address and called Caller back with OPCL's phone number. Caller kept asking for "off the record" opinions from me, but I declined to give any. Wants me to call back. Called Caller back. She said that OPCL said that they couldn't help. Gave her OGIS's contact information and explained again that we deal with FOIA, not the PA.
4	(b) (6)	(b) (6)	Wants to request Congressional correspondence	Talked her through the Portal system to file a request with OIP. Explained general request process.
5	(b) (6)	(b) (6)	Caller wanted BOP's contact info	Read it to Caller from FOIA.gov, the website on which all of this information is available

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: May 1, 2014

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wanted certified copy of no record response	mentioned that letter serves as official copy. Noted that if caller wants more, if agency is willing, requesters have to pay for special services. Suggest that caller contact agency & ask & offer to pay
2			caller wrote to JMD & has had no response	suggested that caller write directly to agency. Pointed caller to web & suggested 2 components likely to have info
3			same	same
4			how to	gave info
5			wanted status. Caller said he signed into the portal, but cannot get any info	there is nothing in PS for this person. Caller did not remember date when he went to the portal & did not have any info on his computer from his attempt. Caller said he made his request to "DOJ," but could not say if it was OIP. Do other components have portals? Suggested he try again.
6			where to make request?	caller would not say what component she thought might have info on herself. Suggested web to read about each component & to get addresses. Mentioned JMD
7			wanted state records	explained fed FOIA
8			wanted to talk to M. Nisbett	M.N. is with OGIS
9			wanted something done about corporate fraud	explained FOIA
10			wanted records from DEA	provided contact info

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: May 2, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	<div style="background-color: black; color: white; text-align: center; padding: 20px; font-size: 48px; font-weight: bold;">(b) (6)</div>		<p>The defense counsel to the Oklahoma City Bomber, Timothy McVeigh, donated to the (b) (6) all of the records obtained by the defense from the federal prosecutors during McVeigh's criminal trial. The defense counsel donated them because of their public interest, with an eye toward eventual public dissemination. (b) (6), an (b) (6) at (b) (6), called seeking advice on what (b) (6) should redact when it publishes this information.</p>	<p>Advised that we can't give legal advice to outside entities, suggested she go to (b) (6) general counsel. Also pointed her to the FOIA guide, to help her in making decisions about what could be withholdable under the federal FOIA.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 5/5/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	(b) (6) is a (b) (6) who wants to compare FOIA processing data from the Bush and Obama years. He sees that the data on FOIA.gov only goes back to 2008. Is there manipulable data from before FY 2008?	I double checked with Jake, and there is nothing from before those years. In fact, 2008 and 2009 are only partially machine readable. I told the caller that for any older data he would have to manually compiled the information from publicly-available annual reports. I noted that if he has time, he could also make FOIA requests to agencies for more granular data (or data in e-form) directly from the various agencies.
2	(b) (6)	(6)	How to get information released by the White House? Unintelligible.	This individual is very difficult to understand but appears to be seeking something related to a press release made by the White House.
3	(b) (6)	(6)	Made a FOIA request for her husband and is seeking status information.	Left a return message with Louisa on 5/5.
4	(b) (6)	(6)	Question about an old appeal that was closed in 2011.	I could not make out (b) (6) first name based on her message, but I found a possible matching appeal from 2011 for (b) (6). Unfortunately, when I tried to call her back her voicemail was not accepting messages. Will keep trying to reach her.
5	(b) (6)	(6)	Status of AP-2014-02383?	I advised (b) (6) that based on my conversation with the attorney who is handling the appeal, it will most likely be at least 4-5 weeks before we will be able to respond to her.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 05/06/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants a press release about his criminal case removed from the DOJ page.	Contact the component/office that owns the page.
2	(b) (6)	(b) (6)	Status update for AP-2014-02570	Provided status update.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: RRK
Date: 05/07/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Had question about FOIA portal and appealing	Really couldn't answer his portal question since it wasn't clear what the problem was, told him he could always mail his appeal
2	(b)	(6)	Had questions about FOIA requests filed with the OIG's office around 2006-2009; calimed to have sent and received letters from this office	I checked privasoft, no record of this person filing a FOIA request or appeal; I told her she could always file a new request and that I would check to see if there was any paper record of her corresponding with the office; I did check but there was none
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6				From: Jones, Amanda M. (OIP) Sent: Wednesday, May 07, 2014 2:12 PM To: Kiepura, Robert R (OIP) Subject: For Your Hotline Notes
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: May 8, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to obtain employment history while incarcerated in fed prison FDI Elkon	Gave caller BOP FOIA info (VM)
2			Wants to submit a request on a 1938 embassy cables between State and Japanese embassy sent to DOJ	Suggested JMD referral unit since he already made a request with FBI and is not sure where else to make one
3			Wants to get a DOJ number?	Unable to reach caller
4			Wants copy of last trade school grant funded and at least rec'd 75 or 80 points	Gave caller info to file FOIA request with Dept of Ed
5			Calling about appeal signed today	Forwarded to SRO and SVR to handle
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 5/9/2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Requester discussed some issue she was encountering in her state (Chicago) which I didn't really understand. She then asked me for 5-6 FOIA addresses	I didn't comment at all on the issue part of this call because I was completely lost as to what Caller was discussing despite my numerous attempts to clarify. I attempted to direct her to FOIA.gov because she needed addresses and some general FOIA advice. However, I ended up reading the 5-6 physical and e-mail addresses directly off of FOIA.gov to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 5/12/14

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants EOIR docs	I gave him the EOIR address and email. He said he already sent them two requests, so I gave him their phone # so he can see if they were rec'd.
2	(b)	(6)	Are naturalization Certificate Numbers releasable?	I left her a VM
3	(b)	(6)	Does she need to make a VA request to get a copy of a complaint she made?	I can't give legal advice, but gave her the VA FOIA contact info.
4	(b)	(6)	status for AP 2014 02755	This is with AMJ and I estimated 2 months since it's a new appeal.
5	(b)	(6)	status for EOIR request	I gave her EOIR contact info
6	(b)	(6)	She started to submit a request or appeal online but it's not working. It won't accept her password.	I gave her our mailing address since the site isn't working and told Jake about the tech issues.
7	(b)	(6)	Calling about her deceased father who passed away in prison and she said her FOIA appeal was granted last year and she still doesn't have anything AP 2013 02151. She already spoke with Anne Work. What does remand mean?	This was Andy's appeal so I asked him to call her back.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: TAZ
Date: 5/15/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Sent letter. Religious matters? How to request info in the proper way. Sent letter on March 14. Sent letter about religious matters.	Called back. It turns out his letter was sent to the Mail Referral Unit. He contacted them, and they didn't have a record of receiving it. He said that he wanted to make a civil rights request, and asked for the contact info for the Civil Rights division. I provided it, and he thanked me for my time. After hanging up, I tried calling the MRU for information on his letter, but the voicemail box was full, and I couldn't leave a message.
2	(b)	(6)	Want to do a FOIA on some of the Moreland Commission docs (Moreland Commission was a New York state commission, appointed by Governor Cuomo, to investigate public corruption). Subpoenad by Preet Bahara in the SDNY. How to make this request? Also wants to know if there's an ongoing investigation, and whether it would be a waste of time to submit request.	Activist in NYC. I informed him that EOUSA was the proper component to direct his request to, if he sought records maintained by the USAO-SDNY. Said that, although he could send his request to the SDNY directly, the SDNY would probably just forward it to EOUSA, and so would be a bit of a time waste. I also suggested that EOUSA would require him to indicate the USAO to search. In response to his 7A question, I briefly read off the language of 7A, and said that I didn't know whether information would be categorically withheld. He also asked if a signature was required for making this request. I advised him that a proper FOIA request needs to be in writing, and reasonably describe the records sought. If he wanted first-party records, by contrast, he would need to supply a CID or equivalent. This piqued his interest, and he asked how to make a request for any FBI records on himself. I said that he would need to make that request to the FBI, and provide a CID or equivalent, but that there's no mechanism for making a single Department-wide request.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	(Same person as above). Asked for fee question. How much would it cost?	Called, left message. Provided citation 28 CFR 16.11 for DOJ fees. Said that requesters get 100 free pages and 2 free search hours. The default assumption is that requesters are willing to pay up to \$25, but in the initial request letter, he can always state that he wishes to pay a lower amount or pay none at all. If fees are estimated to be more than \$25, the component will stop working and will contact him regarding whether he wants to pay more fees.
4	(b)	(6)	Submitted FOIA request for docs on April 7, via first class mail and also email. Hasn't gotten an answer from DOJ. Calling as a followup.	On the phone, he said that he sent it to the MRU. I said that I'd contact MRU to find out what happened, and after hanging up, I did so. MRU said that they referred the request to the FBI and to EOUSA today! I called (b) (6) back and advised him that his request was forwarded to the FBI and EOUSA. He wanted contact info for EOUSA, and I provided the requester service number. He wanted to know the person at EOUSA responsible for FOIA, and I said it was Susan Gerson.
5	(b)	(6)	Would like updates re: AP-06-2846, AP-07-560, and especially AP-08-238. Also wants to know if we received her new FOIA request for FOIA correspondence.	Ongoing. We did get her FOIA request of last Friday. But we're still tracking down the 08-238 request. We don't have the file, and there are indications that we never sent a response letter. Developing...
6	(b)	(6)	Looking for FOIA requests. July 2013 to present. Trying to find out information about requests that have been filed. Status report on requests that have been filed?	Called back and spoke with (b) (6) Said that FOIA logs are often available on agencies' online FOIA libraries, including OIP. He asked how far back they go, and I said that OIP's goes back to January 2012. But each component would be different with what they publish in the FOIA Libraries, so he can start with their websites, and then contact the components directly.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: May 14, 2010

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)		Left message.
2			Status of AP-2014-02634	Rec'd approx. 2 weeks ago & assigned to an attorney (MTC).
3			Status of AP-2014-01905 & problems getting status on BOP request despite numerous messages left.	Appeal assigned to DRC in early April; sent email to W. Hunt & R. Hill about BOP status.
4			VISA entry docs?	Message cut off before she left her number
5				Left message.
6			(in CA)	Left message.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 5/15/14

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	She said she left a message for Marilyn yesterday on the hotline yesterday but didn't get a call back yet. She is upset that CBP has not responded to her FOIA request yet.	MTC asked that I call this person back since she had not yet called her. The caller vented for a long time and wants to know why other FOIA requests are being answered before hers--she doesn't believe that CBP told her the truth when they said there were millions of requests ahead of hers. She says her passport wasn't stamped and so she filed complaints with CBP. She said she made an online account with CBP. She said she has been waiting a year and a half for CPB to process her request since they gave her a tracking #, and when she followed up with them they told her to call us. I told her that the FOIA provides that she can file a lawsuit and she should get a lawyer for that, as I can not give her legal advice. I pointed her to the FOIA resources on our website. She said she could not afford an attorney to assist her in the lawsuit.
2	(b) (6)	(b) (6)	What is the procedure for obtaining a charge number or case number? .. Etc.	The question was not clear so I provided the hotline number and link to procedural chapter.
3	(b) (6)	(b) (6)	Wants to know how to appeal an FBI hiring decision	gave function of OIP and suggested contacting the Unit of the FBI that denied his employment
4	(b) (6)	(b) (6)	OSHA Case he has been sent to DOJ and he wants to get the status. He said he is suing a company that terminated him.	This is not a FOIA matter so I cannot help him. I explained OIP's function.
5	(b) (6)	(b) (6)	How to get BOP records?	Gave her the BOP FOIA contact info.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 5/16/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	AP-2014-02600 status? Still has not received an ack letter.	As luck would have it, (b) (6) called when I was the FOIA Counselor about a month ago on April 25th. During that phone conversation, we discussed that his letter to OIP was miscatogorized as an appeal and it should have been a request. I spoke to LD and MWH and we cleared this up. Caller called again today and said that he still had not received an acknowledgment letter from OIP for his request. I contacted LD. LD asked GA to call requester back. GA let me know that he had done so and had also finished the final response to requester.
2	(b) (6)	(b) (6)	CRM appeal - have we received?	We had not, but I asked Caller to re-fax and then called her back after checking with NG to confirm that we had it.
3	(b) (6)	(b) (6)	Trying to file a PA appeal through the Portal.	Called back, but no answer.
4	(b) (6)	(b) (6)	E-mailed about how to obtain FOIA information on federal prisoner	Called him back and left message describing FOIA.gov and that he can go online to obtain contact information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: May 19, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wanted to know how to get records from a bank or a school	suggested access to such records doesn't fall under the FOIA; might try contacting those entites directly for records on self.
2			is receiving records from the FBI but never made a FOIA to them	suggested she call D. Sobonya and explain her situation and try to find out more about the alleged request
3			wants the explanation as to why she has to make a FOIA to the VA to find out the determination it made on her complaint	told her was can only offer FOIA advice, if she wants to know about VA policy she needs to ask it directly
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 5/20/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know status of AP-2014-02673.	Informed the requester that her appeal had been reviewed and was submitted for review.
2			Wanted to know the status of a request that he submitted to the Criminal Division.	Provided the requester with the contact information for the Criminal Division. Explained that DOJ handles requests on a decentralized basis. Provided the web address for FOIA.gov.
3			Left VM. Indicated that he wanted to discuss an appeal that was filed.	Looked up (b) (6) client's request number. Only located one appeal under the request. Caller indicated that he will look into the matter further and then call back. Provided the caller with OIP's FAX number.
4			Caller indicated that the BOP quickly rejected her request for records on her deceased father right after OIP remanded the request for a search.	Spoke to SRO and it was decided to open another appeal to determine what the rationale of BOP was in denying this request again. Informed caller that a new appeal would be opened.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: RRK
Date: 05/21/2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer	
1	(b) (6)	(6)	Wanted to know what he could request under FOIA	Told caller that he could make a request for any document that was in the possession of the federal government but I could not tell him what would be released, basically he could ask but the law would determine what he would get	
2			Status	Called back left VM	
3			Status, settlement agreement	Gave contact info for OIG FOIA	
4			Wanted information about "rebutting" a FOIA request for her security clearance	I double checked her VM re the call back number, when I called it I got the VM for someone name (b) (6), did not sound like the person who called so I couldn't actually returned this caller's call	
5			Wanted medical records from a doctor	Told him we only deal with federal FOIA and I could not assist him	
6			Status, (b) (6)	Actually looking for EOIR request, gave contact info	
7			HHS Request	Caller said that he had not received a response from HHS, that he had filed a FOIA request in late March of this year. I explained to him that the OFIA allowed him to file a lawsuit if he hadn't received a response within 20 working. I also told him that it is possible that HHS has a FOIA backlog and is working to process his request. He then asked if I could refer him to a lawyer to help with his FOIA suit and I told him I was not allowed to do that. The caller then became combative, stating that "this is why people get guns and start shooting" and angry that I could not help him, he then hung up abruptly	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 05/23/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	AP-2014-00812	Spoke with him about the status of his request and explained that it is in final review.
2			Can a tourist visa holder request an FBI clearance?	Sent e-mail back to e-mailer through the OIP e-mail address with function language.
3			"Best possible way to contact the FBI about possible records that may be brought to light in the future"	Sent an e-mail back to e-mailer through the OIP e-mail address with remand status language and FBI's phone number and e-mail address.
4			Submitted a request and needs to know the status of the request?	After speaking with Caller I learned that he submitted his request to ATF. I explained FOIA generally/multiple offices, etc. and gave Caller ATF's phone number from FOIA.gov.
5			Status? - AP-2014-01921	We closed this appeal on April 16, 2014. I called (b) (6) back and left a message saying that I would forward a copy of the signed appeal letter to the e-mail address that we have on file. I left my number in case he needed to call to correct the e-mail address. I sent a message and attached the signed letter through the OIP e-mail address to Caller.
6			Re FOIA-2014-02509 - message that he does not want to narrow his request.	Said I would convey to processor. Conveyed to ND. ND confirmed that she received it and will call him.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 05/23/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		<p>Long explanation handled also by SVR and MTC. On 05/08/14, E-mailer originally asked if she had to file a FOIA to see how her complaint with the Patient Advocate at Salisbury Veterans Hospital was resolved. On 05/12/14, SVR informed E-mailer that she could not give legal advice, but provided VA FOIA contact info and FOIA.gov info if E-mailer wanted to file a FOIA request. On 05/19/14, E-mailer responded and said that she didn't want the contact info, she wanted to know why she was being forced to make a FOIA request instead of obtaining the info through other means. On 05/19/14, MTC responded and told E-mailer that we can only provide guidance on matters concerning FOIA and could not comment on VA complaints. On 05/22/14, E-mailer responded and told us that she didn't understand and that she was complaining to someone about how DOJ was interpreting the FOIA differently.</p>	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 5/23/14

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Why was her Fed Ex package returned?	<p>I confirmed that (b) sent her package to OIP's correct mailing address. I could not think of why (b) package would have been returned, so I suggested that she contact Fed Ex and inquire about this.</p> <p>UPDATE: After several rounds of telephone tag, (b) and I finally connected. She advised that Fed Ex said that our office refused the delivery, which surprised me. (b) advised that she was resending the package and wouldn't be using Fed Ex. I confirmed that she had the proper mailing address (in case she wanted to send something via regular mail) and fax number (in case she wanted to submit the materials that way).</p>
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: TAZ
Date: 5/27/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		<p>Re: Background investigation appeal. (OPM?) She wanted information about "what to do". She had sent letter to OIP, and got back the "It appears you are attempting to appeal..." letter on March 25th from this Office. Provided tracking number 2014-06233. She said she has a friend who's an attorney, and asked whether she should ask him about what to do.</p>	<p>Told her that OIP doesn't yet have an appeal tracking number for her appeal. Explained to her the general reasons why she may have received the letter from OIP that she did. (Explained decentralized processing, suggested that she respond to OIP's letter with a response specifying the component to which she sent her initial request and a tracking number, if she had it.) Further said that, if she wants particular legal advice, she may want to consult her attorney friend.</p>
2				<p>(b) (6) spoke with me a few weeks ago on Hotline, and we ended our conversation with me agreeing to send copies of response letters she may not have. She left message last week, and again this morning, letting me know that her letter was "on its way". I advised that I would let her know when I received it.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	Had appealed AP-2014-02036. Appeal was answered and completed. Thereafter on May 8, letter informing them of no further action. But received yesterday via email saying that the appeal would be addressed, assigning a new number. AP-2014-02877. Wanted clarification! Duplicate? See if it's dismissed.	Spoke with (b) (6). There are two appeals. After the second appeal of April 22 (AP-2014-02877), EOIR had issued a separate release of the tapes, perhaps in their internal review process. The caller wanted clarification on whether they'd receive a response letter from 02877 under these circumstances. (By coincidence, I myself am the processor of 02877). I said that OIP's practice is, that whenever we open an appeal file, we need to find a reason to close it, so they should receive correspondence closing the file.
4	(b)	(6)	Claim to GC's office 6 months ago. Involves DLA. Wants to see the ongoing status of that claim. (FOIA?)	He apparently submitted a tort claim. (Federal Tort Claims Act?) I told him that OIP does FOIA, and has little if anything to do with the filings of federal tort claims. I suggested he contact the office he filed his claim with, to get a status update. He asked for my number, so I can give him advice on a potential future lawsuit. I gave him my number, but was very clear that I cannot give him legal advice - "I'm the government's lawyer, not yours" - but that I'd be happy to provide general information on filing FOIA requests and status updates on FOIA requests.
5	(b)	(6)	Re: response received on AP-2014-02376. Received letter dated May 15. "Partly modified grounds". But cited same exemption of 7A. Called to seek clarification about the "modified grounds". Letter didn't state what those grounds are.	Reviewed the file. FBI claimed 7A (but also gave boilerplate 7E watch list language). OIP dropped 7E because of the context of the request. (Sought all records to and from an investigating FBI agent about one of that agent's investigations). Called back (b) (6), and pointed out that we dropped 7E but kept the 7A. He seemed satisfied with this answer.
6	(b)	(6)	Re: Request for confidential treatment of name/address of business. Sent letter to Disclosure Office. Never received info. Wanted to see if we received it.	I called him back. Apparently, his business is an importer, and sent multiple requests for confidential treatment to "US Customs". After looking through my files, I didn't have anything from him,
7	(b)	(6)	Re: Changing our address, "OIR" number.	Did some digging before calling - I don't know what an OIR number is. The FBI has ORI numbers generally for fingerprinting. I called (b) (6) back and explained the function of OIP, but that we don't really have any information on OIR numbers. I suggested she might want to contact the FBI.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: May 28, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants to discuss 18 FOIAs being litigated at DOJ	I explained that b/c currently in litigation so couldn't discuss, said she should contact atty handling cases at DOJ
2	(b)	(6)	Question about family law attorney who is fraudulent attorney -- caller has been "victimized" by home being stolen	This wasn't a FOIA question -- she's really just calling around -- gave her FOIA.gov site for more information
3	(b)	(6)	FOIA contact for request rule of law coordinator in Iraq from DOJ	Gave caller option of submitted request to JMD mail referral if didn't
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
29-May-14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	concerned about HIPPA, Farmers Ins. Caller claims that his name was forged and he is due money	suggested caller contact HHS because he mentioned HIPPA. Suggested police for his claim of forgery. Explained FOIA & function of this office. I think caller had been drinking
2			caller refused to provide name. Caller wanted to know how to make a FOIA	provided info
3			wanted status.	we have an appeal here, but caller wanted status of requests. Suggested he contact agencies directly
4			complaint that IG does not return his phone calls	Kate (liaison) reached out to DW who said she would contact him
5			caller discussed an article 15 he got when he was in the military & now it is preventing him from getting a job. Wanted to know how employer found out.	suggested caller request rap sheet and DOD re records. Gave contact info
6			caller stated that her dad died in a VA hospital in 2001 and now with the scandal she has proof that VA killed him	the number that the caller left required a password to leave a message. Caller did not leave such.
7			wanted medical records from VA	NAJ
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 5.30.14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	status of AAG records referred from NSD	I left him a VM. [He had three requests in eFOIA but none of them matched the description he provided.]
2			Can they get someone else's naturalization number without that person's consent?	I left her a message with the FOIA.gov link for her to find the correct office where she will make a request, and the OIP link to our Guide for privacy questions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ

Date: 06/02/14

Total Private Calls: 2*

VM system was not functioning correctly
for most of the day

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted to provide Alien number which was left off of FOIA request.	I checked our system and we did not have an entry in our system for this request. Caller most likely submitted their request to EOIR, so I provided caller with EOIR's FOIA Requester Service Center telephone number.
2	(b)	(6)	Status update for AP-2012-01490.	Appeal was closed in May 2012. Caller really wanted help with his request to have the FBI correct his record. Directed caller to the Office of Privacy and Civil Liberties for a status update on his correction request appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 06/03/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Call Grandmother (number provided) to provide status update for AP-2013-04083.	Spoke to Grandmother and explained that we need written consent from the Requester before we can speak to a third party about his appeal.
2			1. Is there a way to access the original submission on line? 2. Request was misdirected to OIP and then routed to EOUSA. Requester has not heard from EOUSA.	1. Cannot look at text of request when submitted via the portal. SBT showed me where to find the text, so I e-mailed it to him. 2. Contact EOUSA for an update on the request. If EOUSA does not have a record of the request, contact OIP again and ask that we resend it to them.
3			Request to the FBI, CIA, DOJ. Has a FOIAPA number from the FBI and an acknowledgment letter but has not heard anything.	Gave caller the FBI's FOIA Requester Service Center number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 4, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - re: how do I appeal?	JMB called back and left message that the statute does not provide for any specific language in making a FOIA appeal
2			Left v/m - re: FBI request no. DOJ1252494-000 - he indicated that he received a response, but is "pissed" and wants to find out when can get the materials that he requested	JMB called back and left message
3			Called back - re: questions about FOIA requests to DOL	JMB referred her to foia.gov and the statutory language in the FOIA about how the statute provides administrative appeal rights based on any adverse determination
4			Left v/m - re: status of FOIA and CA Public Records Act request (because agencies are not complying) - wants to file "writ" and wants to know about where to file "writ"	JMB called back and she actually did not make a Federal FOIA request, but rather made a State FOIA request to CA. She wanted to know when DOJ gets involved when a State does not respond to a FOIA request. JMB indicated that OIP only answers questions about Federal FOIA requests
5			Left v/m - re: homeowner unsure about non-judicial foreclosure recorded in Sacramento County and how to obtain name of company which foreclosed	JMB called back and she had a question about a reverse mortgage related to this foreclosure. JMB advised that OIP's functions is to administer the Federal FOIA. She wondered what she could get through a FOIA request. JMB advised that she might go to foia.gov and review the agency contact information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: June 5, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m with front desk - re: whether records employer got through the Public Information Act could be wrong or out of date	DRC called him back and explained that basics of the FOIA and said it is possible the records were not up to date. DRC advised that he could not give legal advice as to how to proceed but to call back if he has additional questions regarding the FOIA.
2			Trying to appeal decision by FBI; Used drugs 14 years ago not within the last ten years; who do I send the appeal to?	DRC informed caller that she first needs to submit a request to the FBI under the Privacy Act to have her records changed. If FBI denies her request she should appeal to OPCL. DRC gave caller the address for OPCL.
3			Emailed MAP: "Attached is a 2010 ATF Personnel Security unclassified "Confidential Source Report" that ATF maintains regarding me & provided to me pursuant to the Privacy Act. May I speak with you about it?"	DRC directed caller to OPCL because caller indicated that he would like appeal ATF's decision on his Privacy Act request. I gave him OPCL's email and mailing address.
5			Questions regarding his complaints to this Office	left voicemail saying call back; called back; said he has a criminal case in Sarasota County and has been trying to get information from county; I explained the function of OIP, stated I couldn't give him legal advice, but recommended he submit a formal request to the state or local authority that has the records he seeks.
6			Question re: release of government contract under FOIA	left voicemail saying call back
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: MWH
Date: 6/6/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted the contact information for EOUSA to determine if a misdirected request made it to EOUSA for processing.	Provided the EOUSA contact information.
2	(b) (6)	(b) (6)	Left VM. Wanted to know how to make a FOIA request.	Left VM with OIP contact information.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: KRP
Date: 6/9/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	PAJ e-mailed contact info. to me. Per PAJ, (b) (6) has a "procedural question on where to send a FOIA."	(b) (6) said that his client will be producing info. to a DOJ component soon. (b) (6) would like to send a production letter with FOIA language to our office to "cover all bases." I do not believe that this is required, but I do believe that our office receives such documents from time to time, so I did not dissuade (b) (6) from his expressed intention to send the promised letter to OIP.
2	(b) (6)	(b) (6)	(b) (6) would like info. from an employer who does work on federal land.	I explained the limits of the FOIA. To the extent that (b) (6) was seeking access to records maintained by the agency maintaining the referenced land/facility, I advised that (b) (6) could submit a FOIA request and suggested that she visit www.foia.gov for more info. (specifically where to submit her request, what info. to include, etc.)
3	(b) (6)	(b) (6)	The caller wanted to talk to the public information officer about letters issued RE: undocumented individuals and public schools.	I tried to help this caller submit a FOIA request for the records she seeks, which she knows are maintained by DOJ but did not know which office. She resisted my suggestion to submit a request to the Mail Referral Unit, however. She insisted that she wanted to talk to the public information officer for OIP. She asked to speak with Melanie, but this did not seem necessary to me, so I suggested that the caller might want to speak with OIP's FOIA public liason, LAD. I gave the caller the phone number published for LAD on FOIA.gov , OIP's main number, and suggested that she call and ask to speak with Laurie Day.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	What is the status of his appeal? He believes that he should win.	I advised that (b) (6) appeal, which I determined to be AP-2014-02225, the only open appeal under his name in OIP's system, was in open status but had been assigned to an attorney. I advised that he would likely receive a response within the next month or two. When he inquired about the reason for the delay, I explained OIP's first in, first out policy.
5	(b)	(6)	Left a message requesting assistance filing a FOIA request.	I returned this call and left a message asking (b) (6) to give me a call back to discuss. Additionally, for information on the FOIA, I suggested that he might want to visit www.foia.gov .
6	(b)	(6)	In an e-mail forwarded from the DOJ.OIP account, (b) (6) asked the following: "Currently in Oregon Assisted living facilities are not checking the exclusion list on new hires. Assisted Living is running all new hires through Oregon's criminal background unit. Is there a requirement to also check with the exclusion list through the D.O.J also? Thank You for your time and information"	I responded to (b) (6) e-mail address and advised her as follows: "Unfortunately, OIP's FOIA counselors are not authorized to answer questions about hiring obligations for Oregon assisted living facilities. Rather, the FOIA counselor service is intended to answer questions about the federal Freedom of Information Act, a means of gaining access to records maintained by federal agencies. If you have questions concerning the FOIA, I would be more than happy to help you."
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 06/11/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Parents getting fingerprinted at school	Called back and left VM, informed caller that OIP does not handle fingerprint/background check information; gave her contact info for FBI CJIS
2			Caller wanted help navigating website to find info on FOIA requests and Responses, I think we he wanted stats	Called back, left VM
3			Wanted court filings from a habeus petition	Gave him EOUSA contact info
4			ATF request, wants to talk about denial	Told him I could not discuss any legal matters or informally discuss with him legal guidance from the website. Told the caller that he could file an appeal from a request that had withheld information, or if the appeal time frame had expired he could file a new request
5			Story about human trafficking	Called back left VM, gave contact info for various DOJ components
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: TAZ
Date: 6/12/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		She called child services investigatory worker. Caller's granddaughter has mental health issues. They took away her children. And their mom has them right now for foster care. Caller called in to who was working on it, to ask a question - left name and number. That worker had a meeting with caller's daughter, and at the meeting instead of calling caller back, said to caller's daughter that caller called. In turn, this caused all kinds of problems. Daughter thought that caller called in to report on daughter.	Said that it didn't really sound like a FOIA issue. (Privacy, and often this kind of procedure is state law.)

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(b) (6)	A variety of basic FOIA questions. First question was asking if I could mail a CID form. Believes that there's some information "in her file" that is causing her trouble with law enforcement, and wants to know what information is being held on her.	I got her address (b) (6), and said I'd send a copy of a CID. I further generally explained the purpose behind the CID (that it acts as a first-party privacy waiver). I explained the decentralized DOJ FOIA process, and that she should submit a request to each component of DOJ she believes would maintain records on her. I gave general information about the FOIA process, and about OIP's office function. She mentioned trouble with sherriffs in Nevada and Florida, and I explained that the federal FOIA wouldn't reach records maintained by state agencies, but that I would assume that both Nevada and Florida have open records laws that she could make requests under. I will follow up by sending a brief letter and enclose a CID (and provide URLs of where a CID can be downloaded as a PDF.)
3	(b) (6)	(b) (6)	Wanted address of Coast Guard to make FOIA request to.	Gave address from foia.gov
4	(b) (6)	(b) (6)	Filed a police complaint three years ago. Has been trying to get that complaint in writing. In Massachusetts, it's not public records. They keep routing her over and over. She called the court and asked whether she needs to make a motion - they keep telling her to call the police. She called the police, who said to call the court. (b) (6). Lowell, MA. Started crying while discussing her situation - she was abused in prison.	I asked which police department she made her complaint to, and she said the Lowell, MA police. I told her that Massachusetts state and local records probably would not be maintained by the federal government, and that she may wish to make a request under the Massachusetts state FOIA analogue, because these don't sound like federal records. She began to cry, while saying that these "should be" federal records, and began to recount her mistreatment at the hands of MA officials, and said that because of her experience she doesn't believe in the rule of law anymore, and that I should be able to help her, and why can't I help her? I did the best I could to calm her down, and provided the phone number for the Massachusetts Public Records office. To be candid, this was a difficult call to field.
5	(b) (6)	(b) (6)	Trying to obtain ATF's email address for submitting FOIA request.	Provided it. foiamail@atf.gov
6	(b) (6)	(b) (6)		
7	(b) (6)	(b) (6)		
8	(b) (6)	(b) (6)		

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 06/13/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	AP-2014-01463	(b) (6) new address and asked me to send another letter. I forwarded to PJ/NG (cc'd ADW) and asked them to send a status letter I drafted to R with the original closing letter.
2	(b) (6)	(b) (6)	Need to submit a letter in addition to the Portal submission	Left voicemail telling him our e-mail and fax number. I told him to reference his appeal number and then I said that I would inform attys assigned to his case (CDT and MWH) to watch for it. Sent them an e-mail. Caller called back a little later to confirm that he had done so.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 6/16/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	2014-02383. Seeking a new status update on her appeal.	After talking to Sarah, I advised the caller that our attorney is actively working on the appeal but is waiting for a response from the component regarding some questions she has about the appeal.
2	(b)	(6)	The caller keeps having trouble with background investigations (not at the federal level) and wondered if there is any request for information he could make that would help him figure out why he is failing background investigations.	I told the caller that he could make a request to the FBI for his rap sheet, which would show whether the feds have been made aware of any arrests/crimes of the caller. That could be impacting any background checks by private entities.
3	(b)	(6)	Can I modify a request after receiving a final response?	I noted that she is free to make another request, but it would be up to the agency whether it would be called a new request or an amendment to the existing request, since the final response already went out. The agency only took 18 days to respond to the first request, so presumably the wait time would not be too long in either event.
4	(b)	(6)	This person emailed to complain about a family member's treatment by BOP.	I passed the email to our law clerk for handling as citizen mail because it involves no FOIA issue.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 6/17/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) left a voicemail message stating that she was returning a 6/13 call from OIP. Referenced Request No. 00878.	I returned (b) (6) call and left a message. I asked that she give me a call back here at OIP. I am waiting to hear back from this caller.
2	(b) (6)	(b) (6)	(b) (6) left a voicemail for the FOIA counselor of the day. (b) (6) said that she had a question about an EEO claim and asked that someone give her a call.	When I returned (b) (6) call, another lady answered the phone and advised that (b) (6) wasn't there. I left a message with the lady who answered the phone and asked that (b) (6) give me a call back. I am waiting to hear from (b) (6)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 18, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Sent e-mail received at OIP e-mail mailbox - client was denied entry into Canada and he seeks advice as to how he can correct database used (and specifically he indicates that his client pled guilty to a misdemeanor charge - however, the database indicates that his client was convicted of a felony)	JMB contacted him by e-mail because his e-mail message indicates that he sent an attachment (a copy of the County court's record for his client) and JMB would like to review the attachment before discussing this further. On June 20, 2014, upon review of County records, JMB sent this e-mail: "In addition to specific functions related to Department of Justice Freedom of Information Act requests and administrative appeals, please note that the principal administrative function of the Office of Information Policy is to oversee compliance with the FOIA by Federal agencies. This Office does not have the authority to investigate these allegations concerning your client and does not provide legal advice."
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: June 5, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Following up on a FOIA Request submitted to the MRU; Sent by certified mail and signed for on May 6th, 2014 from law firm Elarbee Thompson	DRC advised caller that he would try contacting the MRU on caller's behalf to follow up on the status; DRC called the MRU and got auto voicemail; JMB advised DRC that he has had luck contacting Joe Gerstell at the MRU via email to follow up on requests; DRC left v/m with caller asking for additional info re: the request; Caller called back and gave name of person who signed for it; DRC emailed Joe Gerstell at MRU who was able to track down the request. It was forwarded to Civil Rights. DRC gave caller CRT's Contact info.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 20, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller made several complaint to HHS's Office for Civil Rights's Regional Office in Atlanta and wants to make a FOIA request (apparently she sent a FOIA request to MAP, which may or may not have been received by OIP)	JMB contacted HHS's FOIA Requester Service Center and confirmed how to most efficiently send a FOIA request to OCR and send link to Caller via e-mail
2	(b)	(6)	Left v/m - question, re: Caller sent FOIA request to FEMA 10 months ago and has not received a response	JMB located contacted information for FEMA on foia.gov and gave it to Caller. Caller indicated that she has reference number, but has not yet been given an update on statute after sending FOIA request to DHS on August 2, 2013. JMB indicated that he would try and get a POC for her
3	(b)	(6)	Left v/m - discharged Vet with problem for 9 years - question, re: status of FOIA request to VA/Board of Veterans Appeals	JMB located contacted information for BVA on foia.gov and gave it to Caller. Caller indicated that his lawyer has reference number, but has not yet been given an update on statute after sending FOIA request in December 2013. JMB indicated that he would try and get a POC for him
4	(b)	(6)	Caller wants to come by and review FCPA decisions and wants to make an appointment to do so	JMB located contact information for Fraud Section in the Criminal Division (which had posted the decision that Caller wanted to review). JMB explained that Caller might want to make FOIA request to CRM for copies of relevant decisions. Caller seemed to what to review decisions in person and indicated that Caller would contact Fraud Section directly

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 06/23/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller is a former inmate and wants to request medical records from BOP? BOP told him to call our office.	Walked Requester through FOIA.gov and instructed how to file a request to BOP, including DOJ 361.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: June 24, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Advocacy org in california. Trying to get telephone dir for USDA Food and Nutrition Service SNAP division. Has been unsuccessful.	Hadn't yet made a FOIA request, so I suggested he make an actual request. Gave FOIA contact info for USDA Food and Nutrition Service. He asked if there was someone in the White House who dealt with FOIA, and I replied that the main government-wide FOIA guidance folks were OIP.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: June 25, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Question re FOIA request fulfilled by private citizen -- information given has been publicized. What are our organizations rights as far as information about us being made public that was rec'd under the FOIA?	Explained that once information has been released to a R under the FOIA, information is now public as a release to one is a release to all. Under the FOIA, there is nothing her organization can do to prevent the R from putting the information up on the web. Told caller she could consult with an attorney for any other possible options (VM).
2	(b)	(6)	FOIA request from OPM -- trying to obtain GS ranking of retired IRS agent -- would OPM have it?	Suggested calling OPM FOIA office to verify these were records it would have -- possibly may need to go to IRS directly. Caller is going to check with OPM before filing request
3	(b)	(6)	AP-2014-03111 (son's appeal, (b) (6)) -- she sent info. for payment but hasn't heard anything and is worried she sent financial information to wrong email address	Gave caller FBI's FOIA number, told her she needs to find out what is happening with her request w/ Denny and if it is cleared up and she doesn't need us to adjudicate her appeal to call and we'll close it
4	(b)	(6)	Anything updated since Pres Memo from 2009?	No answer
5	(b)	(6)	Former federal prosecutor -- wants to obtain old AWP from 40 years ago b/c writing a book	Caller can file a FOIA with EOUSA but cautioned that AWP is covered by b5 so there is no guarantee he'd get it. He also asked about FBI 302s -- gave him FBI contact info.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 27, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - re: FOIA resources and what is available to help her get her brother released from prison (she has made several appeals to Missouri Department of Corrections and court system	JMB called her back - could not leave v/m (her v/m box was full). On June 30, 2014, JMB tried again and again could not leave v/m. On July 2, 2014, JMB tried again (phone picked up after two rings, but JMB could not speak with whomever picked up the phone, strangely it sounded like someone was dialing an outgoing call)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: June 30, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	message - has a complaint about gov't harrassment - claims someone in the federal gov't is "using black magic" on him/her "in [his/her] brain"	could not return call
2			wanted guidance regarding 28 CFR part 23	Looked this up and suggested he try the National Criminal Intelligence Resource Center (850-385-0600)
3			His appeal AP-2014-02654; he want to supplement with privacy waivers	Passed on call to RKK because he is the assigned attorney.
4			(firearm manufacturer) wants info on when ATF grants exemptions [regarding firearm production/distribution?] under its regulations	Left message - suggested she this did not sound like a FOIA request, but directed her to foia.gov for assistance if it was; may want to contact ATF directly
5			wants to re-open FBI Req. No. 0948034, AP-2009-1497	Directed her to foia.gov to make a new request
6			Is having difficulty getting an estimated date of completion of his FOIA Req. to BOP	(waiting for info from BOP; 9:30 am 7/1)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: July 1, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Asking about status of AP-2014-02076. Has not received a response. Also, received a June 12, 2014 letter for AP-2014-02188 which was unsigned.	DRC called back and gave status of AP-2014-02076 (submitted for review) and said it should go out in the next few weeks. Also, DRC said OIP would resend the June 12, 2014 letter with a signature.
2			Asked for a copy of his appeal letter for AP-2014-02073 to AP-2014-02076 and AP-2014-02188	Left v/m saying I would send out appeal letter immediately.
3			Left v/m; Wants to know what letters mean on document that says "Top Secret" something.	Left v/m
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 07/02/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to file FOAI request about Waco standoff	Gave FBI info
2			Wanted information about what to do if he didn't get what he wanted from a medicare FOIA request	Gave standard response, cant give legal advice, told him about appeal rights and lawsuit rights
3			Appeal Status	Gave him appeal status
4			Caller had question about a request he sent to the state of Oregon's Department of Health Services	I infomred him that OIP is part of the Federal Justice department and we do not oversee state agencies
5			AP-2014-03021	Gave Status
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: DRC
Date: July 1, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		I was wondering if you can help me, I am having difficulty navigating the website. I would like to find out who made a complaint against me with town. Under the FOIA I am entitled to know this information, but do not know where to begin.	This responds to your email dated July 2, 2014, in which you request assistance with the website and state that you "would like to find out who made a complaint against me with town" and "[u]nder the FOIA I am entitled to know this information, but do not know where to begin." Please be advised that this Office, the Office of Information Policy of the United States Dept. of Justice, deals with the Federal Freedom of Information Act. Each state also generally has a Freedom of Information or Public Information Act which can be used to request information from state or local entities. It appears that you may be seeking information records from a state or local entity because you mention a "town." If that is the case, you may wish to make a request for such records to the proper authorities in accordance with the appropriate state or local records access provisions. If you are seeking records from a Federal Agency, www.foia.gov is an excellent resource. Once you have determined which federal agency is likely to have the records you seek you can find the relevant FOIA contact information for that agency under the "FOIA Contacts" tab which is located in the upper right corner of the screen.
2			How to make a request for records that are in the US Attorney's Office in Maryland	Gave caller EOUSA's FOIA contact info & mentioned need for CID if asking for records on himself
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 7/7/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	AP 2014 02383 appeal status	I submitted that appeal on 7/1 so I anticipate it will be signed in the next few weeks.
2	(b)	(6)	does a request have to be limited in writing? Is there a time limit? For a senator. He wants to know if the Senator has to answer his FOIA request.	Congress is not subject of the FOIA, just agencies. He can get more info about the FOIA at foia.gov
3	(b)	(6)	How can he make a BOP FOIA request?	I gave him their address and the link to make a request online
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Represents a client who was denied entry, wants to get records for client from DHS, DOJ, and State. Had many questions on this process.	First, she asked whether these would be Privacy Act or FOIA requests, or what the difference was. I said that the main difference between PA and FOIA requests is that PA is for first-party requests. However, at least in DOJ, when a PA request is made for records not maintained in a "system of records", it is interpreted as a FOIA request. She then said that she wanted to make a request to DOJ, DHS, and State. I said that DOJ has a decentralized FOIA processing system, and that
2	(b) (6)	(b) (6)	Made a request under FOIA. As soon as he got the info, he was in an accident, and lost the info. Trying to find out to request the information again. How would he do that, and would he need to use the DOJ form again?	Said that he may want to make the identical requests to the same agencies (with tracking numbers, if he has them.) And if it's a first-party request to DOJ, he should use the CID form or equivalent.
3	(b) (6)	(b) (6)	Wants to know how to make Privacy Act request to change information that is wrong in his FBI file. (File apparently says that fraud charges had been brought against him, where he says they haven't.)	(b) (6). Wants DOJ Form to make Privacy Act request to FBI to change information he says is wrong. Will send him copy through mail. UPDATE 7/9/2014: I sent it.
4	(b) (6)	(b) (6)	Status update on AP-2014-02030	KRP advised me that it's assigned to her, and it's open, and requester will probably receive answer some time this summer.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b)	(6)	This womna's housekeeper obtained fraudulent deed. Bribed judge. Never paid a penny. Never agreed to sell to anybody. The woman she's complaining about apparently fraudulantly got title. She's on the deed since 1970. "She's a whore and a prostitute". Incoherent discussion of wild sex parties, torturing people in closets, thefts, stealing her bar license etc. by this woman.	In response to all three messages, I left single message saying that the OAG and other SMOs generally don't maintain records on individuals. If she's looking for information on property deeds in NYC and bar license information in Idaho and Florida, I suggest she contact state authorities.
6	(b)	(6)	I sent Melanie Pustay a copy of her law school transcript with her address, and started living in the building in 1971. Needs the original deed to show that she's the owner. Complains that the woman is a "professional murder killer from the mafia nazi party". She requested docs from this office. Got back "very strange letter" from this office.	In response to all three messages, I left single message saying that the OAG and other SMOs generally don't maintain records on individuals. If she's looking for information on property deeds in NYC and bar license information in Idaho and Florida, I suggest she contact state authorities.
7	(b)	(6)	Needs her bar license.	In response to all three messages, I left single message saying that the OAG and other SMOs generally don't maintain records on individuals. If she's looking for information on property deeds in NYC and bar license information in Idaho and Florida, I suggest she contact state authorities.
8	(b)	(6)	Trying to track down info regarding an investigation dealing with Office of Civil Rights.	Apparently, the requester says that she learned that DOJ is investigating the Office of Civil Rights for alleged wrongdoing in the San Francisco Office. I said that OIG would probably be the entity investigating other parts of DOJ, and provided email and fax info for OIG so caller can make a FOIA request.

Call	Caller's Name	Phone Number	Question	Advice / Answer
9	(b)	(6)	Email: "Do you know where I can locate information regarding settlement agreements regarding physician self-referral laws (Stark) from 2011 to present? I would appreciate it if you could let me know as soon as possible."	Responded by citing the Center for Medicare/Medicaid Services (cms.gov). The website has relevant information on this subject.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: July 9, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Works for Am Ex -- was put on "Unproductive report" b/c was on FMLA. Filed complaint w/ HR. This report is not password protected. How do I proceed from here? What are my rights?	Am Ex is a private company so there is no FOIA question here
2	(b) (6)	(b) (6)		Left VM
3	(b) (6)	(b) (6)	Wants to purchase FOIA guide	We are not publishing updated Guide, can print out from our website
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADW
Date: July 10, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	left message during the night. Very difficult to understand. Something about a trial. Could not understand name or phone number after multiple attempts	
2	(b) (6)	(6)	left message early am. Something about "people are criminals" and stated he had called the FBI already. Talked about federal employees doing their jobs.	
3	(b) (6)	(6)	wanted help with filing out the cert of id	
4	(b) (6)	(6)	wanted address of component	no computer - provided
5	(b) (6)	(6)	wanted non federal records	explained FOIA & fed rec/agencies
6	(b) (6)	(6)	wanted records	walked through computer to find address
7	(b) (6)	(6)	same	how to & where.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 07/11/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants to make a request for third party inmate records, but question is what is in an inmate file.	Sent e-mail back through the OIP e-mail address that informed R of what type of records that OIP maintains (not those that he requested) and informs Caller that he may wish to make a request to BOP. Gave him BOP's contact info (e-mail, phone, mailing) as found on FOIA.gov.
2	(b)	(6)	Status of appeal?	I received this as a message and could not understand the middle three numbers. I looked in PS and could not find any ^(b) who matched this name. The call was very difficult to hear. We have a (b) (6) but the number is not an appeal and it's from 2011. I was unable to call her back.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	See next box for recap	<p>to give it to her while she threatened me with "sanctions" and accused me of "playing games." Eventually, I was able to calm Caller and, after about fifty times saying my last name into the phone, she heard it. Caller then gave me a little background on herself. Caller said that she was a famous person, that she was the King of the Universe following a Parliamentary vote, that she had passed the Iowa Bar which apparently is the most difficult Bar exam in the country, and that she was a "genius" and "claimed genius status." She then informed me that she was going to try to explain to me - a non-genius status person - the issue that she was having. Caller made a request for her Bar license info and some records concerning I think the mafia to OIP. OIP issued a "records of this type not maintained" response (obviously). Caller took issue with this because, I guess, there is a mention of the Privacy Act on our website. This led Caller to assume that OIP was lying. Caller asked me to do something about this. I explained the letter to her and tried to suggest that Bar information is maintained by the state. She disagreed and asked me to go and ask the AG about it. I declined. Caller then spent the next forty minutes literally reading parts of our website to me, explaining why she was right, asking for the IR Staff person's removal, and repeating the whole process over and over. I didn't really contribute much. I eventually said that if she wanted to file an appeal, she could. Caller said no, but she wanted a senior attorney to look into this situation. I explained that that was what an appeal was, but that sent Caller into repeating the process described above and explaining to me that she had "genius status" so perhaps I was not understanding. Eventually, I decided to take a page from Caller and just repeat my appeal discussion. We went back and forth for a while. I found that she actually has three appeals pending and explained that to her, but that set Caller off on the above loop again. Eventually, Caller explained something about the mafia to me and thanked me for my time. I got the impressions</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 7/14/14

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		What is the status of his appeal?	I checked in Privasoft and determined that SO's appeal is AP-2014-02225, which is in open status but has been assigned to an attorney. I advised SO accordingly and told him that he would likely receive a response to his request later this summer. SO is very anxious to receive a response ASAP. I explained OIP's first in, first out policy. When SO wanted a more specific time estimate, I said that he would likely receive a response sometime next month.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 07/15/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Looking for information about pharmacies, doctors, medical facilities, nurses, etc. Mentioned information like DEA number but isn't necessarily looking for investigative records.	Suggested she call DEA to describe the information she seeks to see if they maintain that type of record. Generally, DOJ is not going to have records on these subjects (outside of DEA numbers) unless there is some sort of investigation.
2	(b)	(6)	Received a letter from the FBI stating that his request was administratively closed. Wants to know what that means.	Had the caller read the letter to me to see if I could decipher what the FBI meant. I believe the letter was informing the caller that a request number was being closed because it was a duplicate but also provided the FBI's FOIA Requester Service Center telephone number so the caller could confirm this with the FBI.
3	(b)	(6)	Caller is looking for a copy of a civil rights settlement entered into between his employer and the union in the 1970's.	Suggested caller make a request to the Civil Rights Division and provided contact information from FOIA.gov.
4	(b)	(6)	Made a FOIA request to BOP but they sent the records for the wrong facility.	When I called her back she had already worked the issue out with BOP's FOIA office.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: July 16, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Re: status of FOIA request sent to Disability Rights Section	JMB called her back and provided contact e-mail and phone numbers for CRT (the umbrella component for the Disability Rights Section) from foia.gov
2	(b) (6)	(6)	Re: status of FOIA request for her brother, (b) (6)	JMB consulted with ADW (ADW advised that we do not acknowledge or provide status updates to third parties without written consent). JMB called her back and let her know about third-party consent. Caller indicated that her brother gave her the name Gerson. JMB told her that Gerson is Susan Gerson and provided EOUSA's telephone number from foia.gov
3	(b) (6)	(6)	Left v/m - question, re: medical documents from VA Regional Office in New Orleans (for those who have joined the military and left the military) - he has not been able to receive copies of his medical records	JMB had difficulty reaching him on July 16 and July 17 (could not leave a v/m). On July 18, JMB left a v/m for him indicating that he should try 1) foia.va.gov; and 2) myhealth.va.gov to obtain his medical records (if he could obtain them directly from the New Orleans Regional Office).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 7/17/14

Total Private Calls: 0

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left VM. Wanted to know the status of a request submitted by client.	Determined that the request was submitted to EOIR. Provided the caller with the contact information for EOIR.
2			Left VM. Wanted to know how to obtain a statement made by a third-party against her.	Left VM. Provided the Hotline call back number.
3			Wanted to know the status of AP-2014-02368.	Provided the caller with the status and informed the attorney assigned to the appeal.
4			Wanted to know what the FOIA remedy is for improperly destroying emails.	Informed the caller that this is a record retention issue and not a FOIA issues.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: July 18, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m re: something about the CIA; says he is in FMC in North Carolina and wants a file; Caller was very hard to understand	Could not call back b/c caller did not leave a phone number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 7/21/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	The caller was curious about how to obtain records about an inmate at Otisville.	I told the caller that he could request such records from BOP if that is a federal inmate. I did caution that records about living third parties generally cannot be released.
2	(b)	(6)	Called to ask a question about our determination on 2014-02795.	I offered to take a look at the appeal and possibly reconsider our determination, but the requester preferred to just go back to the FBI and make a new request for cross-references in which he would provide additional information about the subject of the request. The requester initially provided a great deal of biographical information about the requester, but nothing specifically about any possible contacts with the FBI.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: adw
Date: July 22, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wanted local police reports	explained how to - fed v. local
2			asking about possibility of state & fed sharing info	it is possible & gave examples. Mentioned that if it is PA, that there are certain procedures to follow
3			explained that he filed a claim with ADA, but no one will help & his calls are blocked. He wants \$	explained office function
4			caller applied to teach at at DOD school overseas, but was not accepted. She wanted to know why. Caller has contacted various Army offices and the U of Md because the U of Md "processes" the applications.	difficult to determine if caller had really made a FOIA request. caller could not explain hiring process or the role U of Md played. Finally suggested that caller contact OGIS
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MTC
Date: July 23, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		FBI status on amendment to records	Left message - gave contact info for FBI Public Liaison & Requester Svc. Ctr.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: July 24, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Get correspondence on paperwork he sent the Department of Justice. (?) Trying to receive it back? Unclear voicemail.	Called back and left message.
2	(b)	(6)	(Previously called on 7/18/14). Not very intelligible, but alternately claims to be CIA, DIA, and "Bureau". Says that CIA said back in 2009 that it has a record for him under the Privacy Act. From the 7/18/14, notes say that he's in a Federal Medical Center. Says that he is on an intelligence mission that is Top Secret, and they usually don't talk about this over the phone, but he'll talk to me about it because I have authority to hear it as well. Requests that an attorney from OIP visit him so he can give his intelligence report.	The caller's assertions weren't very credible, and so I ignored the fact that he purportedly was discussing Top Secret information on my phone line. I didn't respond at all to that portion of his assertion. As for the merits, I said that if he requested under Privacy Act in 2009 records from the CIA, and he was dissatisfied with their response, he could administratively appeal or file a lawsuit as indicated in the letter he received. He says that he didn't have the letter with him. I also said that OIP can't generally compel CIA to do certain FOIA things - that there's a separate administrative and judicial procedure for that. Also said that OIP doesn't generally visit individuals - it's not our function.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	Has an FOIA for the state of Connecticut. Believes that DOJ enforces all FOIA across the country. Says she read on the DOJ website that we enforce requests for state records.	Tried to explain that the DOJ oversees the FEDERAL FOIA, not Connecticut's analogue. She maintained that she read on our website that we enforce the state FOIA as well. I went directly to OIP's website and read out the portion that says we don't do state records enforcement. Because she requested, I located the contact information for the Connecticut state FOIA office and gave their publicly available phone number to her. She said she felt "sick to [her] stomach" when I said the federal DOJ probably couldn't help her.
4	(b)	(6)	Called from 1100 L Street (DOJ) lobby, wanting to make a request for records on himself. Wanted to get request done today, so as not to waste his time.	Before I knew better, I agreed to meet him downstairs in NYAve with a CID for him to fill out. We spoke in person (in front of the armed guards downstairs after I told them what was happening), and he seemed pleasant enough. He wanted all DOJ records, so I explained decentralized processing, and he seemed satisfied that he wanted records from the FBI. He filled out the CID, and I took it back upstairs and gave it to Laurie. I personally printed out the CID on OIP's printer and he filled out the form using my pen.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 07/25/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted info about filing a request with IRS	Directed him to IRS site and FOIA info
2	(b) (6)	(b) (6)	wanted info about state-level FOIAs filed	Tolf caller we are Federal FOIA and have no auhtoiryt to enforce state FOIA; recommend he contact state AG's office
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: July 28, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Question, re: FBI records - she seeks a copy of a statement that she gave to FBI S/A (b) (6) 3 years ago. S/A Girsch gave her telephone numbers for FEDINFO and the FBI - Birmingham Field Office	Caller identified the records that she seeks (copy of interview statement given to FBI). S/A Girsch told her that she could just call, give her SSN, and get the records. Caller appeared to need contact information for the FBI FOIA office. JMB gave Caller the e-mail address and FOIA Requester Service Center telephone number from foia.gov and told her to call back if she has additional questions.
2	(b) (6)	(b) (6)	Left v/m - status of FOIA request, dated June 5, 2014, and received by DOJ on June 11, 2014	Caller noted that acknowledgement letters are always received to requests sent by mail. JMB confirmed that Caller sent request to CRM and gave Caller the phone number and e-mail for CRM (Requester Service Center) from foia.gov
3	(b) (6)	(b) (6)	Left v/m - re: question about USG time limits for responding to FOIA requests	JMB called Caller back and left v/m - Caller did not have a specific question so JMB referred Caller to OIP's FOIA Guide, Procedural Requirements section at pp. 32-36 ("Time Limits" discussion) for OIP's guidance and discussion of FOIA time limits. On July 29, 2014, JMB spoke with Caller and he is seeking status of FOIA request made to Army Corps of Engineers. JMB offered to assist Caller with status inquiry and will do so. On July 30, 2014, Caller confirmed that he received status update.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 7/29/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) left a message on my voicemail. He said that he had a question about the Mail Referral Unit.	When I returned (b) (6) call, he said that he no longer had a question for me. He said that whatever the question had been, it was "no longer lingering." I encouraged him to give us a call back if he had other FOIA questions in the future.
2	(b) (6)	(b) (6)	(b) (6) left a message asking how to obtain a divorce from someone in Nigeria.	I returned (b) (6) call and reached an answering machine that did not have her name on it (automated message). Because I did not know if this was a shared machine, I didn't want to mention the divorce question in my message. Instead, I left a message advising (b) (6) that unfortunately, I was not able to answer her question, but advising that if she could give me a call back here at OIP, I would explain why that is and a bit about this Office's function.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 07/30/2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted info about SSA and releasing information	Directed him to SSA's FOIA website
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MWH
Date: 8/20/14

Total Private Calls: 0

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)	[REDACTED]	Left VM. Wanted to know the status of his remanded request to EOUSA. AP-2014-01262.	Attempted to call back, VM was not set up.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: SVR
Date: 8/1/14**

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 08/04/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Needs to obtain OIG Report	Gave caller OIG's physical address, e-mail address, and FOIA hotline number. Explained FOIA process generally.
2			Information of the FOIA - brother killed and wants info from local sheriff's office	Caller wanted to make NC records request. Explained FOIA v. state open records laws, gave her NC AG's phone number after looking around for direct open records phone number with no luck. I assume someone at the NC AG's office will be able to direct Caller to make a NC open records request.
3			Wanted to make a civil rights complaint due to abuse in IN prison	Gave him CRT's phone number after lengthy discription from caller which ended in him wanting to make civil rights complaint.
4			Request with HUD. Taking longer than the 20 days. Called HUD, but not responding to calls.	Gave Caller phone number of FOIA Public Liason as listed on FOIA.gov. He had called FOIA Hotline for HUD, but with no response. Explained to him our role.
5			Task Informer Force on Faith Based and Community Initiatives - where to make request?	I told Caller to make the request to OIP. I looked up the task force's webpage, but I can't tell if it is still active. I think not given that the webpage is in DOJ's archives and that its in the old webpage format. However, I can't tell where the records are currently located and, given that the task force appears to have been created under the DAG's office (and the task force's link for FOIA sent me to OIP's webpage), I think the best place for Caller to go would be OIP. I advised Caller that I wasn't positive and that the records may have been transfered if the task force is no longer active, but that he could start with OIP (explained process (ack with tracking number, search, etc.)).

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy
Date: August 5, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Attempting to reach the AG. Started contacting AG many years ago. Sent complaint to the FBI, and the FBI won't give back his paperwork, even after filing numerous motions. Underlying complaint is about Jackson County, Indiana jail.	Said that if he wants records from a state, he can make a request to Indiana under Indiana's law. Also said that this office does FOIA matters, and that we don't do scheduling for meetings with the AG. Because he filed a criminal complaint with the FBI, I suggested he make a FOIA request to the FBI for records. He said he made a complaint to the FBI, but the FBI won't give him back his package of information (even after many court filings in state and federal court). Because he was complaining about the FBI violating his rights, I gave him the contact info for the OIG Hotline.
2	(b)	(6)	A military veteran. Public has a right to know certain information. He wants to know where he can make a request to get information on who has requested records on himself.	Explained generally that there are many different components, decentralized, etc. He asked how many, I said that there were dozens, but that there are some components (for example, I said PRAO) that probably wouldn't have records, but as a veteran, DOD or the VA might. I directed him to foia.gov, and told him how to navigate to the dropdown menus for making FOIA requests to any agency he wishes.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	<p>[via email] "I head a non profit which engaged the office of Georgia 11th District US Congressman Dr. Phil Gingrey's office for help with our preservation project starting in 2007. After years of effort and final funding success, the Congressman's staffer hijacked our project and formed her own non profit through her local connections including the County Attorney where our project is located who is her brother. We are engaging a lawsuit to recover our project from deception and fraud with a federal grant. As part of that action we made a Freedom of Information Act request for documents in late August. The 11th District offices are refusing to comply. What is my next course of action?"</p>	<p>Called back and spoke with (b) (6). Informed him that, unfortunately, the FOIA doesn't apply to members of Congress. Caller said that the Congressman's Office said that they responded to FOIA requests all the time, and I said that perhaps they voluntarily take on FOIA-like obligations as an administrative matter to be nice, but this particular law doesn't require them to. As for his "further legal steps", I said that as a DOJ attorney, I can't give legal advice to members of the public.</p>
4			<p>Which dept to submit request for info on the dates he entered the US from Canada. (BOP?)</p>	<p>Before I called back, found that the Customs and Border Protection website says that it's the place to request "entry and exit" information. Provided that information to the requester, as well as the web link to make a request online. After the requester asked about CID-type things, I looked up DHS regs, and related that information to the requester. (Full name, date/place of birth, signature under perjury or notarized, etc.)</p>
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: August 6, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Been trying to contact BOP about her request (2014-07927) but no one has called her back. Left message for Chip Baum. And at Mid-Atlantic region	Email to BOP: Wanda and Wilson, I received a voicemail this morning from a requester named (b) (6) (Request No. 2014-07927) who stated she had been trying to contact BOP about her request. She said she left a message with (b) (6) and at the Mid-Atlantic region, but no one has gotten back to her. I talked to (b) (6) and he said he's no longer in the FOIA section. I'm planning to call back (b) (6) and let her know that I have reached out BOP and give her the public liaison number. I'll also let her know if she is dissatisfied she has the option to appeal to our office. Thanks so much, Christina --- Called caller back, informed her of the above
2	(b) (6)	(b) (6)	Wants to make FOIA to EOUSA -- should address it to Southern district or regular FOIA address?	Address it to FOIA office
3	(b) (6)	(b) (6)	Looking for an opinion letter	Left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 08/07/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller was confused by the letter he received from the IR Staff. He submitted several requests for FBI records (for himself, deceased 3P, and living 3P).	Letter informs Requester that he needs to submit his requests to the FBI and provide certification of identity or proof of death where appropriate. Directed caller to FOIA.gov to get the contact information for the FBI. Answered some other general questions about submitting requests to the Department as well.
2	(b)	(6)	Assistance with making a FOIA request	VM
3	(b)	(6)	Looking for a specific letter from the Criminal Division to the SEC in 1979. Wanted to obtain a copy without making a FOIA request. His google searches could not locate it.	Caller can check the reading rooms for the Criminal Division and SEC, but if the document was not located by Google, it is probably not on those pages. Will need to submit a FOIA request to obtain a copy.
4	(b)	(6)	Status update for AP-2014-02634	VM: With reviewer, should have a response by the end of August.
5	(b)	(6)	Copies of original FOIA requests for OGIS. 1248514, -15, -33, -38, -66	I spoke with MWH about the circumstances under which we provide records to OGIS and determined it would be faster, if the Requester is working with OGIS to address outstanding issues, for OGIS to reach out to OIP to get a copy of the documents, which we would provider per a SORN. If Requester would like copies for his own record, he would need to submit a new FOIA request. If he just wants his request letters, he should make that request to the FBI. I shared this in a VM.
6	(b)	(6)	Status update for FOIA-2014-00147	VM: (info per DH) Search has been conducted and there are over 9,000 pages to process. Estimate is 9 months. Can submit a request for EP but it needs to be in writing.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: August 8, 2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - Caller wants to make a FOIA request for all pertinent information held by DOJ in his name	JMB called back and advised that Caller should check foia.gov for specific agency from which he seeks records and send a request to that agency/component in writing
2	(b) (6)	(6)	Caller had many questions about the status of proposed regulations and whether OIP was using secret law or policies in processing FOIA requests or adjudicating FOIA appeals	JMB spoke at length with the Caller, who asked a series of yes/no questions about JMB's knowledge of the status of the proposed regulations and whether OIP was using secret law. JMB tried as best he could to answer all of Caller's questions. Caller seemed dissatisfied and left his telephone no. with JMB. Because his questions do not relate to FOIA Counselor guidance, there does not appear to be a specific reason to call Caller back
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 08/11/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status of request and wants expedite	Ended up being HUD request so I directed her to HUD's main FOIA Hotline number so that Caller could coordinate that with HUD.
2	(b)	(6)	Left a message about ICE insurance policy? Could not really understand message other than the above.	Called twice back and phone kept ringing with no switch to vm. Eventually got ahold of Caller. Extremely difficult to understand what Caller was looking for. I think it either had something to do with Caller trying to make 150 million dollars or Caller complaining that someone else made 150 million dollars. I explained OIP's function to Caller. Caller then asked about Treasury's "document area." I explained FOIA again and he confirmed that this was what he was seeking. I gave Caller Treasury's FOIA number.
3	(b)	(6)	Left message with just name and phone number	Called back twice, but no answer. Caller called back, but I was on the other line. Tried to call back again, but no answer. We eventually made contact and she was asking about a status of a request that she sent to MRU. Caller said that she was asking for ATF documents. I assumed that MRU had sent to ATF, so I gave Caller ATF's FOIA number. I also gave her MRU's FOIA number. Told Caller to call back if those didn't work.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		Another hour long one sided conversation with this Caller. Caller asked for a copy of a letter in response to her FOIA. She then proceeded to recap her issues with everything. This included her property being stolen, Nazis in the government, Nazis in foregin government, the fact that Caller has not had sex in 36 years, Caller's sexual allegations against foreign and domestic government leaders, the mafia, her missing bar exam, money that Caller is owed, Caller's housing situation, Caller being the Kind of the Universe, etc. etc. etc.	Said maybe ten words the whole time and said that I would send a copy of the letter for FOIA 2014-03544.
5		Trying to file an appeal of an OSHA action.	Explained FOIA (agency-based and we don't adjudicate OSHA appeals) and directed him to DOL's FOIA number to file an appeal.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: August 12, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of Req. No. 1215180	Left message - call FBI directly and gave phone #
2			Status of a request sent to the MRU - # and VM there are full	Gave new POC info (J. Gerstall, 202-616-3837).
3			Questions about submitting a FOIA Confidentiality Request letter w/r/t a submission to a U.S. Atty Office	Gave contact info for EOUSA
4			status of appeal AP-2014-02912	explained FIFO process & estimated 2 - 3 weeks
5			had a complain alleging whistleblower retaliation by OIG at VA; is disabled and homeless & her husband is disabled, homeless Vietnam vet ; had already made FOIA requests to some DOJ components w/no response	directed her to foia.gov/gave her some contact info; explained I cannot help her with her retailation claims
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: August 13, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Following up on cert of id	Number wasn't in service ??
2			Just rec'd appeal response -- not what she was appealing -- AP-2014-03564	Appeal was closed as untimely -- could not leave message, no answer or VM
3			Needs copy of judge's decision re: deporation -- how do I get this?	Maybe EOIR -- left message w EOIR's contact info. so he can see if they might have record
4			FOIA questions	Called back, no answer and VM not set up
5			Person complaining about transfer of call, said those who transfer calls are stupid	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		AP-2014-03646 - wants to fax in additional information.	Spoke with caller twice but kept getting cut off because of poor cell phone service.
2			Status update for AP-2014-03088.	AMJ submitted it for review last week. Should expect a response in 2-3 weeks. Can call back for a status update at any time or if Requester has questions once he receives the final adjudication letter.
3			Question about DOJ's certification of identity form and how broad it is. Caller's mother's only interaction with the federal government was with FEMA so she is confused as to why the Homeowners Association is asking her to sign a DOJ form	Other agencies use DOJ's form as a way of getting consent. Does not necessarily mean they are making a request to DOJ. If she is uncomfortable with giving broad consent, she may indicate some limitations.
4			Records past the record retention timeline and have been sent to the storage center, does the request go to the FBI or the storage center.	The request goes to the agency/component. If the records have been destroyed or sent to NARA, the agency/component will inform the Requester.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: August 15, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - re: question about where he can serve a person that has been charged with embezzlement and fraud by the U.S. Attorney's Office. Caller indicates that his client helped the USAO with evidence to bring charges. Now, Caller wants to serve the person charged and have that service not be discoverable.	JMB spoke with Caller. The USAO instructed Caller to contact defense counsel and defense counsel has not responded to Caller. JMB inquired about how this involved the FOIA. Caller indicated that he wanted to try and get address of person charged using a FOIA request. Caller wanted to know if a FOIA request might assist. JMB recommended that Caller contact EOUSA to see what information EOUSA might provide and gave Caller the phone number from foia.gov.
2	(b) (6)	(6)	JMB spoke with Caller - question, re: status of FOIA request - he sent CID to MRU, delivered on June 23	JMB tried to call MRU (no answer, and could not leave v/m). JMB sent e-mail to Joe Gerstell and will provide update to Caller when response received from Joe. *On August 18, 2014, JMB contacted Caller and e-mailed him a copy of the MRU's response letter which Caller indicated that he did not receive (the MRU confirmed that the letter to Caller was dated July 8, 2014).
3	(b) (6)	(6)	Sent e-mail to OIP e-mail box (fwd from Bertina) - re: question concerning why the VA lied to a federal court	JMB replied to e-mail with OIP function language from appeals language database.
5	(b) (6)	(6)	Caller asked the address to which he should send a FOIA to the AG	JMB gave him OIP's mailing address from foia.gov
6	(b) (6)	(6)	Caller asked the status of two appeals (AP-2014-03910, 03911)	JMB told Caller that he would call her back. JMB checked and RRK is assigned to these two appeals. RRK called Caller back to provide update on status.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: August 18, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Caller wanted help filling out a Custodian of Records application, which he said was a DOJ form	I figured out that the form caller was filling out was a form produced by the California Department of Justice. I explained the function of this Office. I directed caller to the California AG's website, which has a section all about Custodian of Records Applications and a phone number/email for the caller to use. He was grateful.
2	(b) (6)	(b) (6)	How do I get a certification from an agency that there is no record	Caller indicated that he was going to make a FOIA request and wanted to know how he could get "certification" that the records don't exist. I advised caller that I could not give legal advice and told caller about the FOIA generally and that agency's submit declarations as a part of litigation, but that it sounded like his question was not about FOIA, but more a question of evidence and the rules of criminal procedure.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 08/19/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	CBP-2014-004516, (b) (6)	Client had submitted request for information about his boarder cross/immigration (she wasn't very clear about that). I check privasoft, no record, but the request number she quoted seemed like Customs & Border Protection, so I advised her to call there.
2	(b) (6)	(b) (6)	Had question about FOIA request she filed with Board of immigration Appeals	Gave her EOIR FOIA contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 8/20/14

Total Private Calls: 0

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left VM. Wanted to know the status of his remanded request to EOUSA. AP-2014-01262.	Attempted to call back, VM was not set up.
2			Left VM. Wanted information on the Soldiers and Sailors Relief act.	Left VM. Provided contact information.
3			Wanted to know how to enforce a State request for records.	Informed the caller that she will need to look into the State specific law to determine how to enforce. Described the function of OIP.
4			Wanted OIP to investigate why his home owners association did not give him the records that he requested.	Informed the caller of OIP function.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 08/21/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How/where to file FOIA request with ATF?	Read ATF's physical address, e-mail address, and phone number to caller. Explained FOIA generally to caller and mentioned FOIA.gov as a resource.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b)	(6)	See description because there actually wasn't a question here other than the USM main phone number.	<p>This was a whirlwind call which lasted about 30 minutes. Caller was from GA (that's about all I heard re her ID) and talked incredibly quickly for the duration of the call. I got in maybe 10 words total. Caller began her summary of events with the statement "What's gone on is way past me Honey Child" and then proceeded to tell me about fraud, names written in "spooky" ways, smiley faces (yes, the ubiquitous yellow smiley faces) looking at her in strange ways, call monitoring, witnesses to her issues, etc. Caller eventually said that she wanted to be put into a witness protection program because of the above and asked for the main USM line. When I tried to give the number to Caller, Caller cut me off and informed me that the phone was being monitored and that she didn't want me to give her the number over the phone because someone could change "what's happened here." Caller then asked me if I knew of the location of a pay phone in GA where she could call me back so that she could get the number. I informed Caller that I did not know of a pay phone location. Caller then reiterated all of the above in what sounded like one sentence and then transitioned seamlessly into "so what was the Marshals' phone number again honey?" I gave her the phone number. Caller then told me that I might be a witness (to what I don't know), called me a good attorney, and then hung up.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(6)	See description because there wasn't an actual question besides the phone number for the court system in NC	I had a really hard time understanding this call. Caller was throwing tons of legal terms into her sentences, but they made no sense in the context in which they were used. Caller kept this up with pauses in between every few sentences in which she said "now you were going to get me that?" This continued for a while. Mixed in with this, Caller mentioned the CIA, the Army, and truck drivers. All mixed with random legal words. Eventually, Caller flat out asked me for legal advice (on what, I'm not sure) because she said that she couldn't afford a lawyer. I informed Caller that I could not give her legal advice and described OIP's function to Caller. I asked Caller what exactly she was looking for and she asked for the phone number for the NC Court system. I went to the website for the NC state courts and gave Caller the main phone number. Caller thanked me and hung up.
4			Wants to change name - how to submit a PA or FOIA request?	Informed Caller that we don't handle that in this Office and explained FOIA and OIP's function to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		A FOIA on the federal level. Is there a state FOIA? Nebraska	Looked it up. Nebraska's public records law is codified at Neb. Rev. Stat. §§84-712 et seq. I called back, left message pointing him to the Nebraska AG's website, which has further information. Clarified that I'm not an expert on any state FOIA.
2			How to get educated on determining whether documents are fraudulent?	Apparently someone referred her to the wrong department, she said, after I explained the function of this office.
3			Says he's trying to get 19 pages of documents, but hasn't made a FOIA request yet. Has been incarcerated for 6 years. Says he's trying to get 19 pages of documents, but hasn't made a FOIA request yet for it.	I asked which agency he wants to make a request to, he said "White House". I advised that the White House isn't an agency subject to FOIA, and he hung up before I could ask if any other agency would maintain records he seeks.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 8/25/14

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	A very angry caller made allegations about corruption and wanted to request info. from numervous federal agencies and state/local governments.	I tried to explain that state/local information requests are different than the federal FOIA, but caller was very angry and indignant and wouldn't listen. RE: federal requests, I explained that she'd have to make multiple requests (e.g. IRS request to IRS, SSA request to SSA), but the caller insisted that she make all of the requests on the phone right now. She yelled about needing the form, but talked over me at least 3x that I tried to direct her to info. on FOIA.gov about what to include in a FOIA request. Eventually, I said that I was going to end the call if the caller did not stop yelling and allow me to try to help her. The caller did not stop -- in fact she escalated further -- so I advised politely that I was going to hang up and I did.
2	(b) (6)	(6)	A lady in South American called and wanted info. on how to obtain a rap sheet.	I explained the rap sheet request requirements using OIP's standard rap sheet language as a guide. I then directed the caller to the particular page on the FBI website (linked in the database) with instructions about how to request rap sheet info. She said that she would check this out. I started to ask her name and phone number for my notes, but I think she had already started to hang up, so unfortunately I do not know this information.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		What is the status of AP-2014-03998?	<p>I advised (b) (6) that his appeal was in open status but had been assigned to an attorney. He wanted more information about the status, so I said that I would ask the assigned attorney to give him a call. Hopefully RS will be able to give him a time estimate.</p> <p>UPDATE: I reached out to RS and we agreed that I would call (b) (6) back with the info. I called on 8/26/14 and left a message advising (b) (6) that the assigned attorney was waiting for background from the component and that she hoped to submit his appeal for review in the next few weeks. I estimated that (b) (6) would receive a response from our office sometime next month. I encouraged him to call back with any questions.</p>
4			Wanted to check the status of a request submitted to the FBI. Said that ack. letter did not include a tracking number.	I encouraged (b) (6) to call the FBI's FOIA Requester Service Center to inquire about this request. I provided the telephone number for the FBI's FOIA Requester Service Center, which I found on FOIA.gov.
5			Wanted to check the status of a FOIA request.	I did not see any record of a request from (b) (6) in OIP's system. I asked if he could tell me the address to which he submitted the request, and he started to look it up but then had to go abruptly (sounded like something may have come up at work). He said he would call back later.
6			Wanted to object to how her state/local access request was handled.	I explained to the caller about the federal FOIA and the difference between that and state/local access provisions. Said that I could not assist with state/local requests or opine as to the priority of those state/local entities' actions. I suggested that she might want to check with her public library or state AG website for info. about where to go next. The caller was surprised that we were not the state AG's office; she said that was where she meant to call. The caller thanked me for my help and hung up as I was asking for her name for my notes.

Call	Caller's Name	Phone Number	Question	Advice / Answer
7	(b) (6)		What is the status of AP-2014-03741?	<p>I advised (b) (6) that AP-2014-03741 is in open status but has been assigned to an attorney. When (b) (6) pressed for more information, I advised him that the assigned attorney (SVR) is currently out of the office. (b) (6) grew argumentative and angry about no one being available to advise RE: the specific status of his request and having no reasonable expectation of a response within the statutory timeframe. I explained first in, first out policy and backlog. He asked for SVR's direct phone number and e-mail address, which I declined to give. He asked for supervisor's name, which I provided, but then also SRO's direct phone number and e-mail address, which I declined to provide. He then asked for my information, which at first I resisted, but eventually I gave him my direct number, even though I explained that I'd told him all I know. I said that SVR or I would call him back after she returned. After we hung up, I stopped by SRO's office and he advised that my position RE: disclosure of attys' info. was appropriate. It turns out that SVR is now back in the office, so I called and left a message asking to speak with her about an appeal.</p> <p>UPDATE: After speaking to SVR, I called (b) (6) and advised that SVR had just received the background for his appeal, intended to review it in the next week or two, and that he could expect a response next week. He then wanted to know why it might take a month if SVR would review sooner. I explained appeal needed to be reviewed by another atty or attys. He then wanted to know who would review SVR's work, which of course I do not know because I have not reviewed the appeal. He then pressed for info. about who reviews what and how that is determined, which I declined to provide in accordance with our track discussions at a recent meeting. (b) (6) was very unhappy about this. Made allegations about waste of taxpayer money, etc.</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 8/26/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Where should he send a complaint re: his insurance company?	Gave him OIP function -- cannot assist with that.
2	(b) (6)	(6)	She wants to make a FOIA request to DOJ b/c she made a FOIA request to the Navy and they told her that DOJ would have records. Unfortunatley, Navy did not specify which DOJ component they were referring to.	I gave her the list of DOJ components from FOIA.gov and told her how to reach that link. I also gave her two phone #s for the Navy FOIA office so she can call them to clarify questions about the letter they sent her.
3	(b) (6)	(6)	He said the GA state wont' enforce the state open records laws and he wants DOJ to look into it. He said he contacted the GA State AG's office but they refuse to comply with his FOIA requests.	I explained the function of OIP (Federal not state FOIA) and that we do not enforce state FOIA laws. I suggested he get an attorney, but he said he can't afford one.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: August 27, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m requesting a return call	Returned call and left v/m
2	(b) (6)	(6)	Left v/m requesting a return call	JMB spoke with Caller, and he seeks update on status of FOIA request referred to BOP by SEC (assigned BOP request no. 2014-08750, and assigned to (b) (6) BOP's Central Office. JMB advised Caller that he would check with BOP immediately to seek update. JMB spoke with (b) (6) I who indicated that he would send an e-mail to (b) (6) with an attachment containing BOP's response (apparently, BOP tried and failed (undeliverable) to mail the response to WSJ in New York. BOP also tried to e-mail a copy of the response to WSJ (and failed - likely because the e-mail message was sent to @wsi.com and not @ wsj.com)
3	(b) (6)	(6)	Left v/m, question re: status of FOIA request to FEMA (this is a follow-up call from previous Hotline calls to JMB)	JMB spoke with Terry Cochran, FEMA's public liaison, and was advised that FEMA intends to send a response to Caller within a week. JMB spoke with Caller and advised that Caller should expect a response soon.
4	(b) (6)	(6)	Left v/m, question re: status of recently-made FOIA request seeking records concerning disbursement of weaponry to local communities and police	JMB spoke with Caller, who confirmed that he made a FOIA request to ATF on August 21, 2014. Caller confirmed that he, however, did not received an acknowledgment letter from ATF. JMB offered to get status update and receipt confirmation from ATF. JMB will call Caller back with information and sent e-mail message to ATF (Stephanie Boucher). ***

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		Left v/m, question re: filing of appeals (Caller received denial letter from DEA in response to a request for data)	JMB spoke with Caller, who confirmed that she made a FOIA request to DEA and received a partial denial. Caller is working with DEA to narrow request and intends to resubmit request to DEA for further consideration (and with a fee waiver). Caller asked about the appeals process and JMB confirmed that OIP handles DEA appeals. Caller asked about what OIP considered on appeal, in the context of a DEA policy change addressing the release of specific records sought by Caller and whether data-use agreements might apply. JMB told Caller that OIP often does not have input on component data-use agreements and policy changes, but that any information that the Caller includes with Caller's administrative appeal will be considered on appeal. Caller indicated that Caller would call back with additional questions.
6			Sent e-mail to DOJ.OIP.FOIA, question re: whether Sallie Mae is subject to the FOIA	JMB sent e-mail back to E-mailer, providing link to Sallie Mae's website and text of website which reads: "SLM Corporation and its subsidiaries, including Sallie Mae Bank and Upromise, Inc., are not sponsored by or agencies of the United States of America."
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 8/28/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants info about a settlement	no answer when I called back
2			status on FOIA request 13-04458	I told him the request is still open and it's eFOIA status. I asked Searle to call him back with more details since the caller wanted to know why OIP sent the request to DEA.
3			She wanted to get a copy of her background investigation from DOD	I gave her DOD FOIA contact info.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 08/29/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		In general, caller was agitated about false information in various files under his name. He wanted to know how to correct the records.	The only federal entity mentioned in the conversation was Medicaid. I provided the contact information from FOIA.gov and suggested the caller do some research into his state and local access laws to get the other records he is concerned about.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: September 2, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	No question really. Said something about her identity being stolen before she "woke up" and she is a federal crime victim and wants justice. Mentioned records at FBI.	I gave the caller FBI's FOIA contact info because it seemed like she may want to make a request to the FBI. Explained the function of this Office. Several times.
2			Wants to get permission to use photo of Eric Holder that is on Wikipedia and USDOJ's webpage	referred caller to the Office of Public Affairs
3			Wants a history of the FOIA. Said he's a veteran with two honorable discharges and this is a Ferguson-like matter.	Didn't leave name or number
5			Wants to speak to someone because she wants a lawyer referral because she is dealing with genocide and she's Jewish	Didn't leave name or number
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: September 3, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Received a NR response to a BOP request and believes there are, in fact, records	Suggested she can either file and appeal to OIP, file a lawsuit, or contact OGIS.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/04/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted info from BOP	Gave BOP contact info
2			(b) (6) appeal letter; further info on appeal letter	Wanted to discuss what was in an appeal letter, told her we do not discuss substance of appeal djudications; asked for press office, gave her OPA's phone number
3			Wants name of the warden of a particular prison	Gave BOP FOIA info
4			Wanted oaths of office for US Attorneys	Gave EOUSA FOIA address
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Case from 2013. Request for videotape and file to "the federal government." An accident back in July 2013 in Miami at the Social Security Office. Involved a DHS Officer who broke her leg. B13006581 was the file requested. Forwarded it to DC. 2014-6 (don't respond to this email). Cleveland Freemaster. DHS. NTPD. Protective Services Police.	Located DNPP in DHS phone number for FOIA office. (Located it on FOIA.gov). Provided requester service center phone number.
2	(b)	(6)	Trying to make FOIA request. Trying to find out whether there's derogatory information about himself.	Lengthy phone conversation before he revealed that he's trying to get records from a state agency. I was trying to help him find relevant contact info, but he hung up before I could help him.
3	(b)	(6)	How would I go about making a FOIA request in West Virginia? Wants DUI records	Said that I was an expert in the federal FOIA, and local DUI records would probably be WV state records. Gave her phone number of WV Privacy Office, which would be able to help her better than I could. When asked if she could actually get DUI records through WV's FOIA, I replied that I'm not familiar with WV's state law, so I can't speak intelligently about what kind of exemptions may or may not apply. (Called again to
4	(b)	(6)	Wants to know how to file an appeal from a BOP nonresponse online.	She can submit her appeal to OIP. Because she was on the website, I talked her through how to access the portal.
5	(b)	(6)	Wanted status update on each appeal he had submitted.	Found many appeals of his. Worked backward from most recent until he knew everything he wanted to find out.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 9/08/14

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted to submit a complaint or initiate criminal charges about someone who improperly used his SSN to obtain background information.	After explaining a bit about the federal FOIA and the function of OIP, I directed the caller to the action center on DOJ's website. I pointed out the links to submit a complaint and report a crime.
2	(b) (6)	(b) (6)	What is the status of her FOIA request?	I checked but could not find any appeals or requests under MS's name in Privasoft. I asked if she submitted her request to OIP, but she was not sure. I explained DOJ's decentralized FOIA process. Based on her description of her "request," it sounded more like a question than an actual FOIA request. To the extent that it could be construed as a request, it sounded like she may have directed it to EOUSA, so I suggested that she contact EOUSA RE: status. I directed MS to www.foia.gov for info. about the FOIA and specifically info. about how to contact EOUSA FOIA.
3	(b) (6)	(b) (6)	(b) wanted to make a FOIA request for the AG's oath.	I explained that FOIA requests need to be made in writing. For (b) (6) request, I suggested that she submit a request to the AG's office. For more information on the FOIA, including how to submit a request and what info. to include, I suggested that she visit FOIA.Gov. I advised (b) (6) RE: where on the website she would find the contact information for the AG's office specifically. She thanked me for my help.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: September 9, 2014

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: oath of office that Federal employees have to take	JMB spoke with Caller and he indicated that he would like to receive copies of the oaths of office taken by Federal employees of the Department of Justice. Caller indicated that he thought that these oaths would be held with personnel records of DOJ employees. Because Caller indicated that he seeks records that may be part of the personnel files of DOJ employees, JMB provided the mailing address of JMD from foia.gov.
2	(b) (6)	(b) (6)	Left v/m - question, re: Caller seeks copy of FCPA document concerning Fraud Section's \$135M settlement with Avon in May 2014	JMB spoke with Caller and directed her to DOJ Fraud Section's direct telephone line to seek additional guidance re: FCPA settlements.
3	(b) (6)	(b) (6)	Attorney with (b) (6) - left v/m - question, re: Caller seeks DOJ POC for imminent TRO filed on behalf of his client to prevent HHS from releasing records responsive to a FOIA request	JMB consulted briefly with SRO (and SRO mentioned that we should advise Caller to contact HHS litigator). JMB called back and spoke with Caller. Caller advised that he was all set. Caller spoke with (b) (6) (who appears to be with FBI FOIA in Winchester) who told Caller to call FOIA Counselor Hotline. In the meantime, Caller had been in touch with Mr. Morgan at DOJ. JMB advised SRO what happened.
4	(b) (6)	(b) (6)	Left v/m - question, re: status of request, no. FOIA-2014-02470 (received ack letter on June 5, 2014)	JMB determined from PrivaSoft that this is NOT an IR Staff request and contacted (b) (6), via e-mail a (b) (6) to determine which component. On September 11, 2014, Caller sent e-mail and noted that EOUSA is the component. JMB replied and provided telephone number for EOUSA from foia.gov.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: September 10, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Who to contact about getting copy of VAWA application and file?	I learned that it was about her application for citizenship and that she had submitted the info to DHS-USCIS. I gave her the FOIA contact info for that agency.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: 09/11/14
Date: ADF

Total Private Calls: 0

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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 09*12/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Looking for a federal definition of rape, based off a Press Release from Januar 2012 by AG regarding definition change for reporting purposes.	Could make a request to the AG's office but likely wouldn't have the information caller seeks. The Press Release references a database that collects data but does not change the statutes under which an individual would be prosecuted.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/15/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted information on retrieving records on an immigration case	Wanted his immigration status; offered to give him FOIA address for EOIR but caller hung up before I could
2	(b)	(6)	MRU-FOIA-141614-1; caller had submitted request through MRU, MRU claims to have referred it to OJP, but OJP has no records	I told caller I would call MRU, but told him that he would be best checking with OJP and or MRU if he hasn't heard anything in a week or so
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: TAZ
Date: September 16, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted to see if we had received her appeal letter, purportedly sent August 5.	Checked eFOIA, and the citizen mail cabinet. We haven't received it. Returned call to let her know.
2	(b)	(6)	Works for regional jail in Portsmouth, VA. Request for all employees during a certain time period.	Upon asking, she told me that she works for a jail under the state of Virginia, not a federal jail under BOP. Said that I can only help with requests to federal agencies under the federal FOIA, not Virginia's state version. Suggested that she may wish to contact the Virginia sec. of state, or whomever in state government can give advice on state FOIA.
3	(b)	(6)	Submitted FOIA to Massachusetts National Guard	
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: September 17, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of Request made to the Board of Immigration Appeals - gives Request No. 070625941	Provided caller with the contact info for EOIR
2			asked about NTSB's hiring procedures and why it is taking so long to process a request (gave request number)	I responded by email that I could not comment on NTSB's hiring procedures but that I could provide him with the contact info for NTSB's FOIA office which will be able to answer questions re: his pending FOIA request
3			Where to send a request for information on an agreement between the Detroit Police Department and the "federal government" that deals with limiting the use of excessive force	Told caller that it is really hard to say given how little information about the document she has. I suggested that she might consider sending to the Mailroom.
4			left v/m impossible to understand. Picked out words PIN 5002, Homeland Security, FOIA, USDOJ Office of Immigration	cannot call back b/c caller did not leave number
5			Sent FOIA request on Sept. 5 but realized there is an error and a wondering if she can correct it or if they have to submit a new request	Called back and learned FOIA requests went to State AG offices; told caller to contact those offices about modifying the request; explained OIP function briefly
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: September 18, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m, question - re: enforcement data	JMB called back and left v/m (to call back to the Hotline)
2			Left v/m, question - re: report that we may have	JMB called back and left v/m (to call back to the Hotline)
3			Left v/m, question - re: trying to access "court decisions" page and having difficulty	JMB called back and Caller advised that he was able to access the appropriate website via OIP's website. Apparently, Caller was trying to access the page through a bad external link. Caller resolved his own issue
4			Left a second v/m, question - re: report that we may have	JMB called back and left v/m (to call back to the Hotline)
5			Left v/m, question - re: FCPA enforcement data	JMB called back and spoke with Caller. Caller seeks records concerning DOJ's enforcement of the FCPA and, more specifically, the application of specific agreements implementing the FCPA (and statistics on how many cases have been brought by DOJ). Because the Fraud Section of the Criminal Division administers the FCPA, JMB recommend that Caller contact the Fraud Section directly and provided Caller with telephone number from DOJ website
6			Left v/m, question - re: seeking copies of arrest records and fingerprint records for client, Federal inmate prosecuted by US Attorney's Office for the Middle District of North Carolina	JMB called back and left v/m advising Caller that based on Caller's v/m message, it appears that Caller might want to make a FOIA request to EOUSA. JMB provided contact information for EOUSA, via foia.gov, so that Caller might contact EOUSA directly and make a FOIA request to EOUSA
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: September 19, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Why is it taking EPA so long to respond to request? Thinks they are covering up their illegal conduct.	Told requester to call their Requester Service Center and gave him the contact info. Also mentioned that it is not uncommon for requests to take more than two months.
2			Says made request to Homeland Security and DOJ about being monitored and electronically shocked by the government.	didn't leave a number for me to call back
3			Wants to update address for appeal of DEA FOIA 14-00390-F	Sent updated address info to RRK who is handling the appeal
4			Wants to know where to request the Oaths of Office for AUSAs	Directed him to foia.gov and said EOUSA is most likely to have the records; gave EOUSA FOIA contact info
5			left v/m regarding FOIA Request FOIA 2014-03789	Caller was unsure where her colleague made the FOIA request; I directed her to foia.gov and told her to find out which component the request was sent to.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: September 22, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - re: question about what type of program he must sign up for when he's the victim of a Federal crime	JMB called back and discussed with Caller. Caller noted that he has been the victim of a Federal crime and wanted to know to whom he should report it. JMB indicated that Caller had called the FOIA Counselor Hotline and that JMB could only discuss the FOIA with him. Caller indicated that he had already sent a FOIA request to the FBI and would be awaiting a response.
2	(b) (6)	(b) (6)	Sent e-mail to general OIP e-mail mailbox - re: question about the process to find out why application for employment to DEA El Paso Intelligence Center	JMB called and could not leave v/m message with Caller. JMB sent e-mail to (b) (6) and provided DEA's contact information from foia.gov.
3	(b) (6)	(b) (6)	Sent e-mail to general OIP e-mail mailbox - re: question about how to obtain a DOJ report on my personal history and records	JMB called and left v/m message advising Caller to go to foia.gov, and search FOIA contacts for DOJ. JMB also advised that Caller could review the list of DOJ contacts and send a FOIA request to an appropriate component.
4	(b) (6)	(b) (6)	Left v/m - re: FOIA request sent to the MRU (JMB discussed with him on August 18) and status of processing after Caller submitted cert of ID to MRU	JMB called back and discussed with Caller. Caller sent in Caller's Cert of ID to the MRU, but has not yet identified which DOJ component might have responsive records. JMB discussed with Caller and asked Caller to review foia.gov (DOJ) to determine which component might have records and then asked Caller to alert the MRU (using the Caller's MRU tracking number)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 09/23/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted the contact information for EOUSA	Caller asked where he could make a request. I asked what he wanted to request. Caller said he wanted material on case prosecuted federally in MN. I advised him to check on FOIA.gov for the contact information for federal agencies once he figured out who handled at issue. He said it was USAO. I gave him EOUSA contact information, but again advised him about FOIA.gov for contact information on all agencies because I got the feeling that he wasn't exactly sure about who handled the case he was asking about.
2	(b) (6)	(b) (6)	Calling back from VM he left on 09/18/14	Wanted to make a FOIA request for documents concerning complaint he filed with government. Eventually found out that he had made this complaint to HHS's IG. Gave him the contact information from FOIA.gov and explained how FOIA worked (agency-specific) because Caller seemed confused as to why we didnt have this information in this Office.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 09/24/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to see if Google Voice was legal in prison? I think? Hard to understand Caller	Discussed OIP's function with Caller. Caller asked if I could refer him to someone and I said I wasn't sure who was best for him to talk to.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)		Having trouble signing into system to check status	<p>Call began with an ominous discussion in which Caller accused someone of monitoring his call. I spent a few minutes trying to convince Caller that call was not being monitored. Caller eventually lost interest and told me that he had submitted a FOIA request to us in 2013 and had not received anything. I checked PS and didn't see anything. Caller then proceeded to tell me his story which involved pornography, harassment, phych issues, job firing, eviction, etc. This went on for maybe 40 minutes uninterrupted. Caller eventually paused and I quickly interjected that I had not found any request in our system. Caller became upset. Caller's language deteriorated as the coversation went on. Caller asked me to help him create an account to submit a request to OIP. I first checked with Caller that he wanted to make a FOIA request since all he had said he wanted DOJ to do up to that point was to "clean it up." I explained to Caller FOIA's purpose. Caller repeated his story. This took place several times before I gave up (I'm not sure how much more clear I could have been on this Office's function). I then asked Caller where he wanted to make the request and he informed me at OIP. I again explained function, but to no avail. I walked Caller through creating an account and he submitted his request. I took a look at the text of the request, confirmed that it is not a FOIA request, and rexplained this to Caller. This had no effect. I confirmed with Caller that it was in PS, gave him the request number, and explained the process to him. Caller reiterated his story again and again requested that DOJ "clean it up" at which point I again told Caller the function of OIP. He said he understood.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: TAZ
Date: 9/25/2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	[REDACTED]	(b) (6)	<p>Transcription of entire call. (Spoke clearly and slowly, so it was easy to transcribe, and it's difficult to distill). "Ah yes, I had issue with the policy called Dodd-Frank with the SEC. I am a whistleblower. The money they would have had to pay me if they made a covered action would have been 690M dollars up to 2B dollars and change. What they did instead was they changed the final rule and got this guy to put 70% of his funds into the US treasury. So basically, I believe that they cut a deal to cut me out. However, they always called me back, and called me - they made an appointment to call me, and they were both giggling - happy, except (b) (6) (sp?) and (b) (6) (sp) - both - called me at an appointed time that they said that I needed to be by the phone to tell me that they weren't going to take any covered action. Action was taken and rules were changed. Nobody in the bull market of the stock would sell bonds. (b) (6) is my phone number after 2 o'clock your time."</p>	<p>Also blackballed by a hospital. Got HIV from a doctor she was dating. One hospital system blackballed her because she didn't want to reveal that she got HIV from another doctor. Claims to have been tortured by a hospital system. "They claim that everyone who has AIDS is a drug addict". Thinks her ex is evil and blackmailed her. Says he date intentionally broke the condom while they had sex. UPNC Health System in Pittsburgh. Another doc tested her for other STIs without her consent. Wrote letters to joint commission on accreditation for hospitals that she was being tagged as a drug addict. "I'm smart and I'm attractive. That's why I'm doctor-dating material." "My main issue is that I'm getting blackballed". Doctors are ignoring symptoms. Wants to know if we have information about her family and UPMC.</p>

Copy of final rule of September of 2012

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(6)	Question on an inmate's death. How to get records on it? FOIA or subpoena?	Said that I can't say anything at all w/r/t subpoenas. (Apparently it's a state civil lawsuit). But she can certainly make a FOIA request about it. Upon request, I provided contact info for BOP and for Criminal Division.
3	(b) (6)	(6)	Filed a request in January. Spoke with (b) (6) in July. Said that she was sending documents, but she has yet to receive them. 2014-0375. Husband was framed. Attorney he hired was DQd because he wanted to be. Set them up with an ex-fed prosecutor. This attorney lied to the Florida Bar. (b) (6) is the paralegal working on it.	I contacted EOUSA, who informed me that the request is still pending. (I suppose (b) (6) is under a misimpression that the records were supposed to be sent in July.) I suggested they send a status update to the requester, to clarify.
4	(b) (6)	(6)	Left message. Calling to complain about the lack of attention paid by the USAO to the shooting death of John Crawford III on August 5 by Beaver Creek Ohio police. GJ of Green County didn't press charges. (All white grand jury). Released video clearly demonstrates that he was murdered. A very important issue to herself and her family, that people aren't murdered because of the color of their skin. Urges the AG to get involved.	Didn't call back.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to make a request through the portal?	Walked Requester through where to find the link to the portal.
2			Where to file a complaint about a company.	Referred caller to local law enforcement and DOJ Action Center Page.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: September 29, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants a copy of the Guide	Told him we don't have any print versions to send out but can purchase from GPO; also told caller the most recent version is available online; caller said they would just use the one online
2			Wants help getting information on her son who is in the Air Force	left v/m suggesting she go to foia.gov for contact info of Air Force to request records
3			Wanted to know if the home address of law enforcement personnel is generally withheld under exemption 7C. Asked for statutory cite.	Yes, generally withheld. I directed called to 5 USC 552(b)(7)(C) and our Guide section on 7C.
4			wants information on UNICOR - uncle is in prison and asked him to look into it	Suggested he might consider making a FOIA request to BOP and diredcted him to FOIA.GOV
5			Wants to know how to get a letter of exemption for person who was charged with a crime but the charges were dismissed	left v/m saying call back
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/30/2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	had question about a request sent to BOP	The request is less than 20 days old, I explained the deadline to him and gave him contact info if he wanted to call BOP for status
2	(b)	(6)	Had a question about searches, want the IT department to search for a particular person's emails to pull them off of her hard drive	Told the caller that FOIA offices, in this case HHS, are required to conduct searches that are likely to located the documents requested. She could put in her request that she believe the IT department would be best suited, but ultimately the FOIA office will contact who it thinks is best suited, she can later challenge that determination if she chooses, but as she is asking for third party records, she has no right to privacy in that request
3	(b)	(6)	Had questions about a complaint he wanted to make regarding benefits from the VA	Told him OIP handles FOIA, I could direct him where to make a FOIA request but could not take a complaint or offer him legal advice
4	(b)	(6)	Wanted info on getting a pamphlet discussing how to make a FOIA request	Directed her to OIP website
5	(b)	(6)	Wanted info on a FOIA to Pardon Attorney	Gave her contact info for Pardon Attorney
6	(b)	(6)	Wanted info from State Court and A state social worker	Told him we are federal FOIA and advised to contact state agency
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 10/1/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	She left a message saying she wants information about Wilmington banks from HUD.	I gave her HUD FOIA office contact information numbers. She said they haven't called her back, and she wants me to get in touch with them.
2	(b) (6)	(b) (6)	says his daughter went to college and the college sent her information to a credit card company, after she took out her loans. He said he sent the state college a FOIA and asked them what information they sent out. He said they sent him "CFR" information about loans but didn't tell him what he wants to know.	I told him the function of OIP and that we help with federal FOIA matters. His FOIA to a college may be under state law, so he could try his state AG, but it is not a federal agency. Our office assists with federal FOIA questions, not college information sharing practices. He should get an attorney for that. He was upset and said he's going to put it in the news media and he is upset that the colleges send out information about every student and OIP is refusing to tell him if they are selling that information so that his daughter is receiving credit card information. He then hung up.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 10/02/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Where to submit a BOP request?	Sent back BOP's contact info as listed on FOIA.gov
2			Advice on using social security numbers within a dermatology office	Sent back function language
3			Questions about insurance and asking for audit of VA	Sent back function language. I note that the e-mail was a little difficult to understand, but it did not concern the FOIA.
4			Wants to make a request for some information on armed conflict in South America	I was going to tell R to go to FOIA.gov and submit his request to the agency that he thinks maintains the records that he seeks. However, when I re-read the request, I thought it might be an attempt at an initial request to OIP. I checked with DH and was informed that the IR Staff received the same request through the Portal and is handling it. Did not send an additional response to avoid potential conflict.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 10/03/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	(b) (6) wanted to request access to OJP records (copies of certain awards issued by OJJDP, which we determined was part of OJP).	I explained that FOIA requests need to be made in writing. I provided (b) (6) with the e-mail address to submit a FOIA request to OJP. I also gave her the phone number for OJP's FOIA Requester Service Center in case she had any questions about OJP's process specifically.
2			Can he access records about student suicide at colleges and/or student suicide in NYC or NY State?	I returned this call and left a message advising that that if seeking records maintained by the U.S. Dept. of Education, he could make a FOIA request in writing to that agency. For more information about how to do this, I suggested he visit www.FOIA.gov . For info. maintained by state/local gov., I explained that he would need to make a state/local access request, and I said that I couldn't advise about that. I encouraged him to give me a call back with any other FOIA questions or if he wished to discuss.
3			Left a message stating that he had questions about a FOIA request he wished to make.	I returned (b) (6) call and left a message. I am waiting to hear back from this caller.
4			Left a message stating that he had questions about a private union.	I returned (b) (6) call and left a message. I encouraged (b) (6) to give me a call back and said that I would be happy to help him with his question if I can. I did provide some info. about the federal FOIA and the types of topics we address on the hotline, because I am not sure if I am really going to be able to answer (b) (6) questions about this private union, but I encouraged him to give me a call back to discuss. I am waiting to hear from this caller.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: October 6, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Is it correct for GSA to use b4 for request for info on whistleblowing case brought by self?	Explained to caller he could appeal but I couldn't discuss his request with him -- directed him to our Guide for more information on b4. He asked if he could keep in touch with me during the proceedings and I explained I couldn't offer any legal advice or opinions and only could discuss the FOIA generally. He asked about who in Office of Special Counsel helped whistleblowers, I told him that I could only give info on FOIA and wasn't sure beyond the Action Center (which he knew about) who he could contact at DOJ.
2	(b) (6)	(b) (6)	Critical infrastructure information act of 2002 -- is it an exemption 3 statute?	Statute specifically cites to exemption from FOIA voluntarily shared critical infrastructure information -- caller wants further information on the circumstances -- explained that we only compile data on its use in FOIA requests by agencies -- she wanted to search for the statutes used each year -- I directed her to our FOIA resources page where she could look at FY13, 12, 11 and 10 data on Exemption 3

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 10/7/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	2014-114401. OSG. Received expedited processing request in July. Made a dozen attempts for info on the phone.	They do have expedited processing older than his.
2			EPA employee, but made a request for records, which was (apparently) denied by EPA. Wants to know email address to submit an appeal, and where to go if EPA denies it again. Doesn't have time or money to sue.	Provided the appeals email address in EPA FOIA regs (hq.foia@epa.gov). Also gave email contact info for OGIS.
3			He claims that he received an online acknowledgement letter for a FOIA request he never submitted. Fears fraud.	Because he CCd the email to the Navy, I contacted the Navy FOIA office. The requester is known to the Navy, and this particular request was received by Navy, and Navy said that what probably happened was that the requester submitted a mailed request, and received an acknowledgement via email. Navy is now apprised, they have a copy of the email, and they'll respond to the requester.
4			Emailed asking for assistance with FOIA request to City of Broken Arrow, OK. They won't respond.	Sent function letter.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 10/8/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Trying to get an update on a FOIA request made last year.	The request was made to the Civil Division, EOUSA, and OIP. As far as OIP is concerned, Vanessa has provided (b) (6) with an update. The Civil Division has as well, so (b) (6) is still waiting to hear from EOUSA. I advised (b) (6) to call me back in a week or so if he does not have complete status updates. (b) (6) now knows who to contact in all three offices.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 10/9/14

Total Private Calls: 0

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Wanted to know how to request information from the Commonwealth of VA and sought legal advise on whether she could/can sue her city counsel.	Informed the caller that OIP only handles the federal disclosure statute (FOIA) and that VA may have a State-level disclosure statute. Informed the caller that I could not give legal advice regarding her claim.
2			Waned to know the status of his request submitted to the FBI.	Provided the caller with the contact information for the FBI.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: October 10, 2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - re: someone had set her up to be attacked and she believes that this office would have information about what's going on - she also believes that political corruption is involved	JMB called back and and tried to leave v/m, but Caller has v/m that has not yet been setup. JMB called again, but again could not leave v/m
2	(b) (6)	(6)	Left v/m - re: question about FOIA which he described as an emergency	JMB called back and left v/m. JMB called again on October 14, 2014, and left another v/m. On October 14, 2014, Caller returned call and advised that he sent FOIA request to DHS and TSA last week. Caller confirmed that TSA had acknowledged receipt of his request. Caller seeks records about Federal police officer misconduct. JMB advised that Caller would receive response from TSA and then, if unhappy, Caller could submit administrative appeal. Caller confirmed that Caller would await response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 10/14/14

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Unable to make a portal request on justice.gov. Link Dead	Called back and left message directing her to the bottom of the page where the link works. Told her to call back if she has further issues. She called back and asked more questions about the website and making a request through the eFOIA portal
2	(b) (6)	(6)	What info do we need from him to submit a request for records on himself?	Called back unable to leave message. Will try again later. Tried again and still unable to take messages.
3	(b) (6)	(6)	List of FOIA contact information for each state?	Explained decentralized FOIA and that each state has a separate law. Recommended searching on internet for a list but may have to go to each state's website individually.
4	(b) (6)	(6)	Received a census survey from the Dept. of Commerce and wants to know if it is legitimate.	Referred him to the Dept. of Commerce
5	(b) (6)	(6)	Wants to know if her mother's bank account is covered under a case that settled in June GE Capital Bank v. DOJ.	Told her I could not give her legal advice and recommended she contact an attorney
6	(b) (6)	(6)	Urgently needs info on two third parties and wants to know how to get it	Called back. Says two people ripped off her material and are "setting her up for a violent end." She mentioned a possible investigation, so I recommended she make a request to the FBI and gave her the relevant contact info.
7	(b) (6)	(6)	Asked whether government employees had to give their last name over the phone and whether FOIA requires that.	General discussion of FOIA and Exemption 6 as it applies to government employees who generally have a lesser privacy interest in certain PII. Advised that the FOIA didn't compel employees to give their last name over the phone.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC

Total Private Calls: 2

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Issues regarding I-192 Form	Googled & learned this is a USCIS form. [Not a FOIA matter] Gave her main contact info for DHS.
2	(b) (6)		Status on FOIPA No. 936249-001	Could not respond - seems caller believed we have caller ID and said I can call him back to "the same number here"
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 10/16/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	"Your Right to Federal Records" pamphlet.	Requester provided address to be mailed a copy of the pamphlet.
2	(b)	(6)	Looking for information about payments being made by the federal government to private attorneys who are representing CBP and ICE agents in a civil law suit. Has made requests to several components of DOJ and has been told they would not have records.	My suggestion was JMD, since they handle a lot of budget matters and if payments are being made to outside parties, they may be involved. Also suggested that she contact the client agencies (CBP and ICE) because if these payments are being made, payment could come from DHS. She could also send the request to MRU but it may be faster if she does some initial research and sends it directly to the appropriate component/office.
3	(b)	(6)	Caller seeks copy of records referenced in a Washington Post article about the Equitable Sharing Programs	Request should be made to the Criminal Division. If she can include a copy of the article as a way to pinpoint exactly which records she is talking about.
4	(b)	(6)	Wants to file a complaint about a local government board that is refusing to provide records under the FOIA.	Explained that this office can only offer information regarding the application of the federal FOIA to federal agencies. May want to contact his state's AG's office to inquire about the applicability and enforcement of the state access laws.
5	(b)	(6)	Caller seeks records about suicide prevention material from the military. Has reached out to DoD and is not getting a response or very helpful information.	"The number you are trying to call is unreachable."

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 10/17/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She wants to know what she should do when her hospital destroyed her records.	I explained that the FOIA applies just to federal agencies. She then asked me to explain what federal agencies are. I recommended that she get an attorney if she is having trouble getting records from her hospital or doctor's office.
2	(b) (6)	(6)	he wants portions of a court transcript, but the court won't give it to him.	I explained that the FOIA applies just to federal executive branch agencies, not the judicial branch. I explained to him how to find lists of FOIA offices at FOIA.gov. I asked if a federal agency was a party to the litigation and he said an AUSA was involved, so I directed him to the EOUSA contact information.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: KRP
Date: 10/20/14

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	[REDACTED]	(b) called to request certain info. about free and reduced lunches and/or the free and reduced lunch program.	After explaining a bit about the FOIA and the FOIA hotline, I advised (b) that if seeking records maintained by the U.S. Dept. of Education, she could submit a FOIA request to that agency directly. For more information on the FOIA, I suggested that she visit FOIA.gov. I explained where on the FOIA.gov website she would find the contact information for submitting a FOIA request to the U.S. Dept. of Education.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(6)	<p>Wanted to follow up on a 10/15 conversation with the FOIA counselor of the day. I said that I would look into who handled his call (10/15 was a day originally assigned to RRK, so I knew that someone else handled it) and give him a call back.</p>	<p>I reached out to MTC but she did not answer my e-mail, so I am not sure whether she is in the office on 10/20. I then returned (b) (6) call and left a message advising that he could call OIP's main number and ask to speak with MTC. I did note that I was not sure whether she was in today. I also advised (b) (6) that, if he wished to relay his question to me, I would be happy to try to help. I gave him my direct number (my galaxy, as I am working from home today) and encouraged him to give me a call to discuss. I am waiting to hear from this caller. UPDATE: (b) (6) called me back and relayed his question, which was a fairly complicated scenario involving Ex. 5 and waiver. Based on the facts provided, I was not inclined to think that the Ex. 5 privilege had been waived, but I wanted to discuss this with OIP's Ex. 5 expert, RK, who was on leave. (b) (6) advised that this had been MTC's inclination, too, and that he had a deadline for his recommendation (less than an hour, so he would recommend that his agency assert Ex. 5 at the initial level). Per (b) (6) further follow-up from me (e.g. after consulting expert) was not needed, but he would call back if he had future questions about this down the road. UPDATE 2: I consulted with MTC after her return to the office and she agreed with my approach.</p>
3			<p>(b) (6) was inquiring about the status of her FDA FOIA request. She did not know if her request was being treated as a formal FOIA request or where it was in the process.</p>	<p>I suggested that (b) (6) contact FDA's FOIA requester service center and/or FOIA public liaison (same telephone number). I encouraged (b) (6) to give me a call back if she was not able to get the answer to her question in the manner that I had suggested.</p>
4			<p>(b) (6) called and left a voicemail message about her HHS complaint. Her message was very lengthy but mostly unintelligible. She mentioned "federal standards."</p>	<p>I listened to (b) (6) voicemail message multiple times but could not understand the telephone number that she left, so unfortunately I am unable to call her back. If (b) (6) needs assistance, hopefully she will call the FOIA hotline again in the future.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		What is the status of his request?	In talking with (b) (6) it became clear that he was inquiring about a request for EOUSA records. I explained that I did not have access to EOUSA request status info. here at OIP, but suggested that he contact the EOUSA FOIA Requester Service Center about this.
6			(b) (6) had a number of FOIA questions. Specifically, he 1) wanted info. on FOIA fees, wanted to know how much he would be obligated to pay; 2) wanted to know whether to submit a FOIA request for court records; 3) wanted to know how long it would take to process his EOUSA FOIA request; and 4) wanted to know whether the Federal Public Defender's Office was subject to the FOIA.	I resolved (b) (6) questions as follows. 1) provided info. on fee obligations of a FOIA request that did not request a FW, advised (b) (6) about when he would be provided a fee estimate, and suggested that he visit FOIA.gov for more info. on fees; 2) advised that federal courts are not subject to the FOIA, but, in response to a follow-up, yes, he could contact the court separately and request records, but that would be outside of the FOIA process so I couldn't advise him further, and that any court records responsive to a proper FOIA request would be processed (e.g. court records that EOUSA might maintain that might be responsive to his EOUSA FOIA request); 3) explained DOJ's general first-in, first-out policy, but suggested that he contact the EOUSA FOIA requester service center for info. on the status of and estimate for his own FOIA request; and 4) after checking OIP's website for confirmation, advised (b) (6) that no, the Federal Public Defender's Office is not an agency subject to the FOIA.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: October 21, 2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	VIA EMAIL: I made a Freedom of Information Act Request with the City of Broken Arrow, Oklahoma. However, it is not yet 100% fulfilled and they continue to delay. Can you assist me?	Only can assist w federal FOIA issues, not state (left VM)
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6			How to obtain information -- civil rights case on video -- FBI ran him off a bridge?? DOJ claims doesn't have tape -- he didn't make it up -- he had to take state worker's comp -- covering up crime -- can't have attorney -- says keeps sending things to DOJ it gets returned, his mail is being intercepted -- think his attorney was hired by the FBI so he fired her-- he robbed a bank when he was 9 years old -- people tried to kill him	Did he try local congressperson about these issues? He claims he did, but he can't get anything. Caller very agitated , barely stopped talking. Recommended he file a complaint with OIG -- he said he called and they hung up on him

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: October 22, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m - re: status of FOIA administrative appeal (AP-2014-04405)	JMB checked status (appeal assigned to JMB) and determined that MWH did preliminary review of appeal recommendation
2	(b)	(6)	Left v/m - re: status of FOIA requests to NHTSA (DOT)	JMB spoke with Caller and give him Requester Service Center and Public Liaison telephone numbers from foia.gov. Caller indicated that he would try both to get status update
3	(b)	(6)	Left v/m - re: question about how to make FOIA request	JMB left v/m advising Caller to check foia.gov for information about agencies and agency components. JMB also advised that FOIA request should be made in writing and reasonably describe records requested
4	(b)	(6)	Left v/m - re: FOIA process to seek records from the Bush-era administration and which contact person is appropriate	JMB left v/m advising Caller to review information on Bush Presidential Library website on which the records available is detailed and the process for making a FOIA request is discussed - http://www.georgewbushlibrary.smu.edu/en/Research/FOIA%20and%20PRA.aspx
5	(b)	(6)	Left v/m - re: DOJ documents from Bush-era sought, and question whether those records are available from DOJ or NARA has the records (2001 records from the Associate Deputy Attorney General at that time, Sen. Ted Cruz)	JMB reviewed ODAG policy on NARA's website here - http://www.archives.gov/records-mgmt/rcs/schedules/departments/department-of-justice/rg-0060/nc1-060-81-14_sf115.pdf - it appears that 15 years is the cutoff so JMB advised Caller that, based on a review on the policy listed on NARA's website, it appears that the records would most likely be available via a FOIA request to DOJ (as opposed to NARA)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: October 27, 2014

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	██████	Had Qs about the FOIA	Was a message forwarded by admin. Caller left no contact information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 10/28/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to file a lawsuit against NLRB. He has already made FOIA requests and appealed them, but they have still not given him the file he wants. He is an employee.	I told him I could not give him legal advice or help him with litigation. I could tell him how to make a FOIA request, but he said he had already done that.
2	(b) (6)	(6)	She found out that BOP still background for her appeals; 4 of the 5 are now over 1 month due; she wants us to give her BOP's contact information so she can call them to prompt to send background faster.	I explained that we cannot actually work on the appeal until we receive background, but we have been in contact with BOP. I spoke with JMB today and he confirmed that he had just followed up with Wanda today about these appeals, so I told the caller that we are working on getting this background.
3	(b) (6)	(6)	Wants to talk about HIPAA	I explained OIP's function is FOIA related and that I cannot give HIPAA guidance to her.
4	(b) (6)	(6)	he did not leave a phone # so I could not return the call	
5	(b) (6)	(6)	says he applied for a personal firearms check from the CA DOJ. The state did a background check on him and he wants to know why they denied him.	He told me the letter he received had CA state letter head. I explained to him the difference between the state and federal DOJ and that I cannot help him with state FOIA matters. I suggested contacting the CA AG's office.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 10/29/2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know if mail received by FBI	Gave FBI contact info
2	(b) (6)		Status on FBI request	Gave FBI contact info
3	(b) (6)		wanted to make FOIA request to FBI	Gave FBI contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: October 30, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		<p>Father is attorney. Mother left when she was 2. Father had full custody. He remarried his secretary, who was a notary from NY state. Grandmother asked how much she needed to go to college. 4/500K. Narrative about signing an insurance policy? Looking for a copy of what she signed.</p>	<p>I spoke with her. I explained that insurance and wills/estates/power of attorney-type matters are typically handled by states. She said she understood, but thought that a federal agency might possibly have records, and that I would know better than she would which agency to look for. I gave her the phone number of the Treasury Department FOIA office (because Treasury has an insurance regulation component), suggesting that they would know better than I would how to get that kind of record - it doesn't sound like the kind of record maintained by the Justice Department.</p>
2			<p>Asked for update on her two foia appeals (AP-2014-04604 and 04285).</p>	<p>I spoke with (b) (6). I looked up the two cases and they were sent out on October 9 and 16. She said she hadn't received them. I double-checked the email address, which she said was the correct one, so I resent them. While I was on the phone, she received the letters. One of the responses was a remand to the FBI for an ELSUR search, and I clarified that for that one, the "ball is in the FBI's court", and she should expect a response from the FBI.</p>
3			<p>Representing a RICA (?) claimant, and wants to send a request for records. Wants address for Civil Division FOIA, can't find it on website.</p>	<p>Looked up Civil Division info on FOIA.gov. Called requester back, and gave the contact information for Civil. Also noted that, in future, contact info can be found on FOIA.gov under the "learn" tab. Caller said that he went to FOIA.gov, but didn't click "learn" because he didn't expect that it would contain the contact info.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	High school student concerned about the ebola virus and his potential for being exposed to it. Wants to know how to obtain records from his public high school regarding foreign exchange students and their countries of origin.	Said that my understanding is that
5	(b)	(6)	Woman called asking if her FOIA request to US Citizenship and Immigration Services went through.	Notified caller that I don't have access to DHS CIS email, but gave requester service center number. Upon request, also gave FOIA email and online request contact info for Customs and Border Protection, and for Immigration and Customs Enforcement.
6	(b)	(6)	Ir (b) (6) said that, during her law, she was writing about FOIA... Wants to contact Melanie Pustay...talks a lot about canon law....	Unclear what precisely the caller was asking for - he wasn't very easy to understand. Basically, it sounds like the (b) (6). He wants help from the feds because he thinks he's being discriminated against. UNC lawyers won't help him because of a conflict of interest. I tried to steer the conversation towards the question of whether he wants to obtain federal records and from whom. Eventually, I provided him with contact information for the Civil Division.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 10/31/14

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Receivied a letter from EOUSA directing him to CRM to make a request. Confused about it.	Caller basically knew what the letter said, but he was having trouble getting ahold of CRM. Caller read the address to me and it was an outdated CRM address. I gave him CRM's updated address and phone number from FOIA.gov. Caller asked for my name and then asked if that meant that they had records. Caller was having a little trouble understanding me, but I made it very clear that no, that did not mean that they had records, that was just CRM's address and that he should contact them if he wanted to make a request to CRM.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 11/3/2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to file a FOIA with the Department of Labor and needed DOL's address.	I read Caller DOL's address from FOIA.gov.
2			(b) (6)	I missed this call because was on another call. Called back three times after and once the next day, with no response.
3			Asked about getting something expunged on a DEA record. Says DEA directed her to us.	I gave her a few numbers in DEA (main and FOIA (FOIA because I wasn't entirely clear that she was not making a records request as opposed to an expungement request)). I explained FOIA generally, OIP's function, and the fact that expungement requests needed to be made first to the component of DOJ which has the records at issue. I didn't mention OPCL because Caller had not made expungement or FOIA request yet.
4			Wanted to make an amendment request to OPM and USDA	Caller mentioned FOIA, but after I asked her a few questions, she explained that she obtained records through the FOIA, but wanted to change what was in them. I explained the FOIA, OIP's function, and amendment requests to her. I also gave her OPM/USDA's PA office phone numbers.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 11/4/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	She wants to get a copy of her EEOC Decision	I gave her the EEOC email, address, phone # and information about how to make a FOIA request. I also explained the need to send a cert of ID
2	(b)	(6)	Where can she send a FOIA request concerning documents involving a complaint filed against a bank with the OCC, office of the comptroller of the currency. She says the agency already denied a verbal request.	I told her how to find their address to make a written FOIA request.
3	(b)	(6)	He wants to file a FOIA at NLRB	I gave him NLRB contact information.
4	(b)	(6)	wants to make a FOIA request to CRT.	I gave him the address and showed him how to navigate FOIA.gov to find other agencies' FOIA contact info as well
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 11/5/14

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to get documents from INS	Directed to FOIA.gov and provided contact info for USCIS
2			What to do if EOIR won't produce immigration document she requested on Sept. 2?	Under the FOIA requesters are considered to have exhausted their administrative remedies after 20 days if agency hasn't responded. Can file lawsuit but I can't give legal advice. Sounded like the court might have the file and so I suggested she try there as well.
3			Can't download response letter from Appeal Portal	Told him I'd have it emailed to him today since the portal didn't seem to be working for him. Nakeitha sent it 11/5/14.
4			Doing research on Unlicensed Massage Therapy in NY and wants information on how many unlicensed in NY	Explained FOIA and suggested she contact NY authorities that might have the records (AG's office, Dept. of Education)
5			From Reporter's Comm. For Freedom of the Press. Is writing a story on still interested letters and Admin closures in FOIA requests and wanted to get my take on it	Referred him to Public Affairs
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 11/06/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How to make a request regarding a 55-year old case regarding his brother. Wrongfully convicted. Has proof of FBI's involvmenet in coverup. Asked how to get the DOJ to open an investigation. 2 state troopers were killed, and his brother was convicted. (State of North Carolina).	Returned call and spoke with caller. Caller related elaborate tale of how the FBI conspired to get his brother convicted of murder. At length, I was able to boil down his request to; first, a request that DOJ launch an investigation; and second, to get FBI records on his brother. Gave him contact info for making FBI request, and suggested he include an obituary for proof of brother's death, as stated on the FBI website. Gave him contact for OIG complaints as well.
2	(b) (6)	(6)	General questions on FOIA. If information is already released, is there a directory to go to?	Called the caller back, and we had a perfectly pleasant conversation. He's doing research for a documentary on the Gulf of Tonkin incident during the Vietnam War, and we discussed the way to request records, discussed fees as a general matter, discussed FOIA Libraries for thrice-requested records, and suggested places for him to start looking.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 11/7/14

Total Private Calls: 0

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left VM.	Left VM with callback information.
2			Wanted the Oath of Office for a Federal Judge and the Oath of Office for a United States Attorney.	Provided the contact information to submit a request to both OIP and EOUSA.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 11/10/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Deposited a check to JP Morgan via an ATM. Account overdrawn because JP Morgan determined that check was fake. Was transferred to OIP via DOJ Main Switchboard. Wants to file a complaint.	Caller very irritated about being transferred to an office that could not provide assistance. The DOJ Action Center does not appear to have any links on point. I could not find a helpful number in the limited time caller was willing to stay on the phone. Suggested caller call the switchboard again and ask to be transferred to the office that orchestrated the settlement with JP Morgan. Caller hung up.
2	(b) (6)	(6)	How easy is it third parties to access to criminal convictions while in the military? Concerned about the safety of her incarcerated son.	To get access to third party records, Requester would need consent, proof of death, or argue an overriding public interest. Generally, requests for criminal records of third parties do not rise to the level of a sufficient public interest to override the privacy interest.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: November 12, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Left v/m - Caller is from organization named "(b) (6)" - question, re: status of AP-2014-04307	JMB contacted ADF for status (ADF is assigned to this appeal). ADF advised this request may be remanded (it's currently listed in PrivaSoft as a handback) and that ADF would return message from Caller (and call Caller back). On November 13, ADF called the requester back and gave him a status update on the request.
2			Left v/m - question, re: portal FOIA request submission on November 10, 2014 (tried to submit several times) and received alert "request validation failed"	JMB contacted Laurie and Doug to confirm whether FOIA request was received via the portal. Doug confirmed that the IR Staff has not received a FOIA request from Caller since 2013. Laurie also confirmed that she spoke with Caller today, re: this inquiry, and told Caller to send request again or via fax. JMB determined that there is no reason to call Caller back
3			Left v/m - question, re: "information policy"	JMB called back and spoke with Caller who has concerns, re: access to local N.C. jurisdiction's records. Caller indicated that she is being charged exorbitant fees and not receiving advance notice of fees. JMB advised Caller that she might call AG's Office or what appears to be an OGIS-type organization (the Sunshine Center of the North Carolina Open Government Coalition)
4			Left v/m - question, re: FOIA request	JMB called back and spoke with Caller. Her law firm made a FOIA request on September 17, 2014, re: client (b) (6). JMB determined that her firm made a request to DHS-USCIS. JMB provided two contact telephone numbers for FOIA requesters from foia.gov (for requests made to DHS-USCIS)

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: November 13, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	status of her appeal	received Nov. 7, assigned No. AP-2015-00537, assigned to DRC
2			status of her appeal	AP-2015-00147, assigned to TAZ
3				Fwd from front desk. Left message 1 pm.
4			wanted to report voter fraud in St. Thomas	Looked up several numbers for him to call to report his allegations
5			question about request made by (b) (6)	IR Staff said this was a privacy act request made by (b) (6) on behalf of a client. Response to request had already been sent. IR Staff left a message on (b) (6) VM in response to this call.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 11/14/14

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	This caller wanted to discuss the FOIA, but there were major language barriers. I could not understand the nature of the specific question.	I acknowledged the language difficulty and apologized for not understanding. To the extent that the caller was trying to make a FOIA request on the phone, I advised that FOIA requests need to be made in writing. For more information on the FOIA, including information on what to include in a request, I suggested that the caller visit www.foia.gov .
2	(b) (6)	(6)	(b) (6) wanted the address for submitting a CRM request.	I provided (b) (6) with the information sought. I also provided the phone number to CRM's FOIA Requester Service Center, should (b) (6) have specific questions about CRM's process.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: November 17, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants info on a local non-profit	Left voicemail with OIP function & told him to call back if further questions or want federal records. (b) (6) called back and said he was looking for records from VA and from the State of North Carolina. Gave him the FOIA contact info for VA and helped him with the State foia.
2			How to "get FOIA and DOJ info?"	Caller wanted information about his immigration case and so I suggested he submit a FOIA request to EOIR and gave him the contact info
3			Wants to submit a complaint about ATF's handling of FOIA requests	Suggested he submit a compliance inquiry and directed him to the page on OIP's website that has the relevant info
4			Wants to submit a FOIA request re: Ferguson and wondering if he should submit a single request or one to each component of DOJ	Called back and he had found the answer to his question on our website
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 11/18/2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question about a FOIA/Privacy Act Office	Return message on 11/19.
2			USC student is writing a paper on the <u>Shelby County v. Holder</u> case. She wants to interview people connected with the case to get quotes for her pending paper.	I referred the caller to the Office of Public Affairs. I cautioned the caller that because she is not a member of the news media, I don't know whether she would be able to get an interview, but Public Affairs would be the Office to call to find out more. I gave the caller the main phone number for that Office.
3			Question about FOIA requests. She works for a non-profit institution. Roosevelt University and was told that they are subject to the FOIA. The entity is a private University in Illinois.	I told the caller that a private university is absolutely not subject to the federal FOIA. Having said that, each of the 50 states have their own FOIA laws with varying degrees of applicability to different types of entities. It appears that the Illinois FOIA is administered by the Attorney General of that state and does apply to public universities. I suggested that the caller check out the AG's website to see what it says about whether the Act applies to private universities in that state.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDT
Date: November 19, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of FOIA request submitted	Not in PS -- sent it to wrong address, used address in Cert of ID -- he said he spoke to someone (JMD mail referral unit, wasn't sure) who said his request is being distributed

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b)	(6)	Entities subject to FOIA -- hybrid interstate compact -- can't find a parallel entity like those in the cases in the Guide -- Delaware River Basin Commission -- used to respond to FOIA requests but now claims it is not subject to the FOIA. Can we look into this?	<p>Matt Gardner on Compliance is to look into this and get back to me - according to MG: Hi Christina,</p> <p>I have already researched them, and their general counsel expressly holds that they are not an agency subject to the FOIA. They are a hybrid state and federal commission, with unique authority. My understanding is that they still "process records requests," in a similar way as the FOIA requires, but they do not hold themselves out as subject to the FOIA, their organic statute does not hold them to be subject to the FOIA, they do not have FOIA regs, and they have never reported to us as such.</p> <p>Hope that helps.</p> <p>Thanks, Matt ---</p> <p>Called back on 11/20/14 and informed the caller that our office did not consider the entity was subject to the FOIA and they were not required to report to us -- caller wants to submit a FOIA request for information about the determination. Explained that submission could be done electronically. Will let IR and compliance know request is likely coming down the pipe.</p>
3	(b)	(6)	Questions about FOIA request OIP worked on -- tried to find out from Doug or Laurie what this request is	Left message
4	(b)	(6)	Concerned about daughter, injuries and fraud related to court case -- "inappropriate court case" -- daughter not appropriately placed -- guardianship setting dangerous	Does not have a FOIA question, seems very agitated, talking about compliant and concerns -- calling back will further agitate caller, who appears unstable or irrational
5	(b)	(6)	Which federal agency enforces the freedom of information act and how do you submit a violation of this law?	He can appeal the action (or file a suit), or can go to OGIS -- gave him OGIS's contact info

Call	Caller's Name	Phone Number	Question	Advice / Answer
6	(b) (6)	(b) (6)	If an private commercial entity apartment complex is actively participating in the federal rural rental assistance program for its low income residents, is the apartment complex obligated to respond to Freedom of Information requests for information regarding names and addresses of current tenants?	Bertina: Can you send this response back to the email address below using our OIP address? I don't want to email him directly from mine. Thanks! Christina
			If yes, what is the appropriate provision of the FOI Act that should be cited when making such a request?	Please be advised that the federal Freedom of Information Act only applies to agencies within the Executive Branch of the federal government, independent regulatory agencies, and some components within the Executive Office of the President.
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8				Christina D. Troiani, Esq.
9				Attorney-Advisor
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11				United States Department of Justice
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 11/20/14

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to know if being investigated	Told Caller about FOIA.gov because she asked about how to make a FOIA request. The rest of the call involved listening to Caller's situation.
2	(b) (6)	(6)	E-Mailed FOIA request on 23rd asking for docs re Ted Cruz - Mail Referral Unit	Said I would reach out to MRU, because Caller was having trouble getting anyone to answer the phone (I checked and he had the correct number), and that I would call Caller back with the information. I contacted MRU who said that it had forwarded the request to the IR Staff. I checked with LD who said that they had received it and that it would be logged in within the next few days. I relayed this information to Caller.
3	(b) (6)	(6)	Find out information on self	Spoke to requester for a while and he mentioned DHS (he discussed stop at border by DHS agents and thinks that they might have records on him). I explained how FOIA works generally (each agency controls own records, etc.) and then gave him DHS's contact information.
4	(b) (6)	(6)	"Trying to get information about the appeal process"	Sent e-mail back through main e-mail saying to look at FOIA.gov and our website. E-mailer did not provide any detail or other forms of contact (otherwise I would call), so I think this is the best that I can do here.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 11/21/2014

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Calling re: civil rights settlement of \$2M	Called back, left message. Explained function of OIP, and that we don't have jurisdiction over civil rights settlements. Suggested he contact the Civil Rights Division.
2			Asked for contact info for OIG of EEOC	Even though not office function, it was easy to look up, so I decided to be nice/customer-service-oriented, and found it on EEOC website.
3			Michigan Dept of Technology Management and Budget. Wanted to know whether the guidance is still accurate, which says that agency FOIA fees go into the general treasury, and not to the agency who assessed them. (I guess he's helping revamp Michigan's FOIA system and wanted info on what the feds do.)	Said that FOIA fees go into the general treasury - it's still accurate.
4			My son had to go to trial in Orange, VA. Wondering why he didn't go back to WV.	Gave contact info for making email request to EOUSA. But it sounded like she just wanted a quick answer to a question she had regarding why her son was in one facility and not another, and she wanted an answer soon. I said that FOIA might take longer than she might like.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b)	(6)	Congressman Paul Brown's office (Georgia). Has a constituent who made a FOIA request to BOP, and got a dissatisfactory response with 60-day appeal rights. Apparently, the constituent had been thereafter corresponding with BOP for redress, but not sent to OIP. Caller wants to know whether OIP can waive the 60-day appeal rights in this instance on behalf of constituent, or to interpret his continued correspondence with BOP as a sort-of-appeal?	Suggested she send me an email with the information, and we'd consider it.
6	(b)	(6)	A bit difficult to understand her, but if I interpret things correctly, she received a scam email from someone claiming to be Melanie Pustay, and wanted to know if it was coming from our office. Email said that there was a suitcase full of money trying to enter New York airport, and she needed to send an ID, presumably to get a cut?	I said that is sounded like an "advance fee scam". She read to me the email address the mystery email came from, and I said that it didn't sound like the email came from our office. Further, I light-heartedly indicated that, from what I know of our director, she doesn't seem like the kind of person to scam people in her spare time.
7	(b)	(6)	Having trouble filing appeal through the portal	I found that the requester previously used this email address to make a request, so I suggested she do a password reset, at the bottom of the appeal portal window. If that didn't work, I gave the fax and postal mail addresses.
8	(b)	(6)	Asked if Florida state is covered by FOIA.	I said that the federal FOIA only applies to records maintained by federal government agencies, not agencies by the state government. However, Florida does have its own FOIA-type access laws, and I suggested she pursue those avenues.
9	(b)	(6)	Received letter from FBI re: TS clearance. Needs to appeal within 30 days. Information request on her file? A bit unclear whether she is appealing the denial of a clearance or a FOIA for her file. Needs to know how to request her file?	Said that I don't have any information on how to appeal clearance denials, but I gave the FBI contact info, and info on providing a CID, as she wanted to seek records on herself.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: November 24, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: how to use the FOIA	JMB called back and spoke with Caller. Caller wants to send a FOIA request to the Consumer Financial Protection Bureau, and JMB provided the contact information for CFPB from their website, http://www.consumerfinance.gov/foia/
2	(b) (6)	(6)	Left v/m - question, re: how to get information from PIA(sp?)	JMB called back and spoke with Caller. Caller has questions and concerns about private impact assessments (PIAs) and, specifically, the Department of Education's improper release of information submitted by U.S. citizens in their PIAs. Caller believes that DOJ has "subseding" authority to address these concerns and wanted information about which DOJ component can assist. JMB provided the telephone number for OIG - http://www.justice.gov/oig/hotline/contact-civil.htm - not knowing whether this would assist Caller.
3	(b) (6)	(6)	Left v/m - question, re: questions about the FOIA	JMB called back and left v/m for Caller.
4	(b) (6)	(6)	Left v/m - question, re: how to return results from FOIA request that Caller received concerning someone with a different A# than the A# provided on the request from Caller	JMB spoke with Crystal Souza at EOIR, who noted that Caller should call EOIR's FOIA Requester Service Center number (703-605-1297) and ask for the name of the Analyst on the response letter. JMB called back, spoke Caller, and provided this information to Caller

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 11/25/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	[Via EM] Where to make a FOIA request for records related to Rockwood Lithium case in July 2013 in the U.S. District Court of Nevada.	I googled the case name and found that it was prosecuted by the USAO in Nevada and an attorney from ENRD. I called (b) (6) and recommended that she submit a request to EOUSA and ENRD.
2			[Via EM] Seeking clarification of a prior hotline response as to why a private apartment complex that provides subsidized housing through a federal program is not subject to the FOIA.	Reiterated the entities subject to the FOIA as provided by CDT. Explained that caller may be able to access the information collected by the private entity through the agency because in the scenario presented the private entity must report that information to the agency. Provided the FOIA Counselor number in case the caller needed additional clarification.
3			Caller saw online that a DOB was needed to make a FOIA request, but was confused because the subject of her request is a corporation.	DOB is needed when the subject is a person because it helps the agency ensure they are processing records on the correct individual.
4			Status update for AG-2014-02509 and OLP-2014-02510	EM to DH and LD to find out who is assigned these requests.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: MTC
Date: December 1, 2014**

Total Private Calls: 1

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1	(b) (6)			Left message.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 12/02/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller wanted info on FDA FOIA and filing a complaint with DOJ alleging fraud	Gave FDA FOIA contact info; told caller that this was FOIA hotline and could not help with allegations of fraud
2	(b)	(6)	Status of ATF request	Told caller he could contact ATF directly, gave explanation of rights under FOIA, told him that 2.5 months was not excessively long and that ATF was backlogged, would process in due course
3	(b)	(6)	Settlement with US Navy	gave contact info for Civil Division, caller had apparently spoken with Navy JAG who said DOJ would have handled settlement
4	(b)	(6)	CRT Discrimination charge	Called back, left VM with contact info for CRT
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: December 3, 2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants a resolution from complaint in case appealed through FCC/OCC (state?) -- bank dispute w/ local bank	Couldn't leave a message
2	(b) (6)	(b) (6)	Wants to submit an appeal -- is it better to submit through portal or mail?	Left VM -- if want it submitted more quickly, use portal. If have issues loading, try opening with different browser
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: December 4, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wants to know how to get a new law made that would limit the amount of time divorce proceedings can go on.	Function & directed caller to NY state website with information on how to contact local congressman
2	(b)	(6)	Police officer with a Right to Know request and needs guidance	Explained the function of OIP; local PD not subject to federal FOIA and suggested he contact his state authority on open government
3	(b)	(6)	Social Security in town is hiding evidence and her parents are hiding evidence too; Had her removed from some records and have committed wire fraud; they falsified her signature and she wants justice and will file a lawsuit against the US attorneys if not resolved	left message saying call back
4	(b)	(6)	How is timeliness for appeals calculated? Caller is concerned that her appeal will not make it to DOJ on time, but postmark is timely	Told caller we use postmark and if she is ever worried she could submit the appeal through the Appeal Portal.
5	(b)	(6)	Wants to confirm that OIP received her FOIA request that was faxed to us on Nov. 21, 2014.	I forwarded the information to Laurie for her to determine if OIP received the fax. Will call back once Laurie looks into this.
6	(b)	(6)	Attorney representing client in deportation matter wants records from EOIR	I provided EOIR's contact info. Caller asked how to get the records quickly. We discussed the standard for Expedited Processing and I directed caller to the section in our Guide.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/05/14

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Question about \$24 million dollars that was just received by DOJ and where that money goes.	I told Caller that I wouldn't be able to answer that question. I explained the FOIA to Caller. I directed Caller to FOIA.gov. Caller called me a "peon," expressed displeasure at the fact that the government was big, expressed displeasure at the Attorney General, but then wished me a Merry Christmas.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: December 8, 2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	[REDACTED]	(b) (6)	"Hi my name is (b) (6) and my husband is (b) (6) he is currently in Hazelton WV he has only been there for 2 weeks and he got jumped and beat up he was in coleman 2 he is only doing time for parole violation is there any way that he could be released early his out date is (b) (6) i need him home to help me please let him come home early his reg number is (b) (6) please let me know soon thanks"	Andy had responded with a standard "Not Office Function" email. She followed up asking "Then who can help me?" I responded reiterating that we cannot help, and suggested she may want to contact BOP.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SVR
Date: 12/9/14

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wanted to file an appeal for someone from an FBI action. He said it was untimely probably.	I said I can't make any promises or tell him our decision on timeliness via phone, but if he wants to try to appeal despite its possible untimeliness he can do so through the portal. I walked him through finding the link to the portal. If untimely, one can always make another request.
2	(b) (6)	(6)	He submitted a simple FOIA request to an IRS regional branch to find out who at the IRS had accessed his data. They have still not responded and 20 days have passed. He has a signed receipt proving they received the request. He says none of his status calls have been returned. They did not even send him an ack letter. He says he's an attorney who had an incident with an IRS employee who accessed his files and the employee was discharged after an OIG investigation, but he is seekign records on himself.	FOIA Contact: He left a message with Paula Curran. I gave him the FOIA contact number from FOIA.gov. I noted that he can also make a complaint to our office in writing if he still cannot even get a tracking number from them. I also noted that he can file a lawsuit as well.
3	(b) (6)	(6)	She used to work at the Black Panther Party and wants to make a request for records on herself- both state and federal.	I explained the difference between state and federal FOIA and that we can only help with federal FOIA q's. I suggested the office of the FL AG for FL sunshine law questions as she's in Tampa. As to federal FOIA records I gave her the FOIA.gov contact info so she can make FBI requests, etc.

Call	Caller's Name	Phone Number	Question	Advice / Answer	
4	(b) (6)	(6)	This caller was hard to understand due to a strong accent. He says the Treasury Dept won't release information and it redacted trade secrets improperly and it is running a Ponzi scheme and collaborating with the credit bureaus against him.	As to FOIA denials, he can file an internal appeal within Treasury following their procedures and file a lawsuit. I recommended he hire a lawyer. If he has complaints about criminal matters/ a Ponzi scheme, he should report this to the local police and/or FBI offices. I explained OIP's function.	
5			She says she made 2 FOIA requests to the courts and PACER. She said that they did not respond.	I directed her to the resources of agency contacts at FOIA.gov and noted only federal agencies are subject to the FOIA.	
6			She wants the DOJ FOIA Guide. She also asked about identity theft and says an agency has her medical records.	I showed her how to find it on our website, and also told her about FOIA.gov. She said she wants it sent to her mailing address: (b) (6). As to ID theft, I explained OIP function and suggested reporting it to the police. As to medical records, she did not know what agency, but I showed her the contact information for all agencies at foia.gov once she decides where to make a request.	
7			If she wanted a ruling about a Supreme Court how can she find it out? She wants govt to give her updates when new rulings come out.	Supreme Court website link given. Courts are not entities subject to FOIA. OSG is subject to FOIA - info on foia.gov.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 12/10/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question about getting her husband rap sheet updated	Determined that caller's husband was in state prison for a state crime, directed her the California Department of Justice and recommended that she contact them
2			Wanted to request a subpoena issued by DOJ	Gave her EOUSA contact info
3			Wanted info on his father whom he believes is deceased and was in WITSEC	Gave him CRM FOIA's contact info
4			Wanted info on a criminal defendnat given death penalty	Gave EOUSA contact info
5			Wanted to know date that request was received	Looked in privasoft and gave her received date
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: December 11, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: status of PA/FOIA request sent to DOJ by fax on November 21, 2014 (made by (b) (6))	JMB left v/m for Caller asking for additional information, re: fax number and where request was sent.
2	(b) (6)	(b) (6)	Left v/m - request was faxed to OIP to 202-514-1009	JMB checked with the IR Staff and Laurie confirmed that the IR Staff will send an acknowledgment letter (and Sara indicated that she would call the Caller tomorrow to provide update on status of Caller's request). JMB called back Caller and provided this update and the request number assigned
3	(b) (6)	(b) (6)	Left v/m - question, re: submitting FOIA request	JMB called back and spoke with Caller. Caller will send FOIA request for records concerning a DOJ settlement agreement and wanted guidance on how to do so. JMB discussed with Caller and Caller will send his request with as many specifics as possible, including a copy of the settlement agreement (a public document) to which he refers in his FOIA request
4	(b) (6)	(b) (6)	Left v/m - question, re: status of FOIA request	See below
5	(b) (6)	(b) (6)	Left v/m - question, re: status of FOIA request	JMB called back and spoke with Caller. Caller mentioned only that he sent his request to DOJ and to Washington, D.C. JMB asked Caller for the name of the DOJ agency to which he sent his request. Caller did not know, indicated that he would call back, and then hung up - no further action required.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: December 15, 2014

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Urgent Matter	left msg - call back
2			Status update on AP-2015-00537	My appeal - I gave her a status update
3			How to make a FOIA request to EOUSA	Directed to FOIA.gov and gave information for EOUSA and discussed the FOIA generally
4			Asked whether he needed to send OIP a letter requesting confidentiality of information his firm provided to the US Attorney's office in response to a civil investigative demand	Discussion of FOIA and exemption 4 specifically. Discussed submittor notice and advised against sending a separate letter to OIP.
5			Anything you can do to make sure agency applies exemptions to documents with your information on them?	No. Discussed the FOIA and how it requires agencies to withheld certain kinds of information.
6			Status update on appeal	Gave her the IR Staff case number and told her she should hear from the IR Staff within a week.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 12/16/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Referred to me by another dept in DC. That I'd be able to mail. Organization wants to take pictures. If she refuses, they might take her out of the program.;...wants information on the Privacy Act and requesting records from HUD.	Sent a pamphlet with the information.
2	(b) (6)	(6)	Has pro-se Lawsuit in federal court. Sees the other side has a bound copy of the FOIA guide. Wants to know if we have them.	Said that the most updated copy of the FOIA guide is solely available online. He has the link.
3	(b) (6)	(6)	Wanted to put in request for every criminal settlement with bank over last 5 years, main justice and USAOs.	Called back and spoke with caller. Said that it sounds like EOUSA would be the best place to start looking, but that EOUSA tends to want requests that specify which District the prosecution/settlement took place in. Suggested he call the EOUSA requester service center for help in crafting a request - contact info available on foia.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: December 17, 2014

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Sent in a FOIA appeal -- coming via FBI mail -- just a heads up its coming	Told him I'd keep an eye out for it, and that once we got it and it was logged in he would receive an ack letter w/ an appeal number
2	(b)	(6)	Called USMS and BOP awhile back -- gave some phone numbers and said tried to call but no answer -- wants to know what 913 # she has from a few years ago?	Told her I couldn't help her with what the number was, just could give her main FOIA numbers
3	(b)	(6)	How to request answers from FOIA -- wants his own file -- DEA	Gave R DEA's FOIA contact info. to mail request into
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 12/18/2014

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status on AP-2015-00333 & AP-2015-00334	gave status
2			Status inquiry on requests made to NTSB and FAA	Gave contact info for those agencies
3			Wanted info on state court judges	Told caller that this is federal FOIA and that he should go directly to state or local court
4			Submitting information to a DOJ component which caller believes might later be the subject of a FOIA request but he would want exempted under b4, wanted to know if he should cc his letter to a FOIA office	Told caller there was no such requirement
5			wanted to discuss a pending FOIA request with IR Staff	Gave her Laurie's contact
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: December 22, 2014

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2015-00333	Pending final review with CDT. Gave estimated date of completion as Jaurary 9, 2015.
2			DRC-2013-00263	Response letter dated 12/15/14. I explained he may want to contact (b) (6) for info re: pages decalssified prior to mandatory review. Asked AMJ to call to generally discuss DRC procedures - that the DRC would not reconsider declass for 2 years; he can file as lawsuit as directed in the FOIA response; OIP cannot give him legal advice on how to file the suit.
3			Wants to make requests to multiple office of DOJ - is there one clearinghouse?	Suggested he can make one request to the MRU and it will forward it to the components listed
4			can he assess fees for FOIA requests from private background investigation companies	Advised that he must consult state law but noted that the federal FOIA does allow for such assessment
5			can't upload pdf to portal	left message - gave fax number and email address as alternate means of submission
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 12/23/14

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status of FOIA complaints filed via portal and follow up e-mails.	After much discussion, we determined that the caller actually submitted a complaint about BOP employees through OIG's complaint hotline. I was able to find the hotline page and provide her with the correct contact information.
2	(b)	(6)	Caller's incarcerated son asked her to go and make a copy of a original form that related to the statute of limitations.	Caller provided what appeared to be a form number that I am not familiar with and that I could not find through a google search. Because her son is incarcerated and it sounds like the form is related to some experience he had in a federal facility, I suggested that she contact the BOP Service Center and provide a description of what she is looking for. They can tell her if it is a form they maintain and if so, how to get a copy.
3	(b)	(6)	Caller wanted a status update regarding a request/appeal he filed.	Based on the fax number provided by the Requester, I was able to determine that the request was actually made to DHS/ICE. Provided the contact information from FOIA.gov.
4	(b)	(6)	Submitted a FOIA request in October for husband's I-130 and has not heard anything back	A request for an I-130 would go to DHS/USCIS. Provided the contact information from FOIA.gov.
5	(b)	(6)	Told that Dept. of Labor wanted to file an amicus brief on her behalf in a lawsuit but was told that DOJ advised DOL against filing the brief. Caller would like to know why.	The Civil Rights Division and/or the Civil Division are the components most likely to have reviewed the amicus brief (if there is one). Directed caller to FOIA.gov to get the contact information. Also answered some basic questions about "release to one is a release to all," the privacy of FOIA records, and what happens after the records are processed.
6	(b)	(6)		Call was cut off, I'm not entirely sure what she wanted.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 12/24/14

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to view text of appeals submitted through the Portal	I don't know the answer and there is no one in the Office who knows the answer either today. I am out next week, so I forwarded it to Monday's FOIA Counselor to handle. It should be just a quick e-mail back. I would take care of it, but I didn't want to wait over a week before I was able to answer.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: December 29, 2014

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How can he view the text of his portal submissions?	Asked all available staff if anyone knew, but no one did. Responded through OIP mailbox that staff who could answer his question were out until January and apologized for the inconvenience.
2			how to make a FOIA	left message - directed to foia.gov
3			how to make a FOIA on a bank	unable to leave message - VM full
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: December 30, 2014

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m - question, re: status of his appeal and whether OIP received his appeal in advance of the 60-day appeal deadline	JMB checked PrivaSoft and could not locate Caller's name. JMB called back and spoke with Caller, who indicated that this is an FBI FOIPA request (request no. 1227374). JMB told Caller that appeal was likely received, but has not yet been opened. JMB told Caller to check back with OIP next week to confirm receipt.
2	(b)	(6)	Left v/m - question, re: status of his request, request no. 2015-01087	JMB checked PrivaSoft and could neither locate Caller's name or Caller's request number. JMB called back and left v/m for Caller, re: additional information with which to locate Caller's request
3	(b)	(6)	Left v/m - same question as above	JMB called back and spoke with Caller who indicated that he sent his request to the Department of Justice in downtown Washington, D.C. Caller indicated that he would call back with additional information about which DOJ component.
4	(b)	(6)	Left v/m - question, re: seeking copy of official personnel file from AutoZone	JMB called back twice, but Caller did not answer and Caller did not have voicemail set up so that JMB could leave a message
5	(b)	(6)	Left v/m - question, re: the address to send a FOIA request for records concerning AG Robert J. Kennedy	JMB called back and spoke with Caller who indicated that he wants records for AG Kennedy's time as AG. Based on what Caller said, it appears that Caller correctly identified OIP as the component to which he might send his request. JMB confirmed the actual street address with Caller.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 1/5/2014

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of CRM FOIA Request	Having trouble reaching CRM. I gave him CRM's phone number. He said that that number was disconnected. I checked and he has the one that it listed on FOIA.gov. I advised to try again and if he couldn't reach them, to call us back. I also gave him CRM's e-mail address. I also told him to try going through the switchboard, but he said that he had done that and it forwarded him to OIP.
2	(b) (6)	(6)	Could not understand entire message	I called the number provided back, but the number is "non-working." I verified that the number was the same that was given in the VM and called again with the same result. Although I was unable to make out the entire message (which went on for over 5 minutes), based on the portions which were understandable, I am pretty sure that this was a call which was asking for something not in our pervue. If Caller calls back, I will address his call then.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 01/06/2015

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of an EOUSA request	Gave EOUSA FOIA requester number
2			AP-2014-05007	case had been remaded to EOUSA, so I gave contact info so he could check status
3			Left a job at Dept of Labor, wanted records	Gave info on filing FOIA with Department of Labor
4				Called back left VM
5			status on a couple appeals	gave status
6			Had a question about an immigration issue and trying to get her son out of the country	Explained to the caller that the FOIA is a law that allows people to request records form the gov't and that I could not provide assistance with immigration matters
7			2015-00538	gave status
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: SRO
Date: 1/7/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller wanted us to send him another copy of his appeal response.	I sent a copy of appeal number 2014-03352 to the new address provided by the requester. The address is in e-FOIA.
2			(b) (6) appeal. The caller says that OIP has repeatedly lied to her about how long this appeal would take to handle. I found the appeal and will take a look at it today. It was submitted to me for review approximately two weeks ago while I was on vacation.	I told the caller that I would take a look at the appeal today.
3			The caller asked whether he could obtain records about the Iran Contra matter that were allegedly provided to DOJ by a local police department.	We discussed whether the caller has any idea who in DOJ these documents were allegedly provided to. Because the records concerned gun and possibly drug running from an airport in a Southern State to South America, it seemed that FBI, DEA, and/or ATF would be the most likely places to contain records. I informed the caller that he can technically just make a general request to the MRU, but he might get better/faster results by making requests directly to components that might have records.
4			This caller wanted further information about an appeal made by his client of an OIG matter. We recently remanded the appeal and the caller wanted more information about the remand.	I looked up the appeal in the system and simply noted that we believed that there might be segregable information in the records WIF per b(5) by OIG. For that reason, we remanded for OIG to take a further look at the records.
5			Called about a totally non-FOIA related matter.	The caller rambled about topics unrelated to FOIA until the VM system cut them off.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 01/08/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2015-01098	VM: Status update 4 -6 weeks.
2			Court order to garnish ex-husband's military retirement. Needs the disposable amount to know which percentage she is entitled to. Garnishment office refused to provide the disposable income amount and suggested she call our office to determine how to get the information.	Explained that while she can make a FOIA request for that information, without her ex-husband's consent it is unlikely that she would receive the information. Our office cannot provide any assistance in this matter. She may want to contact an attorney.
3			Status update of AP-2015-00784	VM: Status update at least 6 weeks, attorney is waiting on background.
4			Status update of AP-2014-04483	EM office to locate record.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 01/09/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Request for information about whether a bank was federally insured.	Provided FDIC contact info from FOIA.gov.
2			Wants a copy of a criminal file from EOUSA. Was given a categorical denial response but has a trial date in February and wants to know how to access the records.	Can file an administrative appeal, although the caller may not get a response before the trial. After exhausting administrative appeal timeline, may file suit in district court.
3			Caller has a FOIA lawsuit against OPM. Wanted to know what services the "FOIA Counselor" could provide in getting him access to additional information in the records.	We cannot give legal advice and at this point he is an adverse party. Provided information about OGIS.
4			Not sure what he needed	VM.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: January 12, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: status of FOIA request (received by agency on December 10, 2014; however, agency has not yet responded)	JMB called back and spoke with Caller. Caller indicated that she was on another call and would call back to the Hotline
2	(b) (6)	(b) (6)	Left v/m - did not provide information concerning question or reason for call	JMB called back twice, but could neither reach Caller nor leave a voicemail message for Caller (the number provided appears to be discontinued)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 1/13/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know how to file a complaint with DOJ regarding local law enforcement matter.	Provided the caller with the number to the Civil Rights Division's complaint hotline.
2			Left VM. Wanted assistance with a State FOIA request. The request was to a police department.	Informed the caller that he may want to look at his State's disclosure law to determine if there is a review or appellate authority to assist him with this State disclosure request.
3			Left VM. Wanted to know whether agencies are required to provide responsive records in the format requested by the requester.	Specifically had a question regarding the FBI not wanting to provide records via email or other electronic means. Informed the caller that do to certain administrative and system limitations the only electronic means that the FBI can provide records is via CD where the records are provided in pdf format. Caller indicated that this cleared up his question as he had the impression that FBI would only provide hard copies.
4			Left VM. Wanted to know whether there was a specific form that needed to be used to request records from the U.S. Probation Office.	Caller was looking for records from the U.S. Probation Office. Informed the caller that this office may actually be a part of the US Court system. However, provided the caller with the FOIA.gov website and a link to DOJ form 361 if she wanted to make a request on behalf of her client to DOJ.
5			Left VM. Wanted to know the procedure to file an administrative appeal with DOJ.	Turned out the appeal would be a failure appeal. Discussed the fact that OIP usually administratively closes out failure appeals. Suggested that the caller contact the components FOIA public liaison.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: KRP
Date: 1/14/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How can he get his prison records?	In chatting with (b) (6) it became clear that he was seeking mental health info. from his time in a state correctional system and was not seeking access to federal records. I explained the function of the FOIA, and how it was a means of accessing records maintained by federal agencies. For state/local records, he would need to submit a request under the appropriate state/local access provision on which I was unable to advise him. I suggested that he visit his state's website for info. or seek assistance from a public library.
2	(b) (6)	(6)	(b) (6) had a question about FOIA fees.	I advised (b) (6) that questions about FOIA fees should be directed to Sharon Mar at OMB. I gave SM's e-mail address to (b) (6) and advised her that this was SM's preferred means of communication.
3	(b) (6)	(6)	Can she request information on third parties?	I explained to (b) (6) that of course she could submit a request for anything she wanted, but generally information about living third parties is not provided unless the requester provides the third parties' consent or unless there is an overriding public interest in the information sought.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: 1/15/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Needs FOIA packet for submitting FOIA request to SSA	Deduced that he was looking for DOJ's form 361 in order to make a 1st party request to SSA; caller advised he does not have access to the internet so I mailed him two copies
2			Status update on AP-2014-04866	Provided status update (my appeal)
3			How to appeal DOJ's FOIA response and whether it is worth it?	Provided basics of appeal process and email address for submitting it. Also discussed FOIA public interest and possibility of overcoming privacy interests.
4			Asked about impact of change from ING to VOYA for her investment account?	Explained the function of this office and suggested she may have been misdirected given how close "VOYA" is to "FOIA."
5			Wants investigation report that he asked for in AP-2013-05445.	left msg explaining OIP's action on his appeal and said call back if still have questions
6			name change and criminal conviction	left msg - call back
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 01/16/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Needs to request information from US Court - where to send FOIA request?	I advised Caller that the FOIA doesn't apply to courts. I explained FOIA in general to Caller. Caller said her case was in federal court. I asked who were the parties in her case (in case the federal government was one of them). Caller said it was the gas company. I reiterated what FOIA covers to Caller (not courts). Caller said she wanted to write to court to get records. I said that was fine, but that it wouldn't be a FOIA request (re-explained above).
2	(b) (6)	(b) (6)	Status of background check?	Caller initially asked for the status of his background check. I explained what we do at OIP and, after speaking to Caller for a little, was eventually able to figure out that Caller had made a FOIA request to the FBI and then appealed the FBI's response. Caller confirmed this was what happened. I looked up Caller's two appeals and let him know that they were still pending. Caller had appealed through the Portal, so I explained that and the publishing to the Portal process to Caller.
3	(b) (6)	(b) (6)	2014-03922	Calling about BOP FOIA request. Needed to send letter to BOP, but didn't know where to send it. I explains DOJ's set-up to Caller and then gave her BOP's phone number as listed on FOIA.gov. Caller said that she tried that one, but was unable to reach anyone there. I went to BOP's FOIA website and gave Caller a few other contact numbers and e-mail addresses that were publically listed.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: TAZ
Date: 1/20/2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanting immigration records (I believe on husband). Hasn't made a request. Wants them on behalf of third party (living in Canada).	Explained CID and waiver concept, and suggested she get her husband's waiver. Directed her to FOIA.gov, and then to EOIR, where I suggested she may wish to make a request.
2	(b) (6)	(6)	Wants to see data related to request and info related to request. R-0246, R-0247. Records related to (b) (6) in appointment of Carol Lamb as to USAO SD-CA. Letter responding to FOIA, responding. OIP sent copies, and on case log, one of the records is this one - closed F 5 MAP. Unit IRU. OIP/OLP.	Called back and spoke with caller. She apparently wants FOIA files from 2007 on herself and on the USAO. I said that we generally don't have records going back that far, but that she's welcome to make a request for them. Gave address for OIP (as she was quoting an OIP/OLP letter signed by "MAP".) She then asked whether the request would catch FBI records. I said no, but that she can make such a request to the FBI. Gave address. Indicated that if she's requesting records on herself, she should include a CID on either request.
3	(b) (6)	(6)	Traced me to where I am.... Claims it's a violation of FOIA for someone to trace him through Google/Amazon/etc to his current location in Oregon. Asked whether that's a violation of the Freedom of Information Act.	Advised that FOIA is a law for getting records from a federal agency, and that only federal agencies (not private individuals) can violate FOIA. He asked whether these private entities were acting legally, and I advised that I can't give him legal advice, and he may wish to ask an attorney.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 21, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	equal protection rights have been denied -- wants to apply to have denial certified as being in general public importance -- wants form mailed to him (gives	Could not call back
2				No answer, VM not set up
3			Who is FOIA officer? Who to send FOIA letter to -- making production of docs to US Attys office in SDNY and usually send a letter to a FOIA person	Left VM w/ (b) (6) at EOUSA
4			Docs we sent were Wikileaks docs, not from State	Do not need to return call, not a hotline question but a security issue
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: January 22, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left v/m - question, re: which Division at DOJ should they send request for records on criminal conviction from 1999, investigated by DOJ and DOL?	JMB spoke with Caller and it appears that the records might be held by CRM or perhaps EOUSA. JMB also mentioned to Caller that Caller might want to send a request to DOL first
2	(b)	(6)	Question, re: where to send a request for District Attorney records from a 1997 trial?	JMB spoke with Caller and Caller mentioned that the records were held by the State of New York. JMB advised the Caller that FOIA Counselors do not have information about State of New York FOIA requests and that the Caller should contact the State of New York directly for the records requested
3	(b)	(6)	Question, re: definition of "Litigation Costs" in annual FOIA reports (does it include DOJ time handling cases or costs of handling cases?)	JMB spoke with JBG who provided a link to the FOIA report guide and specifically to the definition on p. 59. JMB called back and left v/m, describing to Caller how to find the definition on p. 59
4	(b)	(6)	Question, re: AP-2015-00334	JMB spoke with Caller and Caller was having trouble accessing Portal to obtain appeal response letter. JMB e-mailed a copy of the letter to Caller to the e-mail address in PrivaSoft

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(6)	<p>Thank you for responding. I understand that the various DOJ components have their individual FOIA request portals. In any case their requests may, by protocol, be (or should be) subsequently forwarded to your office for review. Is this a fair assessment?</p>	<p>JMB response: The following is a link of OIP's guidance concerning misdirected requests - http://www.justice.gov/oip/blog/foia-post-2008-oip-guidance-new-requirement-route-misdirected-foia-requests</p> <p>Please note: "[a]ll FOIA offices upon receipt of a FOIA request must make an initial determination whether they are the proper FOIA office to handle the request. In the event they are not, they must route the misdirected request to the proper FOIA office within the agency within ten working days.</p> <p>If you have additional questions, please contact the FOIA Counselor Hotline at 202-514-3642.</p>
6			<p>Question, re: status of AP-2015-00784, as far as receiving documents?</p>	<p>JMB called back and spoke with Caller, advising that appeal is pending and that responsive records (assuming a "no records" response) would likely come from EOUSA on remand (and not from OIP)</p>
7			<p>Question, re: California county records</p>	<p>JMB called back and spoke with Caller, advising that Federal FOIA does not apply here and that she might contact the appropriate California FOIA office for assistance</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
8	(b) (6)		<p>So my assumption is that each agency is allowed to make changes to 5 U.S.C. § 552 as they need to fit their unique requirements. Where can I find a copy of the FAA's version? They are unable to provide it to me and I can not find it on their website. Your glossary does not define "Public". I take that to mean "Not the FAA or Federal Government". It could very well be that I misunderstood "Public" Does it need to be a request signed my XXXXX number of people? If so, what is that number?</p>	<p>JMB response: Below you provided a citation to 5 USC 552(a)(4)(A)(iii): "Documents shall be furnished without any charge or at a charge reduced below the fees established under clause (ii) if disclosure of the information is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not primarily in the commercial interest of the requester." This statute is codified in the United States Code and applies to all federal agencies, including the FAA, as part of the Department of Transportation. The FAA does not have its own version of this statute.</p> <p>Re: the public understanding – please refer to DOJ's FOIA Guide concerning "Fees and Fee Waivers" - http://www.justice.gov/sites/default/files/oip/legacy/2014/07/23/fees-feewaivers.pdf</p> <p>On pages 35-36, there is a discussion of the meaning of public understanding – in relevant part, "Fourth, the disclosure must contribute 'significantly' to public understanding of government operations or activities.147 To warrant a waiver or reduction of fees, the public's understanding of the subject matter in question, as compared to the level of public understanding existing prior to the disclosure, must be likely to be enhanced by the disclosure to a significant extent. Such a determination must be an objective one; agencies are not permitted to make separate value judgments as to whether any information that would in fact contribute significantly to public understanding of government operations or activities is 'important' enough to be made public."</p> <p>If you have additional questions, please contact the Office of Information Policy's FOIA Counselor Hotline at (202) 514-3642.</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 01/23/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Needed DOJ 361 form	directed him to that form on the website
2			Non-FOIA---question about phone minutes	Called back, left VM
3			Had employment law questions	Told him FOIA deals with federal records
4			Info on how to file an appeal	Gave OIP contact info
5			Wanted FBI docs	Gave FBI Info
6			Wanted to know how to appeal	Gave OIP info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: January 26, 2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	ATF request/appeal - needs records for a court date tomorrow	ATF request was denied in November, 2014 & Appeal No. AP-2015-00833 is still open and assigned to ADF.
2	(b) (6)	(b) (6)	has problems with a FOIA she made to a state entity	explained we were only federal FOIA and that we were not an investigatory entity; gave info for Office of Governmental Accountability Freedom of Information Commission for CT
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Timothy Ziese
Date: 1/27/2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Trying to get FOIA info from USAO in Atlanta.	Tracked down that she's looking for the ND-GA. Told her about the structure of EOUSA, and that she may want to direct her request to EOUSA. She asked if she can send it to the District. I told her that the District would just forward it on to EOUSA, so it's the same outcome with one more step. She asked for EOUSA FOIA email address, which I provided from foia.gov. She asked if the ND-GA had an email address she could cc on her request. I contacted the ND-GA, who advised me that they did not have such a public email address to give to the caller. I contacted back the caller and relayed the information. She seemed incredulous that "in this day and age" there isn't an email address for a USAO, but she thanked me for my efforts and we ended the conversation.
2	(b)	(6)	Left message. "I have a question about the Freedom of Information Act." Looking on FOIA.gov. Wondering how access may apply to political offices on the local level.	Called back. She apparently asked for records from a local government and was stymied. I responded that the Federal FOIA doesn't force state/local government to do anything. She asked if Ohio had a version of FOIA. I said they do, and pointed her to the website of the Ohio AG, discussing the state's Sunshine Laws.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 01/28/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Where to send FOIA request?	I was having a really hard time understanding him. Eventually, I figured out that he was asking to file a request with EOUSA. I read him the EOUSA mailing address, e-mail address, and phone number. I also explained the FOIA process generally to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: January 30, 2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: status of document that he sent to OIP concerning an alleged copyright infringement	JMB called back and spoke with Caller. Caller spoke very quickly and was very difficult to understand. Caller confirmed that he sent three letters in three separate envelopes to OIP. Caller indicated that he sent the letters to OIP on January 24, 2015, via regular USPS. JMB checked Privasoft and could not locate letters. JMB gave Caller Hotline telephone number and asked Caller to call back in a week to confirm delivery. JMB is not sure whether these letters are actually FOIA requests.
2			Left another v/m - see above	
3			Left v/m - re: status of appeal sent by U.S. mail in January	JMB called back and left v/m for Caller. JMB confirmed receipt of appeal - assigned AP-2015-01638 (appealing EOUSA 2014-04251) - and left this information on Caller's v/m.
4			Left v/m - question, re: filing of three privacy act lawsuits	JMB called back and spoke with Caller. Caller apparently filed three PA lawsuits (venue: United States District Court for the District of Montana) against a DOJ component. Caller wanted to speak with DOJ attorney assigned. JMB indicated that JMB had no information regarding attorney assigned and asked Caller about whether Caller had spoken with Clerk of Court. The call was then disconnected.
5			Left v/m - question, re: status of AP-2015-01306	JMB called back and left v/m for Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: February 2, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Gotten a notice from DOJ denying fee waiver. FBI. Wants to understand why the FW was denied.	Frustrating conversation. I went through the six factors for fee waiver and explained them briefly, and suggested he might want to look at the DOJ guide to the FOIA. He responded by explaining that his daughter submitted a student ID, and that this is for her senior thesis. Seemed to be asking specifics about why his particular fee waiver request was denied, and I said that this Office can take a look if he wants, if he files an appeal. Otherwise, if he wants to know why the FBI did what it did, he can contact them. He was dissatisfied, saying that the WV FBI "just does what they're told" and didn't know anything when he called.
2			Was locked up a while back. CCA facility on a federal contract. Wants his medical records.	Suggested he send a request to BOP. Gave address. Noted that he should provide CID. He asked if he can just walk up and ask for records, and I said that requests for records under FOIA have to be made in writing.
3			1279835 (FBI?). Asking whether records were found. "Wondering whether records were found" Originally made a request, got no records. Made another for similar records and FBI couldn't find any. Wondering whether this group of records might exist. FBI 1572480-47. From NARA, they have 157 classification after a certain point.	Called back and spoke with him. (AP-2015-00920). Sounded like he wanted info on what the FBI did in response to his request, and on the processing of his appeal. I said that his appeal was pending, and that I would inform the attorney processing his appeal that he wished for a status update. Then, emailed MTC to notify her.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 02/03/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	employer is giving misleading info about caller	Caller indicated that he could not hear me and that I was calling from a withheld number, did not respond to my inquires when I asked him if he had called DOJ previously
2			church arson task force;	Some task force info if publically available on CRT's website, so I gave him CRT FOIA contact info
3			obtaining immigration records	Caller wanted to know where a subpoena should be sent for information concerning an immigration file in an ongoing immigration litigation matter; I told the caller that the purpose of the hotline is to give direction to people seeking to file FOIA requests, I told her that I was restricted to that area and that I could not give any information as to where to direct a subpoena or what would be in compliance with her litigation matter. She asked for my name and I gave it to her. Caller was calling from a law firm
4			Proprietary information; wants legal interpretations	Caller wanted legal interpretation of the FAR provisions, claimed it had something to do with FOIA; I told him that I cannot give legal interpretations over the hotline and I was unaware of who he should talk to regarding his project
5				Called back left VM
6			Question about signing a fair credit report act form to go on a church field trip was proper	Told her that OIP deals with FOIA and I could not advise her on her issue
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 2/4/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Has a bunch of concerns about an allegedly fraudulent insurance act committed by a family member. She says that an attorney told her to use the FOIA to obtain records.	I referred the caller to NY's Committee on Open Gov't to find out more about state/local records.
2			Works for the state of Minnesota. She is looking for phone records for a phone in her Office at the University of Minnesota.	I recommended that the caller contact the Minn. Dep't of Administration, which appears to oversee the open records law for that state.
4			?	
5			The caller had a question about Request No. 1269634. He appealed to this Office from that request.	I noted that the caller has three open appeals about that request number. During the conversation, the caller realized that he omitted something from his appeal letter, so he is planning to send us a new/revised appeal letter.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/5/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Someone filed a complaint with OSHA and he is getting blamed for it. Wanted to make a FOIA request for a copy of the complaint that was filed with OSHA.	Provided the caller with the contact information for OSHA's FOIA Office.
2			Indicated that he wished to file a compliance inquiry regarding a pending administrative appeal with OPM.	Told the caller that I would forward his contact information to the Compliance Team. Sent an email to Bobby.
3			Wanted a copy of DOJ Form 361 sent to her. Caller informed me that she invented the internet and the cell phone. Caller then asked me why her cell phone puts out enough power to knock aircraft out of the air and whether that amount of power would harm her.	Mailed three copies of DOJ Form 361. Informed the caller that I could not assist her with her technological issues.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 02/06/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2015-01667 and what to expect moving forward	I informed Caller of the status and what to expect moving forward in terms of the process of adjudicating the appeal. We just received the appeal, so no attorney has been assigned and no BG has yet been received.
2			Status of her FOIA request and some substantive issue about domestic violence and her husband	I informed her of the status of the FOIA request and spoke with her in an attempt to direct her to an office within DOJ about her substantive issue. She said that she had spoken with someone within DOJ, so I thought I might be able just to give her the office names, but I was unable to figure out who she spoke to. I directed Caller to the list of agencies along with their contact information on DOJ's main page.
3			Status of AP-2015-00447	Caller asked if we had received her FOIA appeal. I was able to locate it and give her the tracking number (Caller had not received out ack letter). I gave Caller all of the status information that I could about this appeal, but Caller still wanted to speak of the attorney working on the case, so I asked TMZ to call her back.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 2/09/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	(b) (6) wanted to follow up on a subpoena sent to the U.S. Dept. of Navy's Defense Finance and Accounting Service that she was advised would be treated as a FOIA request.	I was not sure how best to help (b) (6) but I suggested that she start by contacting DFAS's FOIA public liaison, and gave (b) (6) that individual's name, phone number, and e-mail address. I encouraged (b) (6) to give me a call back if the FOIA public liaison was unable to address her concerns.
2			(b) (6) wanted to discuss when to use <i>Glomar</i> vs. categorical denial. (b) (6) is a local government employee, but said that the applicable local access provisions modeled the federal FOIA.	I stressed that I could only discuss the federal FOIA, but I did entertain her questions RE: when to use <i>Glomar</i> vs. categorical denial. For what would be appropriate to use for the pending request, however, I stressed that she should research the application of the appropriate state/local access provisions.
3			Where can she find the entire 2009 Guide? She noticed that some of the Guide sections on our website were 2009, but some were more recent.	I advised that (b) (6) could contact GPO and see if a hard copy of the 2009 FOIA Guide were still available for purchase. (Last time I checked, some copies were still available.) After checking with JBG, I called (b) (6) back and advised that an electronic copy of the 2009 Guide was available at http://www.justice.gov/archive/oip/foia_guide09.htm . (Per JBG, I wasn't finding when I searched the main website because it is in the archived section.) I encouraged (b) (6) to call back with any other FOIA questions.
4			(b) (6) left a message on my voicemail. She did not state the nature of her FOIA inquiry.	When I returned (b) (6) call, she advised that she had already received a response to her question. I encouraged her to give us a call back with any other FOIA questions she might have in the future.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: February 10, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	ICE request referred to DOJ, no correspondence back from DOJ yet.	No answer -- Note: rec'd another message from R (retrieved on 2/19/15 from VM) and called back again on 2/19/15 -- again, no answer
2			Status of appeal -- AP-2015-00854	Should be receiving a response shortly
3			Info. on FOIA -- not sure where to send request, postal service contract	Gave her postal service info.
4			Calling re: lawsuit, wants to know status	Expalined that I couldn't access such info., recommended he contact the atty handling it on the other side
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 6/11/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	[REDACTED]	(b) (6) [REDACTED]	Wants listing of inmates incarcerated in minimum security prison. Grants available to help with some research on this issue?	Gave Caller BOP contact info from FOIA.gov. Also explained function of OIP to Caller, but said Caller might want to ask BOP re the grant issue (Caller said she would call re FOIA request part).
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: 2/12/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Question on submitting a FOIA appeal. Appeal of a denial by the FBI of expedited processing. Wants to submit an attachment via portal or somehow else?	After checking, called back. There's no way to attach PDFs or anything else to Portal submissions. I provided a fax number, and he said he'd submit his appeal via fax.
2	(b)	(6)	Needs help in locating a FOIA request from DOJ.	I returned call, and explained decentralized DOJ. She had a request number FOIA Request No. OJP FOIA10-000169. I said that the Office of Justice Programs has a FOIA office, and provided the contact information for their public liaison.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	14-0428 (ATF). An ATF person said that there were more dox,. Seems like they really didn't do the right thing. (Located appeal - AP-2015-01790, ed.)	Atty is working on criminal case. Sought record from ATF on the firearm. Atty was appointed on the appeal. Did a FOIA to ATF a year ago. Finally, found a person. Case was from Tampa, FL. Talked to person in ATF FOIA, and talked with Tampa. Kept following up with emails. Just got off phone with NARA. Suddenly got dox from ATF. When she got doc, it was only one page, and it said "Exhibit 22". And she thinks it's bogus. Yesterday, she had long talk with Tampa. Very nice/helpful! Record is supposed to be a report about the firearm. Tampa had several conversations with FOIA ATF, and Tampa said that FOIA office might have interpreted it too narrowly. Tampa said that there were several other dox in the file, and that Exhibit 22 was just a "slip sheet". Said that link was dead. Because the appeal has not yet been assigned to an attorney in this Office, and because I said that I didn't anticipate that I would be assigned this particular appeal, I said I would put a note in the file. (I later typed it out and put it under "Case Notes" in Privasoft.)
4	(b)	(6)	A local utility, a nonprofit that borrows money from the government. Caller had a dispute with them and requested that the utility provide records under FOIA. Utility says they don't need to comply. Who's right? Utility is contracting with Dept of Agriculture, Rural Utilities Service.	Informed caller that the federal FOIA only applies to federal agencies, and not to private entities like the utility, even if it's doing business with the government. Suggest he may wish to make a FOIA request to the Dept of Agriculture for records on the utility.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		<p>Concerned with lack of transparency in DOJ, supposedly under investigation. Some in Ohio. Another involving a baby killed by police. You call offices, and they won't tell you anything! The one about the baby, for example. Millions of dollars in medical bills... [continued with general complaints about police misconduct and lack of transparency]. Specifically requests a call back.</p>	<p>Called back and spoke with caller for roughly 45 minutes. Had many, many questions generally regarding transparency in local government regarding alleged police misconduct, and particularly about ongoing investigations. (Specifically discussed Michael Brown/Ferguson, Tamir Rice, and another Ohio case in the news where a man was shot in a Wal-Mart examining a B.B. Gun for sale.) I tried to explain that I couldn't really talk with any knowledge about the disclosure policies of local government, but that with the Feds, we have an Exemption 7A that is used for ongoing law enforcement investigations, but that we also have AG Holder's guidelines saying that we shouldn't withhold things unless there's a foreseeable harm. Caller went on to discuss JFK assassination conspiracies (in the context of government non-transparency), the military-industrial complex, the increased militarization of society, the types of personalities who become police officers, and whether the news media gets more information than the general public can. Caller was friendly throughout (on occasion saying that I sounded like one of the good people in government), and apologized for taking up too much of my time. Only on occasion raised his voice, but never at me, just generally at the police or at instances of nontransparency in general. Did occasionally ask me questions such as if I grew up with any friends who became police officers, or if I served in the military - I politely declined to answer.</p>
6		<p>Asked for status updates on all his appeals.</p>	<p>I looked him up, and found four appeals. Provided status on all of them, and reminded him of the OIP tracking number, the component tracking number, the component, and the subject of the request. Three are still open. One is "signed", but just hadn't been closed in the Privasoft system. (Because it was signed, I provided generally what our response was.) He also wanted to know whether OIP could provide additional context in our response letters. I said that we try to do so, when appropriate, given time constraints and our responsibility to be legally accurate (and therefore the disinclination to routinely creatively draft new legal language on the fly in response to appeals.)</p>	

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: February 18, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question, re: does a special form exist to make a FOIA request which concerns a book project?	JMB consulted with the IR Staff just to confirm. DRH confirmed that no such form exists. JMB advised Requester by e-mail
2			Question, re: how to obtain information concerning "extermination" policies promulgated by local authorities in Waukegan, Illinois?	JMB advised Requester by e-mail that OIP only provides guidance concerning the Federal FOIA and that Requester might seek guidance from the State of Illinois's website
3			Left v/m - question, re: status of AP-2014-04865?	JMB called back Caller and advised Caller that OIP sent a response to Caller via U.S. mail on February 12, 2015. Caller advised that Caller would check Caller's mail and call back if not received soon
4			Left v/m - question, re: how to enforce the FOIA?	JMB called back Caller and Caller advised that Caller seeks a copy of an arrest report for an arrest made in Brooklyn, NY. JMB advised Requester that OIP only provides guidance concerning the Federal FOIA and the Request might seek guidance from the State of New York's website
5			Left v/m - question, re: status of appeal of FOIA request to DEA	JMB searched for Caller's name and located R's appeal - AP-2015-01946 (pending, just received, and assigned to JMB). JMB called back and advised Caller that OIP has received Caller's appeal by mail and will respond as soon as possible.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 02/19/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Question about local PD FOIA requests	Infomred the caller that local police records do not fall under federal FOIA; caller had been in car accident and wanted polcie report
2			wants to read notice and comments for a reg passed in 1999	discussed what the caller was looking, he needed info on a reg relted to immigration, I re4commended he try DHS or failing that he could contact OMB
3			Wants info on sister, cuba	called back left VM
4				Called back left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt N. Gardner
Date: 2/20/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Via Voicemail: Can you view the content of a request submitted through the portal or review what had been previously submitted?	Response given via voicemail: Unfortunately, no that is a limitation on the current portal that we have, however you can check status via the portal. Called back in the afternoon and asked what the status of his request was. His request went to citizen mail and I informed him that he will be receiving a letter from us requesting clarification.
2			Via Phone: Was looking to make a FOIA request to DEA - for records regarding a certain case (U.S. v. Qirino Ernesto Castillo).	Via Phone: I directed the caller to FOIA.gov (requester had access to the internet) and showed him how to contact DEA to make a FOIA request for the records he was seeking.
3			Via Voicemail: Wanted to know the status of his FOIA Request. He sent his initial request to the US Attorneys Office in San Francisco - They forwarded it to EOUSA.	Via Phone: I gave the caller the contact information for EOUSA to get status on his request.
4			Via Phone: Caller is doing research on prosecutions of individuals who committed fraud or other violations during their background check process for federal employment. Caller was looking for information on how and where to submit a request.	Via Phone: I directed the caller to FOIA.gov (requester had access to the internet) and showed him how to contact various agencies or components to submit his request. The caller asked for some input as to who might maintain the data he was looking for. I told him, unfortunately I do not have the background or knowledge to steer him in a certain direction about who to submit that request to or if the data he seeks is even available. The requester understood that and stated that he was going to try and submit a request to the FBI and EOUSA to start with.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 2/23/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status update - AP-2015-01570	Told caller that recommendations have been submitted, but it's in the review process. Should get a response within the next couple of weeks.
2			Calling to get info on FOIA/PA.	I called back. He first wanted to tell me over the phone the info he wanted to receive. I said that requests under FOI/PA need to be made in writing. Further explained decentralized FOIA process, and asked him which agency he wanted records from (so I could find contact info.) He asked for mailing address of Social Security Administration, and I located that information on foia.gov and provided it. He said that if he needed more agency contact info, he would call back.
3			Doing ancestry research. On Aunt! Aunt became a communist, moved to Cuba. Ran the national dance theatre there. She died in 1997 in Havana.	Walked her through basics of submitting FOIA request. Said that, as this was a request on a deceased individual, she should include proof of death when submitting the request (generally explained privacy reasons why she should.) Gave
4			Requested info, sent letter. Wants to submit an appeal. (Response dated December 23)). In the letter, it was given an address, which didn't appear to be a way to appeal	She provided request no. 2015-2027 (EOUST) and I stayed on the line while she went to the online portal URL. I walked her through signing up for an account and on submitting an appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 2/24/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Can he use a form which says "commercial" on it from FBI to make a FOIA request; can he request records on a dead person?	I wasn't familiar with the specific form that he was referencing, but I explained what he needs to make a FOIA request and suggested that he contact FBI's FOIA Office if he had specific questions. Re the dad person issue, I went over this concept briefly with him (explained could make a request on anything, but that sometimes could obtain info on deceased individual and sometimes not). I kept this very general because Caller kept question very general, so we really just went over the concepts.
2			Online Request Portal isn't working for her to create an account	Spoke on phone and said I would check with more IT-savy people. Called back and left message telling Caller to try a different browser or to try to submit using e-mail/fax. Gave e-mail and fax number. Told Caller to call back if she had any further issues and we could discuss.
3			Status of AP-2015-01790	I had a long one-sided conversation about this appeal with this Caller. I basically told Caller that I had just received appeal (I am atty assigned to the appeal) it was still pending.
4			Status of Request No. 13176630-000	This Caller called while I was on the phone with the Caller directly above this entry. I did not understand Caller's name and, when I called back, the number is disconnected. I verified that this was the number which was left on the VM. I also checked our system and we don't have an appeal for this request number (which appears to be a FBI request number), If Caller calls back, I will direct him to the FBI's FOIA Office for status.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 2/25/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	How can she get a copy of a local police department report?	I explained about the hotline being limited to answers about the federal FOIA. For a local police department report, (b) (6) would need to go through the appropriate state or local access provisions, and I explained that I would be unable to advise her about those. (I did explain that a starting point might be, for example, the state website, if seeking state records; I also suggested that she could contact her public library for assistance.) I explained a bit about how the federal FOIA is distinct from state/local access law, and (b) (6) seemed to understand.
2	(b) (6)	(b) (6)	What is the status of her appeal of Request No. 2014-00706-F? She submitted it in December.	I advised (b) (6) that her appeal was in open status but had been assigned to an attorney. I was unable to provide the estimated date of completion that (b) (6) desired, so I said that I would check with the assigned attorney and then give (b) (6) a call back. 2/26 UPDATE: After discussing with DRC, I called and left (b) (6) a message advising that OIP was likely to issue a response to her appeal sometime this spring. (Per DRC, it was going to be at least a month longer because there was a meeting scheduled RE: this appeal and that meeting won't take place until late March.) I encouraged (b) (6) to give me a call back if she had any questions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/26/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left VM. Stated that someone that she knows who is in prison is being beaten and starved for filing complaints.	Provided the caller with the contact information for the Civil Rights Division. As this was allegedly occurring in a state facility, this appeared to be the most logical place to refer the caller to submit a complaint.
2	(b)	(6)	Left VM. Indicated that she was from the Standing Rock State Department of Corrections and wanted a call back.	Caller indicated that she was attempting to register for a "mandatory" FOIA training that will be occurring at the end of March. Forwarded the caller's information to Jake on the Compliance Team.
3	(b)	(6)	Left VM. Indicated that wanted to make a FOIA request for medical records that were created during the time he was a federal inmate.	Provided the caller with the contact information for BOP. Informed the caller about DOJ Form 361.
4	(b)	(6)	Stated that he is being prosecuted for rape, murder, and hugging too many trees. Wanted to know the status of his FOIA request for those prosecutions.	Provided the caller with the contact information for EOUSA. Informed the caller about DOJ Form 361.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ

Total Private Calls:

Date:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Seeking records about self from a USAO.	Provided EOUSA's contact information from FOIA.gov and instructed caller had to find DOJ-361 on-line.
2			Seeking copy of records related to criminal charges that were dismissed.	Caller had filed a proper request with EOUSA but needed a telephone number to follow up. Caller had sent his request to USMS to a field office. Provided the correct address and telephone number so he could follow up after submitting the request.
3			How to get a copy of a complaint filed against a federal judge. Caller sent the complaint to the Attorney General	Provided OIP's information to make the FOIA request.
4			Other than certification of ID, what other information should firm include in request for information from EOIR regarding client.	Provide as much detail about client as possible to help EOIR identify the correct records. For example: name, date of birth, place of birth, A-number, SSN, location and date of interaction with immigration officials, etc.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Matt N. Gardner
Date: 03/02/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Via Voicemail: Caller stated that the local FBI was harassing him and he had been in jail for 12 days. He paid a bill to the district court and someone at the department of revenue needs to be arrested. (Most of the Voicemail was unintelligible).	NONE: Caller left no name or phone number so I could return the call.
2	(b) (6)	(b) (6)	Via Voicemail: Caller wanted status on his appeal - AP-2015-01600.	Via Phone: I told the caller that his appeal has been given to an attorney here for adjudication, and that I forwarded his contact information to that attorney (Andy). I also told the caller that appeals are handled on a first in first out basis.
3	(b) (6)	(b) (6)	Via Phone: Calling on behalf of (b) (6) r (b) (6) who is incarcerated. His appeal was remanded. She then yelled at me for 10 minutes until she hung up the phone on me.	Via Phone: I asked her to please calm down and that I would try and help her. Instead she wanted to yell and vent and then hung up the phone. Jessica processed the appeal and the caller contacted her after she hung up on me. Jessica let her know that EOUSA now has the remand and that she could reach out to them. Jessica provided her with the appropriate contact information.
4	(b) (6)	(b) (6)	Via Phone: Did not want to provide name or contact information. Former Enron Stock holder - saw something in the paper today about the executives getting early release and he wanted to know where his money was.	Via Phone: I told the caller that our office deals with FOIA requests and if he wanted to make one I could help him with that. Caller said he did not and indicated he wanted to talk to those who prosecuted the case. I gave the caller the main number to EOUSA.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 3, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	E-mailed questions - 1) client will request records from incarceration, is a DOJ-361 required to get medical records?; 2) She was at 3 facilities, so will she need to make 3 requests?; and 3) client also wants records of a sexual assault in prison - how does she get these records?	JMB called back and left v/m - 1) client needs to verify identity for a first-party request (either with DOJ-361, perjury statement or notarized request; 2) one request to BOP for records from three BOP facilities is sufficient; and 3) if these are BOP records (re: sexual assault), a request to BOP should locate them
2			Left v/m - question, re: status of AP-2015-01595 (assigned to JMB)	JMB called back and left v/m - status of adjudication is pending
3			Left v/m - question, re: whether case has been expunged from criminal record after February 13, 2015 hearing	JMB called back and spoke with Caller. His hearing was in Superior Court in Sacramento, CA. JMB indicated that OIP does not have any information about how to obtain state records
4			E-mailed questions - re: best FOIA POC for request seeking pending bids for open contracts by a specific business service company (paper storage and paper destruction).	JMB went to foia.gov, and determined that GSA might have responsive records. JMB called back and advised Caller that GSA might be correct, but that Caller might want to call/e-mail GSA first to determine whether GSA has responsive records. JMB also advised that Caller might call 202-514-3642 for additional information or follow-up.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: March 4, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Frustrated with the gov't - trying to provide information to the gov't - says he knows who the dark complexion man near Kennedy was when Kennedy was assassinated. FBI won't respond to him. Caller wants to ID a key witness	did not provide a callback number so I'm unable to return his call
2			Brother asked for information (he's in prison)	told him his brother would need to call or I'd need a signed release; the caller didn't know which agency his brother requested information from; I suggested he have his brother (the inmate) contact the agency to which he sent his request to follow up on the status
3			Wants to file a complaint against the local police departments because they are putting crimes on people who haven't done anything	I gave her the contact information for the Office of Civil Rights and the address to submit a complaint to.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 03/06/2015

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wants to report murders and bank robberies to the Justice Department	Called back, Left VM
2			Wanted to Make a FOIA request	Could Not return call
3			Wants copy of Ferguson Report	Informed caller that the report has been posted on DOJ main webpage and gave him address for CRT
4			Wants copy of Ferguson Report	Informed caller that the report has been posted on DOJ main webpage and gave him address for CRT
5			Wants copy of Ferguson Report	Informed caller that the report has been posted on DOJ main webpage and gave him address for CRT
6			How to file appeal a FOIA	Wanted the name of who to address a DOJ FOIA appeal to; gave her OIP address, and told her that "FOIA Appeal" was all that was necessary but if she wanted to add a name she could address it to MAP
7			Caller was seeking information from her County Board of Commissioners	Told the caller that she would have to contact the local county government, OIP only deals with Federal FOIA
8			Caller has a request pending three months with Medicare/medicaid, has not yet received a response	Gave caller standard info about FOIA, 20 day limit; told her if she wished to file a complaint she could do so in writing (or via email) with OIP, but that I could not get her the records directly
9			Something about a request made in Grad Rapids	Called back, left VM
10			Not clear what question was	Called back left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 03/09/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Made an online request and payment for electronic copy of SS application and has not heard anything back.	Called back and spoke to this individual. After speaking to him, I was still unclear if he had submitted a FOIA request for this information or had sought it through other means. I gave him SSA's FOIA phone number and briefly explained FOIA to him. I let him know just to let SSA's FOIA office know what he was looking for and hopefully that office would either be able to handle it or direct him to the correct SSA office.
2	(b)	(6)	Caller was having trouble making a FOIA request.	I received a voicemail initially and when I called back Caller advised that he was all set. He had contacted the FOIA office where he wanted documents and had spoken to someone there. When I tried to find out where that was, I was unable to do so based on the information Caller had given me (he just knew that he spoke to Paul and he did FOIA). However, Caller insisted that he was all set and so there was really nothing else for me to do here.
3	(b)	(6)	Caller is being harassed by the government or someone and wants to see if there is an investigation concerning him.	This was a long call, but it boiled down to this issue. Caller didn't say much in the way of substance, just kept reiterating that he was being harassed by the government. He did insist that he wanted to make a FOIA request. I explained FOIA to Caller and then, because Caller again stated that he wanted to make a FOIA request, I directed Caller to FOIA.gov and told him that he could look at the website and see if he wanted to make a FOIA request anywhere.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: March 10, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Status of appeal AP-2015-00851	Advised caller that the appeal was on the complex track (2 levels of review) but that the appeal had been submitted for review in January. I told her to call back if she doesn't hear anything in 3 to 4 weeks.
2	(b) (6)	(b) (6)	left msg - FBI gave her a number at NARA but NARA told her the FBI gave her the wrong number and should have given her the number 87-257	suggested she file an appeal if she has concerns about the FBI's search
3	(b) (6)	(b) (6)	In divorce proceedings and ex-husband's attorney emailed her accusing her of blowing the whistle on her husband's drinking problem, apparently he was fired from the FAA? Very angry..	Explained the function of our office and told her I was sorry I could not help her.
4	(b) (6)	(b) (6)	From (b) (6), courtesy call to DOJ because doing a story on Sally Yates the new Acting Deputy AG - who to contact?	I gave her OPA's phone number and suggested she contact them.
5	(b) (6)	(b) (6)	Attorney for individual in deportation proceedings would like to make FOIA request to USCIS. How?	Directed her to FOIA.gov and discussed the requirements for a perfected request. Advised that she should get a DOJ 361 form and a notice of appearance form and that she should read over USCIS's FOIA website which also has lots of good info.
6	(b) (6)	(b) (6)	Any way to get emails from congressional members? Are they subject to the FOIA?	No. DDC and 9th Circuit have looked at this issue. Congressional Branch not subject to the FOIA, only Agencies.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 3-11-15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted the phone number for the FBI on Marcel Drive. Said that he needed to check the status of his request and that he needed it now. Said that his life is in danger.	I gave (b) (6) the phone number for the FBI's FOIA Requester Service Center. I also gave him the name and telephone number for the FBI's FOIA public liaison, in the event that the Requester Service Center is unable to address his concerns.
2			Left message alleging that request was mishandled and requesting assistance. Did not provide request number or specify whether this was a request made to OIP or to another office.	I returned (b) (6) call and left a message. I am waiting to hear back from this caller.
3			Requested a "FOIA form" for her boyfriend to obtain records. Mentioned that he is in a federal institution.	I explained that her boyfriend should not need a special form, but should put his FOIA request in writing, making sure to reasonably describe the records that he is seeking, and submit that to the office that might maintain records responsive to his request. (b) (6) then wanted to discuss the rap sheet request process/requirements, which I also discussed (referencing OIP's standard language for guidance). (b) (6) understands that rap sheet requests are handled differently (e.g. fingerprints are required, there is an \$18 fee required up front).
4			Left message requesting "FOIA assistance."	I returned (b) (6) call and left a message. I am waiting to hear back from this caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 03/12/15

Total Private Calls: 11

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	"Do you have affiliations with the BIA?"	Caller was inquiring about Native American preference in hiring process for a position with USMS. I provided him the contact information for USMS. While I know that USMS's FOIA Unit will likely not be able to answer his question, I hope that they will know enough about the hiring process or HR of USMS to direct the caller to the correct person.
2	(b)	(6)	Doing script research for a TV show. Character is a U.S. Attorney. Wants to check historical listings to see if there was a U.S. Attorney with a specific name in a specific year.	VM X2
3	(b)	(6)	District Court in U.S. Virgin Island states that their records are archived in the states. Caller wants to know where.	Through some internet research found that records of historical value from the Federal Courts are sent to NARA. Provide the caller with NARA's FOIA Requester Service Center number to talk about what she seeks and where it might be. NARA is decentralized and the Requester needs to make the request to the correct regional office.
4	(b)	(6)	Copy of DOJ investigative report regarding Ferguson.	Caller had already found the report on-line.
5	(b)	(6)	Wants find out the location of non-custodial parent so that she can provide that address to the FL courts to obtain child support owed.	Believes that DEA, EOUSA, and/or the FBI may have the information she seeks. Provided the contact information from FOIA.gov.

Call	Caller's Name	Phone Number	Question	Advice / Answer	
6	(b)	(6)	Has a request with the FBI since 1992. Needs the advocate's number for FOIA with the FBI.	Providing the Public Liaison name and number from FOIA.gov. Also provided a phone number for OGIS.	
7			Trying to purchase an old publication by Office of Justice Program	VM: National Justice Institute maintains a catalog of its publications for sale online. Instructed caller how to locate the catalog and the instructions for ordering.	
8			Received a letter from the FBI but made a request to EOUSA and has an appeal pending with us (AP-2015-00747).	Based on what the caller read to me, it appears that EOUSA referred records to the FBI and the caller has just now received the FBI's acknowledgment letter. Assured the caller that from what I can see right now, this action should not impact his appeal and that he can appeal the actions of the FBI on the referred records if he is unsatisfied.	
9			Submitted a request via fax on 01/26/2015. Has not received an acknowledgment letter.	I pulled the IR file and the request was closed on 05/05/15, but there was an error in the e-mail address. Asked GSA to resend the letter and let him know that she is submitting a new request with a CID (which was missing before).	
10			Applying to several police departments that are withholding information about his background investigation. Wants to know what is preventing him from pursuing a career in law enforcement.	Caller seeks access to records held by a state entity, not subject to the federal FOIA. Caller googled his state and "FOIA" and he found resources to help him with a state access claim.	
11			1. MPD retained items that were previously taken by the feds but returned. Caller would like those items back. 2. Also, son's case was featured on Dateline and is upset because he received threats after the story.	1. If DC MPD has the property, would need to contact that entity about getting the property returned. 2. This Office's responsibility is limited to providing general information about the federal FOIA. Caller should contact a private attorney about any rights that were violated by the footage shared with Dateline.	
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: March 13, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: status of AP-2015-01595 (assigned to JMB)	JMB called back and left v/m. JMB advised that appeal is pending, but that JMB has submitted a recommendation for reviewer's consideration and that it would likely be a couple of weeks before recommendation would be approved. JMB advised that Caller could call JMB directly for further updates. JMB also advised that Caller had submitted a dup (AP-2015-01916)
2	(b) (6)	(b) (6)	Left v/m - question, re: follow-up on JMB response, re: dup	Caller mentioned that he had no knowledge of dup, but may have inadvertently submitted it in an effort to obtain status using portal. JMB determined that no further action required at this point.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 03/16/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2014-04237	This is my appeal and informed Caller that I am still working on it.
2			There's a camera in her house - who can remove it?	I informed Caller of OIP's function. This was a very brief call and Caller would not give a lot of information. However, the fact that this was a function call was pretty obvious from the start.
3			VM to front desk	Called back and this is a non-working number
4			Calling about 2011 appeal and wanted to know about substantive immigration action	Explained function to Caller
5			Wanted to know if DOJ report on Ferguson MO had been released yet	Explained function to Caller. Caller was not interested in filing a FOIA request, just wanted to see if report had been released.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 03/17/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller complains about computer hacking	Told caller that OIP deals with FOIA and I could not assist her with computer hacking or phone hacking related complaints
2			Caller indicated that she was applying for a job and had sent documents "somewhere in Washington DC" and wanted to know what the status was	Informed caller that without knowing where she sent the documents or what their purpose was, I really could not provide her with any assistance
3			Wanted clemency papers	Gave her Pardon Attorney contact info
4			AP-2015-02074	Caller wanted status regarding his appeal, I gave him general information (appeal is assigned ADF); caller also wanted to know if someone else could call our office and ask about his appeal, I told him no, that we would not discuss his appeal with a third party over the phone
5			Ferguson Report	Caller said she did not have internet access to review publicly available version so I gave her FOIA info for CRT
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 3/18/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Submitting appeals through Portal. Question on uploading supporting dox. Portal v. mail.	Responded that there's no way to upload supporting documents via Portal, and we don't have an email address for receiving requests/appeals. Fax or regular mail would be best for sending supporting dox.
2			Wanting to find out how someone's DNA was first put into CODIS?	FBI handles CODIS. Send a request to them. Because it sounds like you're making a request for records on yourself or a third party, use CID. I gave contact info for FBI and way to get a DOJ-361
3			Calling re: package she sent to this office. Very important, in response to a background investigation. (b) (6) Package signed by D. Brown.	Just sent it January 2015. Delivered Monday Jan 5, 231413400000 15399898. Emailed Davita for status.... [Update 3/24/14: I checked with Davita, Priscilla, Nina, Jessica, and Amanda, and none of them have it. Trail went cold. I checked the tracking number on the USPS website, which says it was signed for by "D. Browne" at OPM 20415 R24. Apparently, this probably wasn't Davita after all, and so we didn't receive it. Package regarded a background investigation, and so it makes sense that it went to OPM. I returned (b) (6) call and advised her that OPM probably has it.
4			Wanted email address to submit FOIA request to DOJ Office of Special Investigations	After a bit of research, found that OSI was an office within the Criminal Division. I provided Crim's email FOIA address.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 19, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: Does the FOIA apply to local, county and state records (Shasta County, CA records)?	JMB called back and left message - advised that California FOIA laws apply, and not the Federal FOIA
2			Question, re: what to do with mistakenly received appeal response letter to AP-2015-01766?	JMB advised her to destroy it and that JMB would have it resent. JMB advised MWH and ADF so that they could edit letter (change it from (b) (6))
3			Left v/m - question, re: status of FOIA request no. 2014-01695	JMB called him back and confirmed that Caller sent FOIA request to EOUSA. JMB then gave Caller EOUSA's phone number from foia.gov so that Caller could contact EOUSA directly
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: KRP
Date: 3/20/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	What is the status of his DEA appeal, submitted in December? (b) (6) did not have an appeal number, as he had never received an acknowledgment.	I searched Privasoft for appeals from (b) (6) and could only find two: one DAG appeal; and one OIG appeal. I did not see a DEA appeal. I asked whether it could have been entered under someone else's name, and he suggested Nixon, but I couldn't find a DEA appeal under this name, either. If (b) (6) submitted the appeal in December, it really should have been entered by now, so I do not think data entry delay is the issue. I encouraged (b) (6) to resubmit his appeal to OIP's fax number, and asked that he submit documentation about the prior Fed Ex submission so that he might be able to get the benefit of that submission date.
2	(b) (6)	(b) (6)	How can she get a private company to respond to her FOIA requests? She has written numerous times, but no records were provided.	I advised that private companies are not subject to the federal FOIA. I explained that the federal FOIA was a means of accessing records maintained by federal agencies, and clarified about the limitations of my authorization to advise her. (If the private companies are subject to some sort of access law, this is beyond the scope of OIP's FOIA hotline, as I understand it.) (b) (6) seemed to understand all of this and thanked me for my help.
3	(b) (6)	(b) (6)	Someone left a voicemail message asking for assistance with an EOUSA request submitted in January. The caller said that he had not received a response or even an acknowledgment letter.	The caller did not leave his name or telephone number, so I am unable to call him back. I hope that he calls the hotline again in the future if he is still in need of assistance.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 23, 2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		FOIA question	Left no number to call back
2			Wants to talk about privacy and confidential treatment regarding import information on internet	Caller does not have a FOIA question, rather wanted to discuss internet privacy.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 3/24/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	The requester filed a request with the AG's Office and wants to talk to the person handling the request for status.	We were able to determine that the request is FOIA-2015-01525, being handled by Christina Butler.
2	(b)	(6)	AG/15-00736, OLA/15-00737, PAO/15-00738. The requester seeks a status update on these requests.	I talked to Sara Tennant who is handling this request and then provided a status update to the requester. The caller also asked if text messages are considered agency records. I noted that I cannot give legal advice and have not seen written guidance on that topic, but speaking generally, if a text message is used for agency business it is likely to be considered an agency record.
3	(b)	(6)	Calling from a law firm.	He is submitting documents to a federal agency and wanted to know if there are any special procedures that he must follow to get it on the radar of the agency personnel that what he is submitting may be protectable pursuant to FOIA Exemption 4. I told the caller that I cannot provide him with legal advice, but I did note that he is free to include a cover letter with his submission to put the agency on notice that the submitted materials may be subject to Exemption 4.
4	(b)	(6)	Wishes to obtain mailing lists for federal employees.	I told the caller that he is free to make a request for such records to the Justice Management Division. Referred him to FOIA.gov for the address/fax/email address.
5	(b)	(6)	Would like to make a request under the FOIA.	Made various implausible allegations of misconduct by state/local/federal officials.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MWH
Date: 3/25/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know the status of AP-2015-01816.	Provided the requester with the status of the appeal.
2			Indicated that he is going to be submitting subject to a subpoena and wanted to request confidentiality.	Discussed with the caller the protections under 6/7C and 4.
3			Wanted to know the status of AP-2015-01255.	Informed the caller that I would email his information to the attorney handling the appeal to have the attorney contact him regarding the status.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: March 26, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	What to do when agency takes a really long time to respond and you can't get any sort of response from them? Any advice?	called back - left vsm suggesting he try the contact info on FOIA.gov and if the agency still won't respond, the remedy under FOIA is the ability to file a lawsuit. I also gave him my direct number if he wants to ta k further.
2			Calling about the status of request that was forwarded to DOJ from DHS. Hasn't heard anything.	After checking with Laurie I advised the caller that OIP did receive the fax he sent and that he would be hearing from our Office soon.
3			calling about the status of AP-2014-02410	Said she never received the letter. I told her I'd put it in the mail today.
4			calling about status of appeal of EOIR 2015-8820	I advised the caller that we received the appeal on March 16th and that I would anticipate it will be at least three to four weeks before a decision is reached and that it may be longer depending on the complexity of the appeal.
5			Calling from DC Public Defenders office to follow up on an appeal (AP-2015-02117) where the FBI denied their fee waiver request	I told the caller that I submitted the appeal for review on March 18th and that it will go through two levels of review so it could be three to four weeks. I said to call back if she doesn't hear anything.
6			Appeal status of AP-2015-01790	Provided status. AF appeal. Submitted for review on March 3, 2015. Complex track.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 1

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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2	(b) (6)		Caller is looking at data on FOIA.gov. He wants to pull out information about the use of Glomar. Is there a way to do that? Has looked through several Annual Reports and does not see the information.	OIP does not track the assertion of a <u>Glomar</u> response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 30, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		wanted to make a request to Army for records on himself	Walked him through the foia.gov website and showed him where to find contact info for Army.
2				Left message
3			Had questions about exclusion language in FBI response letter	
4			Status of AP-2015-01560	Assigned to JKF; still under consideration; estimated response 4 weeks (per JKF)
5			Status of his Req. No. DAG-2014-02538	Referred to Debra Moore and Laurie Day for response.
6				Left message.
7			Wanted to know how to find out the status of a federal appeal (from a District Court decision)	Non-FOIA issue. Determined appeal has been filed. Suggested she try the Clerk of the Court at which appeal was filed.
8			Wanted to discuss his FBI FOIA request and the exclusion language and whether it is "worth his while" to appeal or if the type of records he is seeking would be subject to an exclusion.	He advised he had already read our Guide section but found it confusing; tried to explain that even the existence of excluded information would be classified and I couldn't comment on whether the kind of information he was seeking would be excluded under the FOIA. Suggested he may wish to look at our agency guidance from 2014 regarding exclusions.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 31, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: Federal appeal for (b) (6)	JMB called back and spoke with Caller. Caller had a question about the status of a Federal Court of Appeals appeal. JMB advised that FOIA Counselors do not have status of court hearings or issuance of court orders. Caller mentioned that Caller would call the Federal Court of Appeals for a status.
2			Left v/m - question, re: status of AP-2014-04979	JMB checked PrivaSoft and response letter was signed on January 5, 2014, and sent to (b) (6) on January 8, 2014. JMB called back and left v/m for Caller and advised that appeal response was sent to Caller, via e-mail to e-mail address provided by Caller. JMB advised that Caller should call back if new copy is needed.
3			Left v/m - question, re: Caller wants copy of USAO-EDLA report concerning misconduct by two staffers in 2012	JMB called back and spoke with Caller. Caller indicated that the report sought was issued by OJP. JMB went to foia.gov and provided Caller with OJP's FOIA request e-mail address and requester service center telephone number. Caller will contact OJP directly for further assistance.
4			Left v/m - question, re: AP-2014-04979 - she did not receive e-mail copy of the appeal letter response	JMB sent another copy of the appeal response letter to her at the following e-mail address - (b) (6)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 04/01/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How to file FOIA re AG's office	Gave OIP contact info
2			No question in VM	Called back, left VM
3			No question in VM	Called back, left VM
4			Called for status on AP-2015-01816	Gave him status, he asked if I could tell him what the disposition was and I told him no
5			wants to make antitrust FOIA request	Gave ATR contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 04/02/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Was his appeal received by this office	Yes, it is appeal AP-2015-02416. It was received on March 27, 2015.
2			How to submit a FOIA request to SSA.	I walked to caller through using FOIA.gov and provided her with the information she needed to make a request to SSA.
3			The caller was alleging many things against many government (federal/state/local) entities and members of congress and police on corruption and ethics violations.	I asked the caller if he had an FOIA question and I couldn't get an answer the caller just wanted to continue alleging various things. At the end of the call he said he wanted to make a FOIA appeal so I gave him the contact information regarding how to submit an appeal to our office, after confirming that he actually submitted a request to EOUSA.
4			Caller asked for status on his FBI appeal.	When I asked for his appeal number he stated that he was "going to let is brother call back and take care of this," and then hung up the phone.
5			Why are some agencies making him prove that he is not a commercial requester? Caller stated that is like making him prove a negative which you cant do	(b) (6) wanted me to make a recommendation to our training staff that this issue be brought up in our training one fees.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: 4/3/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Calling on behalf of brother. He tried to get info from Portal. When he got it, something messed up, and his computer got erased (?). Wants hard copies.	Four appeals (via one letter) were published on March 30, 2015. AP-2015-01329, -01330, 01331, and -01820, and I confirmed that nothing further was published so far. (He has three other open appeals.) I have the address. I agreed to send a hard copy.
2	(b) (6)	(6)	On behalf of client, (b) (6), who was present on the call to give consent. His FOIA was denied many years ago, but only has our ack letter. Would like an additional copy of our response. 09-1737 (Appeal No). 09-03472 (BOP).	Located the file (later renumbered as AP-2010-00889.) Sent a copy.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/7/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know the status of her appeal.	Informed the caller that I was the attorney assigned to this her appeal and that I estimated another 2-3 weeks before she receives a response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/08/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	How to contact office where Caller sent his FOIA request?	Caller did not know the name of the place that he sent his FOIA to or the address. I advised Caller that he would need this information in order to figure out how to contact the office that he sent his request to. I told Caller that once he figured that out, he could go online to www.FOIA.gov and get the contact information there. I told Caller to call back if he had any trouble with this or had any other questions and I could walk him through it.
2	(b) (6)	(6)	FOIA Appeal Question	I was on the line with another Caller (the hour long one described on the "Government" tab and missed this call. When I checked my vm, I could not hear the last name or the number. What I heard, I listed at left. I'm unable to call Caller back based on this information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 9, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status 145-FOIA-13609	Debra is calling back with the status since she is assigned to the request
2	(b)	(6)	Calling about 6 FOIA requests, claims he has never been able to get records from prosecutor about conviction that led to his deporation.	Explained to caller that he has option to file an appeal with our office (which he claims he has), then he can file a lawsuit in district court or alternatively, can call OGIS to get assistance. Gave him OGIS's contact info., explained its function and what our office does as well.
3	(b)	(6)	Couldn't understand message	Left VM
4	(b)	(6)	Release for a Firearms Disability copy on self	Sent caller to ATF, gave contact info. from FOIA.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 04/10/2015

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	She wanted a copy of her denial letter from this office for request # F15-00001	I emailed her the denial letter to (b) (6)
2	(b) (6)	(6)	He wanted Social Security Records and information related to an insurance company	I told the caller that the FOIA only applies to federal agencies, but that he could certainly submit a request to SSA if he thought they might have the records he wants. I directed the caller to FOIA.gov to get the contact information for SSA.
3	(b) (6)	(6)	Wanted mediation services on her appeal	I gave the caller the contact information for OGIS
4	(b) (6)	(6)	Wanted to file an appeal on his denial from the FBI	I walked the caller through how to submit his appeal through our portal
5	(b) (6)	(6)	Caller wanted status on two requests 1 to the DOD and the other to OGIS	Callers phone cut out during the call, but I was able to give him the contact info to the DOD IG FOIA public liason, which seemed to be the office his DOD request was at.
6	(b) (6)	(6)	Status on request pending at ATF	Gave the caller ATF contact info to check status.
7	(b) (6)	(6)	Caller wanted to know the laws on forced human experimentation	caller was very difficult to understand and all over the place. Most of it was allegations that she had been the victim of forced human experimentation - I couldn't get a name or number from her - at the very end of the phone call she said she wanted to submit a request to US CIS - I gave her the contact information.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: April 13, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	<p>What . Dating a guy since 2006. Recently had a stroke. Released from prison in 2004. She can't really find information about him online, and thinks he might not be who he says he is. Wants to find info.</p>	<p>Explained FOIA generally. Federal not state records. Decentralized. If you ask for a record, we have to give it to you, subject to various exemptions (classified info, trade secrets, personal privacy etc.) Explained that in DOJ, there are investigative entites such as FBI and EOUSA as prosecutors, and BOP for inmate records. But, without consent or proof of death, law enforcement records regarding living third parties aren't generally released because it would be an invasion of personal privacy.</p>
2	(b)	(6)	<p>Asking for update on his FOIA.</p>	<p>I asked whether he sent it to state or fed. He said he thought Fed, in Virginia. Said it was on an immigration matter. Sent it to Virginia, 2015-7864. It looked like an EOIR number, so I asked if EOIR sounded familiar. He said it did. I gave him EOIR's requester service center number to call.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer	
3	(b) (6)	(6)	On behalf of the 501(C)(3). They're a charity that, among other things, provides Christmas gifts to families in need, who sign up. A woman was claiming publicly that she signed up and didn't receive the gifts, and the charity received a "FOIA request" for related records. Charity released the signature of the woman, demonstrating that she did in fact get those gifts. After this release, the woman says the release was improper and is threatening a lawsuit. Caller asked whether FOIA worked in this way.	Said that, federal FOIA applies only to records maintained by federal agencies. I don't know if there's another federal law, or a state law that would have required charity to turn these records over, but the federal law wouldn't. He ended the call by picking up a lawyer who was calling on the other line.	
4			Trying to see how to get info regarding Touhy regulations from EOUSA. (Apparently, Touhy regs are for how litigating parties can subpoena records from the feds).	Provided contact info for EOUSA FOIA office.	
5			Sent in a FOIA in November. In December, it was transferred to FDA. FDA just sent it to DOJ. DOJ tracking EMRUFOIA-121214-3. FDA person said that a person named Joe Gerstell.	MRU referred her to FDA. Request was on investigation into LC Bead, company BTG. Criminal subpoena. (Some kind of drug regarding the immobilization of tumors.) FDA took a look, and sent it back to MRU. MRU currently trying to determine which DOJ component to refer it to. Will send you a letter in the next week or so.	
6			Status update on FOIA Appeal - AP-2015-02316.	Called back and provided status update.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: April 14, 2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Is there a way to attach a document to an appeal filed in the portal?	Verified with S. Tenant that the answer is no - send additional documentation either by fax or mail.
2			Received another copy of OIP response to AP-2014-01878 and was hoping we had reopened his appeal?	Explained that his appeal was closed in July, 2014.
3			AP-2015-02316 status	Assigned to TAZ; submitted for final review; informed caller she should get a response within 2 weeks (SIMPLE request in Privasoft).
4			Status of his FOIA request	He faxed it to MRU - gave contact info.
5			Law firm wants assistance on getting records regarding a 1973 arrest	Left message with contact info 9:25 am 4/15
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: 4/15/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	AP-2015-01255. Previously called March 25, spoke with Matthew (Hurd, ed.) regarding his appeal, and the status. Said the attorney would be contacting him. Wants an update.	Contacted MTC, will wait for what she wants to do...
2	(b)	(6)	Filed request a while back for annual reports. (Andy said we had them back to 1975). March 16. FOIA-	It's Greg's. He said he'd call the requester back.
3	(b)	(6)	Q re: FOIA Appeal. And a copy of a printout he received. Q re: a printout.	JCF (it's her appeal) said she'd take care of it.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)	(b) (6)	<p>2013 request to some kind of government agency or another. Response was that his case was no longer active because of lawsuit. (I checked PACER, and his only federal lawsuits were bankruptcy-related). He then discussed various topics for many minutes, seeming to focus on various legal troubles (NSA wiretapping, accusations of gun smuggling from India, child pornography, murder, sexual assault, unauthorized surveillance of his residence, accusations of cybercrime, etc.) Sometimes difficult to understand.</p>	<p>Located two FOIAs for the IR Staff - FOIA-2015-02076 and -02748. He seemed to want legal advice, and I eventually was able to tell him the function of the office, and that we can't assist callers like that. Exceptionally verbose caller. [Update 4/27/15: More calls. 4:35 PM - call starts from (b) (6). (California. San Francisco Housing Authority is at the root of everything.)</p> <p>Has some material. They never responded to his emails?</p> <p>2003.</p> <p>2004.</p> <p>Said they don't have any records.</p> <p>Began in 2009. Lost his business and his home. Government interfered in his business.</p> <p>His doctor referred....</p> <p>+++</p> <p>"</p>
5	Diana Goodwin	919-612-6550	Feb 3 from PJ, AP-2015-01773. AP-2015-01394 (Jan 21). Went to tracker system, they cannot see it listed.	2015-01394 is in the review pipeline. Should be within the next few weeks or so. -01773 is still with the initial attorney under review. Developed into a more extensive conversation where I updated her on the three other open appeals she has with us.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 04/16/2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Had a law school research question	I asked the caller if she was looking to file a FOIA request, she said she needed help with a research issue (I asked her her topic three times and could not understand what she was saying) told her I could help if she needed to file a FOIA request but couldnt help with research
2	(b) (6)	(b) (6)	Public Defendaer in Chicago was trying to serve a state court subpeona on the local office of the IRS and claimed he was given OIP's fax number.	Told him that our office did not accept that type of notice, gave him the general number for the Tax Division to see if they could help him
3	(b) (6)	(b) (6)	Wants to request medical records on an inmate	Called back, left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 4/17/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question as to immigration?	I thought Caller wanted an immigration document initially, but once I started to give Caller the background on FOIA and where he could make a request, Caller, an attorney, informed me that he wanted help in filing something with the Court. I advised Caller of OIP's function.
2			AP-2015-02074 - status	Called back and advised of status
3			Caller having trouble using fax to make request - wanted OIP's e-mail address.	Sent e-mail to (b) (6) with OIP main e-mail address.
4			BOP contact info for FOIA requests	Read it off of FOIA.gov to Caller.
5			Question about the TX FOIA	Advised Caller of OIP's function and that we only handled federal FOIA
6			Wanted to make a request for records concerning police officers who serve with disabilities.	Spoke with Caller re FOIA v. state level FOIA and directed him to FOIA.gov if he eventually wants to make a federal FOIA request.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: 4/20/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wants an update on his FOIA request made to BOP FY 14-00233 for records on a few prisoners	Left msg w/ contact info for BOP's FOIA office for him to get a status update on his request
2	(b) (6)	(b) (6)	Who or what agency would one contact regarding the right to work for an industry in the state of California. State and local agencies are banning the filling of new swimming pools with potable water. Please contact me at [redacted]	This responds to your email dated April 12, 2015, in which you ask "who or what agency would one contact regarding the right to work for an industry in the state of California." I do not know which office or agency you should contact at the state level, although I can suggest that you try California's Department of Fair Employment and Housing. That Department's website is: http://www.dfeh.ca.gov/Complaints_ComplaintProcess.htm . I am sorry that I am unable to assist you with your question.
3	(b) (6)	(b) (6)	A professor who would like to reprint docs re: capital punishment from DOJ's website for use in her class	Referred caller to OPA
4	(b) (6)	(b) (6)	Asked about federal benefits and past criminal convictions? Hard to understand.	The caller did not seem to be looking for records and was unsure what he actually wanted. I think he was trying to fill out some benefits form and wanted information? He said he would check with his case worker to see what he needed.
5	(b) (6)	(b) (6)	Wants to make a FOIA request to EOUSA for some specific records re: a 1979 indictment, and wanted to know if the agency is likely to have it and what info they would need to search	I recommended he contact EOUSA directly to discuss the subject and gave him EOUSA's contact info.
6	(b) (6)	(b) (6)	Would like to withdraw the FOIA request she submitted by accident through our portal. She meant to do an appeal	Advised Laurie Day and Matt Hurd of situation. Will change to an appeal and close out as a duplicate appeal.
7	(b) (6)	(b) (6)	Research on grandmother. How to submit request to BOP for records?	Gave her BOP's contact information and suggested she include as much identifying information as possible and proof of death.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: April 21, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Calling because he had sent in a criminal complaint to DOJ and somehow it was referred from OIP to EOUSA. FOIA-2015-01954	(b) (6) – EOUSA -- He spoke to (b) (6) and explained he did not submit a FOIA request but rather his complaint should have went to civil rights dept -- He didn't understand why his complaint even would have been treated as a FOIA request, and he was concerned that it was forwarded because it contained his medical information. I explained that if our office receives similar correspondence we usually treat it as a FOIA request since that is what we handle. Caller asked if someone had to write FOIA on request and I explained that sometimes requesters did not, which is why we erred on the side of caution and treated it as such in case they forgot to do so. Since he already spoke with (b) (6) I asked what I could do on my end to clear up any confusion, he said he was fine he just wanted to reach out to us before he contacted the Senate Judiciary Committee about improper handling of complaints by DOJ because he's angry his complaint was forwarded with his medical info.
2	(b) (6)	(b) (6)	wants to know how to position request Needs a FOIA form, trying to make a request to the post office	Called back, no answer (1:36 p.m.)
3	(b) (6)	(b) (6)	Writing a paper on what measures are put in place to regulate technology in classrooms – wants to know what else he can bring to the table	gave caller information to US Postal Service FOIA office
4	(b) (6)	(b) (6)		Explained what our hotline was for/does, and asked if he had FOIA he was interested in making. He wasn't sure where to send it to so I directed him to the mail referral unit

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 04/22/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	How can you find out if someone is a US citizen or not to make sure they are eligible to hold public office?	I explained to the caller the role of our office and that I am not sure what if any agency would have the information he is seeking, but I directed him to USCIS's National Customer Service Line @ 1-800-375-5283.
2	(b) (6)	(b) (6)	Wanted to know where to submit a request for his whistleblower complaint and findings against the VA hospital in (b) (6)	I directed the caller to the office of the inspector general at the Department of Veterans Affairs. After I gave the caller that information - he proceeded to make various allegations against the Department of Veterans Affairs. Caller wanted to talk about substance abuse and side effects of medication and PTSD. I tried to refocus the caller on his FOIA issue, but the caller just wanted to continue to make allegations. Finally after 30min I told the caller that I needed to get off of the phone.
3	(b) (6)	(b) (6)	Wanted a status update on his request: OIP-15-02059(f).	I told him that it had been assigned to an analyst and that they were working on it. I then sent an email to Kelly letting her know that this requester was following up on the status of his request. He then wanted me to know that he was going to send a letter to Congress about the Justice Department not being compliant with the FOIA. Called back to yell a few other times. I gave him the estimated date of completion which after consulting with Kelly was 6/22/15. He proceeded say that we need to get out act together and that he was going to file a lawsuit and then promptly hung up the phone.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/23/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Called regarding what to do next after he received a response to his FOIA request from the FBI.	Informed the caller that it depended on what he wanted to do with the request. If he was completely satisfied with the response there was nothing else that he had to do. If he was in anyway dissatisfied with the request, he could file an administrative appeal. Provided guidance on how to file an administrative appeal.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: April 24, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: Caller wants to obtain a copy of FBI file 1992-190-NY-240317 and have it sent to Caller's home address	JMB called back and gave Caller the e-mail address to send requests to the FBI, the phone number for the Requester Service Center, and the general USG website (foia.gov)
2			Left v/m - question, re: status of no. 15-01478-F, noting that ^{(b) (6)} sent identical requests to 21 other USG agencies, and that ^{(b) (6)} will soon issue report	JMB confirmed, in PrivaSoft, that response is imminent and that request is assigned to Sara Tennant (out until April 29). JMB sent e-mail to LAD to ask what LAD would like to do. LAD replied that she wanted to speak with VRB (final response letter is with VRB). LAD then followed up by indicating that she spoke with Caller and will follow up with Caller again on Monday
3			Left v/m - question, re: interface between FOIA and PA (investigative file from Caller's agency which contains information about investigation which Caller instigated)	JMB consulted with SRO, re: whether to refer Caller to OMB because Caller is non-DOJ. SRO advised that no legal advice should be given to private citizens. JMB called back and spoke with Caller who noted that she is representing a client who made a FOIA request to DC Public Schools via DC access laws (which was partially denied using DPP). JMB directed Caller to OPCL website for additional information - (1) Privacy Act Overview and (2) Privacy Act Resources. Caller asked questions about FOIA/PA interface and JMB again pointed Caller to the OPCL guidance.
4			Left v/m - question, re: FOIA (difficult to understand the message)	JMB called back and spoke with Caller who seeks a status update on a request made to BOP. JMB advised that OIP does not have status updates for BOP FOIA requests and that Caller should call BOP's Requester Service Center (telephone number provided to Caller)

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 04/27/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Contact information for Office of Tribal Justice to submit a FOIA Request	Gave him the FOIA.gov contact info for the office of tribal justice.
2			Appeal Status: 2015-01850	Gave caller the status of his appeal.
3			Calling from England about private information	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/28/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to make request to the FBI	Explained FOIA.gov to Caller, FOIA process in general, and then gave her the FBI's contact information as listed on FOIA.gov.
2			FOIA question re deceased client's proof of citizenship	Caller was asking where to make the request. I explained how FOIA works to Caller and directed her to FOIA.gov. I gave her the contact info of three immigration related offices (EOIR, USCIS, ICE) that I could think of, but I also said to check FOIA.gov for the entire listing of government offices.
3			Status of AP-2015-01338	I worked on the appeal, so I let him know the status. I also gave him the Appeal No. because he said that he had not received it.
4			Status of AP-2015-02074	Informed of Status. Said I would let reviewer know that Caller needed this ASAP (long call). I passed this along to MTC.
5			Wanted to appeal an IR Staff determination and was confused about exclusions being mentioned; also wanted records on investigaiton of self from DOJ	I explained how the appeal process works to Caller, but said that I could not advise her on appeal (Caller asked). Also explained how gov is set up in terms of FOIA (have to make request to specific agency/component) and directed Caller to FOIA.gov. Caller said that she had tried to get through to OIP a few times before, but could not. I apologized and sexplained Hotline to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 04/29/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Said he sent in appeal via USPS but it is listed as delayed, wanted know if there would be any reason for the hold up at our end	Told the caller no, that we regularly receive US Mail and that he should check with the post office, mentioned electronic methods of submitting an appeal
2			Wanted to file request with FBI	Gave FBI contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: April 30, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Seeking assistance using on-line portal	The front desk informed her that the Counselor of the Day could "walk her through" signing up for the portal to track an appeal. Unfortunately, I spent more than 20 minutes on the phone with her and she was still unable to sign up for the portal. She also wanted to complain that USMS has not responded to her incarcerated son's(?) FOIA request that was submitted to them back in February.
2			wanted to make a FOIA for records regarding her case (U.S. Atty's Office)	Walked her through foia.gov & gave her FOIA public liaison contact info for EOUSA
3			(left 2 messages with only her name and number)	Left message 2:50 pm 4/30
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 5/1/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1		(b) (6)	Caller stated that he was trying to submit a FOIA request to the SSA and that his emails and faxes were not going through when making the request. Caller also stated that he had made a request to our office for his FBI file.	Advised caller that if he was encountering technical difficulties with submitting his request to SSA, he should contact SSA directly to see if anyone could assist. Explained that if the caller wished to make a FOIA request for his FBI file, he should make a request to the FBI directly. Advised that our office would likely refer the request for his FBI file to the FBI for direct response.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know general info on making FOIA requests.	Provided basics (has to be reasonably described, in writing, etc.) Informed caller of decentralized process, and that he would have to choose which agencies he thought would maintain responsive records. He said Secret Service and FBI, and I looked up and provided FOIA request contact info. On a hunch, I asked if he was seeking records on himself, and he said yes. I provided info on DOJ Form 361 / CID, and explained its use.
2	(b) (6)	(6)	Sent letter to main Attorney General address, which got rerouted to Hyattsville, and signed for by "EANDERSON" (3601 Pennsey Drive), but FedEx couldn't reach anyone there, and he doesn't know a phone number. Trying to find out what happened.	I looked up address. The only DOJ entity I could find at that address was the US Marshals. Suggested he contact that FOIA office.
3	(b) (6)	(6)	FOIA request update. Request No. 145-FOI-12070	Looked like a Civil number. I contacted Civil, who confirmed it was one of theirs. Stephanie said she'd figure out what's going on, and contact the requester with an update. I went ahead and contacted the requester to notify them that Civil would be contacting them (after, of course, I confirmed that Civil was the division they sent the request to.)
4	(b) (6)	(6)	Called, then immediately put me on hold. Minutes of hold music, which didn't identify caller.	Call didn't seem to merit a response.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: May 5, 2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: sending FOIA request for records held by SDNY	JMB called back and left message with Caller's Admin Staff
2			Left v/m - question, re: where to send FOIA request for records concerning e-mails between a Senator's office and cabinet-level DOJ employees (AG, DAG)	JMB called back and left message for Caller advising that Caller could go to foia.gov, FOIA Contacts, DOJ, Office of the Attorney General to locate address, telephone and fax numbers, and online form to make a FOIA request for records held by the Office of the Attorney General (requests are made to OIP)
3			Left v/m - question, re: why is Caller having difficulty sending faxes to OIP, and why do faxes take so long to go through?	JMB called back and left message for Caller advising that the fax machine appears to be operating and that Caller might try mailing a copy of the fax or sending a scanned copy via e-mail
4			Left v/m on May 6, 2015 - same question, re: fax issues	JMB called back and spoke with Caller. JMB confirmed the fax number for OIP and various other DOJ components. Caller will try sending faxes again.
5			Left v/m - question, re: submitting FOIA requests	JMB called back and left message for Caller to call back to FOIA Counselor of the Day
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: May 6, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer	
1	(b) (6)		Appeal of 2013USMS23704. Did OIP receive her appeal? And what is the status?	Ack letter sent on March 3, 2015. Updated caller on status.	
2			Inquiring as to the status of appeal no: 050652? Says it was an appeal from 2005? FBI number 1009768	I searched in Privasoft and couldn't find anything so I told him to submit a new request to the FBI.	
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4				How to get immigration/deportation status of third party for child custody case?	Explained that her efforts are unlikely to be successful under the FOIA because she does not have authorization from the third party. Told her I could not give her legal advice.
5				Asking for status of 115-cv-00403	left msg - doesn't sound like a FOIA request number so we may not be able to help
6				Status update for request that was forwarded to EOUSA	left msg with EOUSA's contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: AMJ
Date: 05/07/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Can you make a request for a complaint made to a state Attorney General's office under the FOIA?	No, the federal FOIA only applies to federal agencies. Most state's have similar access provisions under which the information may be available.
2	(b)	(6)	AP-2009-1737 which was a Request for conversation between caller and attorney recorded at a BOP facility. Has a new attorney for a malpractice suit and is concerned that the tape of the old conversation may have been destroyed.	Suggested that he call BOP's FOIA unit and/or the institution because they should be able to give him some idea of the retention schedule for that kind of record. OIP would not have the record in the appeal file (it was a third party denial).
3	(b)	(6)	Needs assistance making a FOIA request.	First number had a message stating I couldn't leave a message because the caller wasn't expecting calls at that time. The second number's voice mail notice was in Spanish, but I left a message with OIP's main number (even though I wasn't sure what it said)!
4	(b)	(6)	Issues with a request to FBI. Spoke to MTC on 4/30 and she said she would follow up. Caller called again on 5/4 and left MTC a follow up VM.	Caller actually spoke to Denny Argall from the RIDS/FBI earlier who assured him that another copy of the records and response letter would be sent out.
5	(b)	(6)	Reporter looking to conduct an interview with someone from our office about the FOIA report highlighted in relation to this week's testimony.	Neither MAP or BT were available (and I'm not sure about the protocol for this type of request) so I suggested she contact Public Affairs.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JKF
Date: 5/8/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		He wanted the address for FOIA	This caller left a voicemail message without leaving his number, and I could not make out the email address that he attempted to leave, the background noise was very loud.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 5/11/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants to get a copy of her federal penitentiary release. She was in prison more than 45 years ago and is seeking proof that she served her time and was released, so that she can visit a relative who is currently in prison.	I walked the caller through the process of making a BOP request, including where she can find a link to our DOJ-361 form.
2	(b) (6)	(6)	Complaint about EOUSA's failure to release records to him.	It was unclear what (b) (6) seeks, but I left a return message indicating that if he has a question/concern about a pending/past/future FOIA request or appeal to DOJ, he is welcome to call me back.
3	(b) (6)	(6)	The caller has questions about Appeal No. 09-1737 (Request No. 2009-03472).	The requester said that he says that he has retained an attorney, so I told the caller that he needs to have his attorney call us, as we cannot speak directly to the requester at this point.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 05/12/15

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	PBS - filing last night from DOJ on lawsuits available on website?	Explained our function. Caller didn't seem to want to make a FOIA request, and indicated that this might have been filed in DC, so I said that he might want to contact the USAO in DC to inquire. Again explained function of OIP to Caller.
2	(b) (6)	(6)	This came in as a message. Caller said "listen to this" and then an entire song of what I can only characterize as a kind of soft rock/jazzy music played for three minutes.	Because I did not have a number to return this call and give the Caller my opinion on his choice of music, I did not do so.
3	(b) (6)	(6)	FOIA appeal due today, but person who made the request is out. Can someone else at the company file the appeal?	This concerned CRM Request No. CRM-300440202. I did not address the actual timeliness issue with Caller. All that I spoke about with Caller was whether if the request was made on behalf of the company, and the original requester was out, can another person in the company appeal that decision. Caller indicated that today is the last day that he believes the appeal to be timely. I told Caller yes, that another individual can appeal the response in the above circumstance. Again, I did not address the actual timeliness issue.
4	(b) (6)	(6)	PJ relayed and when I called back, this Caller said that she was all set.	I confirmed that Caller didn't need anything else and then said to call us back if she had further questions.
5	(b) (6)	(6)	How to make request to DEA	Gave Caller DEA's address and also explained FOIA to Caller.
6	(b) (6)	(6)	Wanted to make a request for CA state records	Explained OIP's function and directed him to state FOAI contact that I found online
7	(b) (6)	(6)	Where to send a FOIA to the Tennessee Valey Authority?	Gave Caller TVA's FOIA contact info as listed on its website.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 5/13/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller left a lengthy voicemail making various allegations about "corrupt DOJ components" violating the FOIA and stated that he could not get any records from said components.	Attempted to inform caller that there were specific instructions in his FOIA response letters regarding steps he could take if dissatisfied and also asked whether caller had contacted OGIS. However caller was unreceptive, continued to make allegations regarding the widespread corruption in DOJ and cited various URLs from his website. Caller became quite rude and abusive over the phone. Warned caller that I would end the conversation if he could not calm down, and I subsequently ended the conversation. Caller left an additional voicemail stating that he hoped the conversation was recorded as he planned to FOIA the information for his grand jury investigation.
2			Caller inquired about how to seek records concerning a judge.	Advised caller that courts are not subject to the FOIA.
3			Caller inquired about how he could make a request for information concerning his civil case from the District of Puerto Rico.	Directed caller to the URL with information on submitting a FOIA request to EOUSA.
4			Caller inquired about whether he could find out an individual's residence if he had the individual's name and cell phone number.	Advised caller that he could make a FOIA request regarding an individual, but that he would need to know the component or agency that would be likely to have responsive records and submit his FOIA request to that agency.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: May 14, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	OIP violated privacy rights -- made a request under PA -- visually impaired disabled vet -- filed a complaint with DOJ in 2012 -- DOJ then filed a complaint and included caller in class -- wants info on self --	Called back but name on VM was "(b) (6)" -- caller may have given Nakeitha wrong # -- update: caller called back. He was upset with the response by the Civil Rights Division on his PA request. They denied it under the FOIA and he didn't understand why b/c they were his records. I gave him the public liaison's number to call but he said he already talked to her. So I explained his other option was to appeal to our office, and walked him through how to submit an appeal on the portal. He said he was under a time constraint, and I explained to him that he could request expedited processing of his appeal.
2	(b) (6)	(b) (6)	status of AP-2015-02163	DRC to call back as he is atty assigned to appeal
3	(b) (6)	(b) (6)	AP-2010-0960/Request No. 1130101 Moved: (b) (6)	Does not have a FOIA issue, just wanted to give us his new address. I forwarded it to Admin. Caller has no pending requests or appeals at OIP.
4	(b) (6)	(b) (6)	Wants records on self	Could not understand number caller left, or name :/
5	(b) (6)	(b) (6)	Something going in Michigan -- wanted a dash cam video of an incident he was involved in -- road blocks are on him?	Caller does not have a Federal FOIA question

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 05/15/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He wanted to submit a FOIA request to the Office of Justice Programs for a class project he is working on in College related to Juvenile incarceration.	I walked the caller through FOIA.gov on the phone. I showed him how to pull of OJP's contact info to submit a request and I also he check their FOIA library prior to submitting a request to see if some of the statistics he was looking for might already be available. I also told the caller I am not sure whether or not OJP has statistics on that type of information but that by looking at their FOIA library and their website more generally he could get an idea for what type of records they have.
2			The caller was denied "global entry" status from the TSA and he wanted to request information as to why.	I walked the caller through FOIA.gov and got him the TSA contact information where he could submit his request.
3			Caller stated that EOUSA had not provided him with status or estimated dates of completion after 5 months and he has repeatedly asked for them	I gave the caller EOUSA's FOIA Public Liaison informaiton as well as OIP and OGIS Compliance Inquiry information in case he wanted to do so.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 05/18/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	No question - Caller complained about not being able to send us faxes.	I tried to give Caller alternate means of reaching us after reassuring him that no one here is blocking his faxes (Caller seemed to think that NG and DB were actually physically blocking his faxes from exiting the fax machine). Despite offering Caller every means of assistance that I could think of, Caller really just wanted to complain to NG and DB. He indicated that he would try to call them back and I asked the front desk to keep forwarding me the calls.
2			Wants to make a request to INTERPOL - how to do that.	Spoke to Caller about FOIA and directed her to FOIA.gov. Gave Caller INTERPOL's contact info.
3			Status of request	Went over how FOIA works and eventually discovered that he sent request to MRU. Gave him MRU's phone number to check on where they sent it.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 05/19/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		FOIA.gov, question about brother's status in Air Force	Called back, left VM with AF FOIA info
2				Called back left VM
3			Wanted info on an indictment that had been filed in Missouri	Gave EOUSA contact info
4			Wanted to make a suggestion for a new agency within the United Nations seeking "justice for animals"	Told the caller that that was not OIP's function, explained purpose to assist with FOIA
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: May 20, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Case No. 1324935-000. Got a letter saying she might be charged fees...wants to know what she should do.	Called caller back, and spoke with her. As she described it, it sounded like an acknowledgement letter warning her that she might be charged fees. I explained that the FBI's standard letter is a notification of possibilities, and she doesn't need to send any money now. I informed her of what fees she might incur and how much, but I didn't have her request letter in front of me, so I couldn't say anything specific to her case. Told her of the website where she can find updates, and gave her the FBI's requester service center phone number if she wants to contact them for an update as to how her request is going.
2			Asking about a FOIA request. Assigned to complex track. First went to MRU, then to OLP. 15-03018.	
3			Wants to make a FOIA request for her father - deceased. Wants to know his passport travel info. Applying for citizenship. She has his original birth/death certificate.	She explained her situation - for her immigration application for citizenship, she needs to find out where her father lived when she was conceived, and so she needs information related to his travel. Based on what she said, I surmised that perhaps State would have records (the issuer of passports), USCIS (immigration) and USCBP (entry/exit, travel records). I gave her the requester service center number for USCBP, and indicated that she can find all sorts of contact info for FOIA shops on foia.gov. Said that, if she's asking for info on deceased father, she'll need to provide proof of death, and a death certificate is usually good enough.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: May 21, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	1) How to get statement from lender about foreclosure? 2) how to get records from FDA about toxins in some product?	1) FOIA doesn't apply to private institutions or state or local entities, only federal agencies. 2) Gave caller FDA's contact info.
2			Status of AP-2015-01199 & who is attorney assigned now that Amanda is gone?	left msg w/ status (final appeal signed on 5/21/2015)
3			Looking for article/pdf of case where Thomas P. Perez the sec. of the Dept. of Labor sued the state of washington? Looking for paperwork concerning that case b/c his wife is also being discriminated against at work	gave foia info for EOUSA
4			status of AP-2015-01719	called back left msg - need permission from requester to discuss appeal with you
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: May 22, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: how to request prison medical records for inmate injured on June 15, 2011 (b) (6)	JMB called back and spoke with Caller, who confirmed that (b) (6) is client and federal inmate at (b) (6). JMB told Caller to go to foia.gov for information about sending request to BOP. JMB also provided BOP e-mail address for sending FOIA request and telephone number for contacting BOP with questions. Caller asked about waiver for release of records. JMB advised that DOJ-361 could be completed by inmate to release records to a third-party, or a notarized statement without form is sufficient.
2	(b) (6)	(b) (6)	Called again - same question (after JMB tried to call back)	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JKF
Date: 5/26/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status of AP-2015-01638	called did not answer; called back-gave an estimated date of 4-6 weeks
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 5/27/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Left VM. Wanted to know the status of her PA request that she filed in January.	Left VM.
2	(b)	(6)	Wanted to know whether State FOIA law had a provision that would allow a FOIA request to remain open for 6 months for continual, rolling searches and productions.	Informed caller that Oip handles only Federal FOIA and not state access laws. Caller indicated that she was looking for it under State law. Suggested that she look on her State's webpage.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 05/28/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted contact information for FBI FOIA	I directed the caller to FOIA.gov and showed her how to get to the FBI's contact information.
2			Submitted an appeal for her client through our portal but could not attach supporting documentation. She wanted to know if she could mail a supplement and have the two linked together	I told her yes that is fine, and that unfortunately our currently portal does not allow for documents to be uploaded.
3			Caller was yelling about \$500 and which attorney general she could get it from. Making a lot of allegations and various racial comments then finished by saying something about homeland security.	It was difficult to understand what the caller was saying. I couldn't get a word in really. Finally I provided her with the number for the Federal Citizens Information Center and hung up.
4			Status on two requests submitted to the mail referral unit	I gave them the phone number for the mail referral unit and referred them to FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 05/29/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of five appeals	Sent a status e-mail back through the OIP e-mail address. One appeal had been closed and then other four were open, so I advised Caller of this using our standard language.
2			Status of AP-2015-02130	Informed about status. Caller was not happy.
3			How to file suit on 2002 appeal (No. 02-0774)	Caller asked how to file suit on an appeal response that he got back in 2002. I told Caller that I could not give him legal advice.
4			Wants to make a request to DOJ	Caller refused to give me name or office which she wanted to make request to - just "DOJ." So I gave Caller the MRU's address as listed on FOIA.gov and explained to her how the process works.
5			DEA Form 106 - why is this no longer releasable?	Caller was Tennessee Department of Health attorney who received a request for this information. Caller indicated that he had called DEA which said that they were no longer releasing these. Caller wanted to know why he should withhold them. I explained FOIA's access provision to Caller and said that if DEA was using a FOIA exemption to withhold them, that wouldn't apply to the request that he, as a state employee, received for that information. However, I said that it may be that the underlying reasoning would apply as to why DEA didn't want these released, so I recommended contacting DEA for more information. I said the last because I didn't want Caller to misunderstand me (that FOIA doesn't apply here) and release these even though DEA or someone may want them withheld for other non-FOIA reasons.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 6/1/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller inquired about getting information that would help with getting her son released early from prison, and later followed up to ask about policies that may affect his release from prison.	Advised that should caller want to submit a FOIA request, she should identify both the type of information she is seeking and the appropriate component or agency that should receive the request. Later advised that because our office focuses on the FOIA, we cannot assist her with identifying any policies that would affect her son's early release.
2	(b) (6)	(6)	Caller requested status of his appeal	Checked PrivaSoft and saw the appeal was already submitted and gave an estimate of 3-4 weeks. Updated reviewer of this appeal (MWH) about the call and estimate.
3	(b) (6)	(6)	Caller left voicemail requesting that a "FOIA form" be sent to it. Stated that the FBI directed him to our Office.	Left voicemail for caller with information as to how make a request to FBI.
4	(b) (6)	(6)	Caller (attorney at Eckert Seaman) left voicemail saying that she has a FOIA request and wanted to confirm that she was sending it to the appropriate department.	When speaking to the caller, she advised that she had since tracked down what she believed to be the appropriate office (the Army Corps Office in Pittsburgh) and had confirmed with that office that the project on which she was requesting information was within their purview.
5	(b) (6)	(6)	Caller asked for status of his appeal AP-2015-02093	Did not have a way to get in touch with requester at McCreary Penitentiary via phone.
6	(b) (6)	(6)	Caller (b) (6) asked for the status of two FOIA requests (AG/15-00842 and DAG/15-00843).	Saw both requests were assigned to GA in PrivaSoft. When requesting status from GA, he advised that he had just spoken to the requester and that she should be all set.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: MTC
Date: June 2, 2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)			Listened to message three times and could only get part of phone number: (b) (6)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 6/3/2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)	[REDACTED]	Reporter from the (b) (6) - he wanted comment and information on a few pieces of MAP's testimony before congress	I directed him to the office of public affairs
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: June 4, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Getting in touch with Ms. Cunningham. AP-2015-01278.	Inmate caller, seeking status update on appeal. I spoke with him and informed MTC that he would try to call back Tuesday at 10 AM.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(b) (6)	<p>Involved in a case (b) (6)</p> <p>Trying to fun a check on (b) (6)' family members. (b) (6). Case has to do with public safety. Wants to do a FOIA on (b) (6)? Before calling back, I did a quick internet search for more information. The caller didn't leave a name. (b) (6)</p> <p>et al apparently for medical malpractice in (b) (6) state court on behalf of (b) (6) estate, and last week the appeals court affirmed the summary judgment against the plaintiff. (Apparently, the plaintiff didn't satisfy certain pleading requirements particular to med mal, White didn't actually have authority to represent the estate's interests, and the suit was barred by the statute of limitations.) I don't know who (b) (6) represented, but he's a lawyer, maybe who represented someone in connection with Plaintiffs. When I called back, he went on a lengthy discussion of various legal issues he and his clients (he's a social worker) have faced and recounted dissatisfaction with various aspects of the state and federal justice system.</p>	<p>Before calling back, I did a quick internet search for more information. The caller didn't leave a name. (b) (6) is deceased. (b) (6) apparently for medical malpractice in Michigan state court on behalf of (b) (6) estate, and last week the appeals court affirmed the summary judgment against the plaintiff. (Apparently, the plaintiff didn't satisfy certain pleading requirements particular to med mal, White didn't actually have authority to represent the estate's interests, and the suit was barred by the statute of limitations.) I don't know who (b) (6) represented, but he's a lawyer, maybe who represented someone in connection with Plaintiffs. When I called back, he went on a lengthy discussion of various legal issues he and his clients (he's a social worker) have faced and recounted dissatisfaction with various aspects of the state and federal justice system.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)	(b) (6)	Trying to find definition of Law Enforcement, that we use under B7.	Sounded like a law student. Called him back and walked him through how to get to the B7 Threshold part of the Guide. He asked if this applied across the government, and I said yes. (I pointed to the various non-DOJ parties in the cited cases for proof.) He asked how to cite the Guide, and I said I didn't know, but Bluebook would probably be helpful. He thanked me and said he might call back if he had any other general questions.
4	(b) (6)	(b) (6)	Having a problem with an agency's FOIA process. Had 2 FOIA privacy act requests to NSA concerning IG investigation and one about a hiring decision. Both denied in full. Appealed. Responded that they received the appeal, but they never responded to the appeal.	Called him back. He made a couple of requests to NSA, which were denied, and he filed appeals in early 2014. Got acknowledgement letters, but haven't heard anything else, even after sending repeated "status update" request emails. I provided Compliance Inquiries number, and also said that he might try OGIS.
5	(b) (6)	(b) (6)	Trying to get info from client. DOJ report - investigation against them from 1995. How to make request.	Informed him that he'd need a CID (or equivalent) from client in order for us to process the request, and us to not deny it due to the privacy exemptions. Said that DOJ is decentralized, and that he'd need to determine which component he thinks maintains responsive records. Provided info on how to get DOJ Form 361. (He was sitting at a computer, so he found it easily.) Asked if we had info back to 1995, and I said that it depended on retention schedules, but I've seen records processed far earlier than that, so I can't really say. Also directed him to FOIA.gov for contact info for which agency he'd like to submit the request to.
6	(b) (6)	(b) (6)	Appeal status update. FBI. Letter dated 3/9/2015. 1321596-000. Records re: (b) (6).	It's DRC's. I sent to him an email regarding the status update.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 06/05/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2015-01600	Left vm for Caller advising of status (told Caller usual that it would be at least another few weeks)
2			Wanted to make request to CRM	Gave Caller CRM's contact info and explained how FOIA works generally. Also directed Caller to FOIA.gov.
3			Annual reports prior to 1998?	Checked with Compliance and got back to Caller a few days later (06/09/15). Informed Caller that prior to 1996 reports were only required to be submitted to Congress, and that between 1996 and 1998, reports kept by agencies and we are not aware of anyone who maintains those. Caller did not indicate he would like to make a request, just calling for information more on if they were available somewhere, so I relayed the information Compliance gave me to Caller.
4			Trees being cut down by LA (city) and baby birds and baby squirrels are dying	Caller had the substantive complaint to which I responded by explaining our function. She then said that she wanted to make a request to CA for records about these trees. I explained federal v. state FOIA and said that her request would need to be made to the state for state records.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: June 9, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Do I need to file a FOIA request to get info. on an inmate re: clemency? Can husband access files since he's an attorney?	No answer when called back
2			Model policies pertaining to <u>Brady</u> disclosure requirements	In VM, explained that our office deals with the federal FOIA and not necessarily Brady requirements. If he was trying to obtain information on these policies under the FOIA, however, he could send a request to EOUSA. Gave caller EOUSA FOIA info.
3			Sent FOIA request to DOJ in May -- never got a confirmation	Told caller we rec'd request, it was assigned to Debra Moore. Debra to call and give him a status update.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 06/10/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wants info on addressing missuse of a cell phone	Did not leave call back number
2			AP-2015-02316; status	called back left VM
3			expunge military record	Gave him FOIA contact info for US Army
4			Wanted records on health care fraud cases	Told him that, depending on subect matter, CIV, CRM or EOUSA could have records and directed him as to how to make requests to each
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 11, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: defendant (client) had assets seized; Caller wants to know how to file a claim	JMB called back and spoke with Caller. Caller advised that Caller seeks information about assets seized by the USAO-SDFL. JMB advised that JMB could only provide information on how to make a FOIA request for records held by USAO and provided contact information from foia.gov for EOUSA
2	(b) (6)	(6)	Left v/m - question, re: wants to find out if the AG's office sent a letter on Caller's behalf regarding fraud committed by Wells Fargo (based on loan modification claim filed with Consumer Financial Protection Bureau)	JMB called back and spoke with Caller. She wants to file a complaint about loan modification fraud. JMB advised that OIP only provides guidance about the FOIA.
3	(b) (6)	(6)	Left v/m - question, re: how to send a FOIA appeal electronically	JMB called back and spoke with Caller. Caller sent e-mail to doj.oip.foia (including appeal). JMB forwarded e-mail to SRO, MWH, and CDT to review (and forward to Admin to open an appeal).
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Jessica Farace
Date: 6/12/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	asked about her FOIA AP-2015-02910 (status)	told her to check the portal as privasoft indicated it was published.
2			how to get state criminal background checks on prospective employees	Explained to caller the process of obtaining background checks for prospective employees is not a function this office can assist with, and that to the extent she was looking for state records, FOIA applies only to federal records. She mentioned that she had a question for the FBI, so I provided her with FBI's phone number.
3			asked if we would like their online services or if they could come in with webinar/demo (per their website, Bloomberg Government (BGOV) is the single, most comprehensive web-based information service for professionals who interact with or are impacted by the federal government)	Spoke with Sean and Matt Gardner, who suggested referring them to JMD, and I provided them with JMD's number.
4			status update: him with a status update regarding his request (AG/2015-01054F/ASG15-01056F)?	provided information to processor (Greg Alvarez) who will provide him with an update.
5			status update - 2015-02130	asked Andy (assigned to appeal) to provide status update;ADF told him it was pending and that it would be at least another few weeks (per our standard language/response).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 06/15/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	A package was attempted to be delivered to her from the USAO in (b) (6) - she wanted to know what it might be.	I told her what are office does and that I have no way of knowing what the office tried to send her. I suggested that she try and call that specific office.
2			Caller submitted an appeal for request number 1218246-000 and wanted to know the status.	Left VM - waiting for call back.
3			This was generally a sales call asking about our network security needs.	No response
4			Wanted to know how to file a FOIA request to EOUSA.	I walked the caller through FOIA.gov and how to submit a request to EOUSA.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: June 16, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Got letters from FBI, saying they conducted an additional search and they couldn't find any records. But he was wondering whether those 2 response letters are result of my refiling admin appeal. Hasn't received any documentation from OIP regarding. Would like to get that documentation.	Called back, and caller hung up on me within a few seconds. Couldn't get to the substance of his call. (Incidentally, OIP hasn't taken any action yet on his 9 appeals, so no FBI responses were the results of his appeals.)

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(b) (6)	<p>Has a phone continued to being tapped - they're tampering with mail. Intercepting his communications. Whoever's behind the intercepting of his communications should be investigated. Etc etc etc. I have no legal team to lean on. This phone has been tapped since 2004. Sent a virus in 2005 - discovered a trojan virus. 2011-12, reported to Microsoft. Government also damaged his ear?</p>	<p>(b) (6) has spoken with me repeatedly now, at length. (At least 3 occasions, maybe 4, according to my recollection, each time for an extended period of time), and I still cannot help him with his problems. I tried to again reiterate the function of the Office. I cannot forward his complaints to other departments, I cannot supply legal advice, I don't know which department he should talk to that he hasn't already contacted, and I don't have any recommendations as to how he should get the answers he's looking for. (Not seeking records as such, but more "Why is the government treating me like a terrorist and hacking my emails and tapping my phone when I have done nothing wrong?") He spoke in monologue for a very long time. Unfortunately, (b) (6) claims that his phone conversations with lawyers and state agencies have repeatedly been abruptly terminated by government hackers. (More likely, he has been getting hung-up on.) (b) (6) said he would continue calling, and said that I'm one of the few people the government isn't interrupting his conversations with. I don't think there's anything in particular I can do to help, but I am having difficulty in getting across to him that his contacting this Office is getting futile. He's never abusive or insulting or using foul language - I don't quite know how to handle this situation.</p>
3	(b) (6)	(b) (6)	<p>Filed Congressional - Cong. Mica's office in Florida. Danny called, saying we could help with getting records regarding. County said they'd release info, but they never did.</p>	<p>Called back. (Wasn't Dan Castellano). After talking, learned that she's trying to get info from a state entity (county coroner). As the caller suggested, this is outside the framework of the federal FOIA. Suggested that she pursue state-level administrative remedies.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
			<p>provided relevant background. (Very difficult situation to hear.) (b) (6)</p> <p>[REDACTED]</p> <p>She</p>	
4	(b) (6)	(6)	<p>filed a FOIA request with US Army Criminal Investigations Command on April 3, 2015, and Army CIC responded by denying her request because they don't release information until the investigation is complete. (Oddly, when she read the letter, it didn't sound like Army cited any exemptions - presumably, 7A - and there wasn't an</p>	<p>I located the FOIA unit's phone number online, and gave it to her, for questions regarding the processing of her request and any administrative appeal rights.</p>
5			<p>Had correspondence with FBI, they suggested he may want to appeal a determination. But the only way he sees is snail mail.</p>	<p>Directed him to OIP's online Portal, and also to our Fax number.</p>

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 06/17/15

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Request 15-00159-F (DEA) - wants to file an appeal of this action through means other than the Portal - any other way, but mail?	Called back three times - VM not set up.
2	(b)	(6)	Caller was from DDC and was calling about getting a newer version of the Guide for her FOIA library (Caller has 2009 edition)	Informed Caller that we are just posting online currently and directed her to our website (Guide subpage).
3	(b)	(6)	Faxed us info	Caller it turns out faxed docs to US Army CID and thought we were them. It took me a while to explain to Caller that we were not and then I found that office's phone number on its website and gave to Caller.
4	(b)	(6)	EOIR Special Processing	Received this vm when on call with the call before. Called back and was connected with a high school. Verified that this was the correct number per the vm. Will watch for Caller's call back.
5	(b)	(6)	Request for records made pursuant to the federal FOIA to Caller's state agency - can they withhold records?	Explained to Caller that their state agency wouldn't be subject to the federal FOIA. Caller asked about withholding information and I said we couldn't advise on MA's FOIA.
6	(b)	(6)	Caller's plants are being killed and someone left bodily fluid on their porch; also a drone is attacking Caller's house or something; Caller doesn't like her daughter's husband; etc.	This call was about 45 minutes long, and maybe during one of those minutes I spoke. I just explained to Caller OIP's function. Caller wasn't interested in requesting documents or anything that I could tell.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 6/18/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Received very brief, unintelligible message with no name/number provided.	
2	(b)	(6)	Caller did not have a FOIA question as he applied for a pardon and needed a non-FOIA-related form re: the grant of his pardon.	Advised caller that he may want to contact the Office of the Pardon Attorney for guidance.
3	(b)	(6)	Caller advised she had submitted a FOIA request to EOUSA regarding a 2013 arrest report and was having trouble following up and identifying a POC with whom she could follow up.	Provided contact information for EOUSA's FOIA office.
4	(b)	(6)	Caller wanted to inquire about the status of a request but did not leave a request number.	Left a voicemail with the caller asking for the request number but did not hear back.
5	(b)	(6)	Caller inquired about whether his FOIA appeal of an FBI decision had been received, and advised that it had been sent around 5/24/15.	Per conversation with Admin, advised caller that all appeals from around that time had been logged and that this Office had not received his appeal.
6	(b)	(6)	Caller inquired about an immigration form.	Clarified that caller was not asking about a FOIA-related issue and advised that our Office's focus is FOIA.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Total Private Calls: 8 (one repeat caller)

Counselor: Lindsay Roberts
Date: 6/19/2015

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Asking about the status of several requests he submitted to different agencies. He had only received one response back	I explained that we can only check the status of requests submitted to OIP/Senior Leadership Offices. Explained that FOIA.gov contains contact info for other agencies.
2	(b)	(6)	Trying to get information about an arrest made in New York.	I asked if he submitted a FOIA request. He became very hostile and explained that he is a senior citizen, mentally challenged, and a veteran, and started yelling about how he's calling to get help because he doesn't know how to submit a request. I tried to direct him to the FOIA reference guide or FOIA.gov to determine where to send the request. I also clarified that he was requesting records about an arrest in New York and that that he should contact the New York state/local office. He was angry when I didn't have their phone number, asking for my supervisor and where he could submit a complaint. I said i gave him all the information I could. He called me un-American and hung up.
3	(b)	(6)	stolen vehicle - not being allowed to review police report after recovering vehicle, case copy, and local dealership involved. No fingerprints allowed. Where do go to fill out FOIA request to request dashcam video, police report, case copy.	Explained we only deal with federal agency records and that he needs to go through state/local access laws.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 6/23/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Asked about manual he drafted; distributed to various state agencies; to what extent does FOIA apply to his manual? He indicated again this manual is given to state agencies and components.	I informed the caller that the federal Freedom of Information Act applies only to records maintained by federal agencies that are subject to the FOIA. Records that are maintained by state or local authorities are subject only to any records access laws that might be applicable to those states and localities. Based on the information he provided, he would need to consult state access laws.
2	(b) (6)	(6)	Asked if we would like their online services or if they could come in with webinar/demo (per their website, Bloomberg Government (BGOV) is the single, most comprehensive web-based information service for professionals who interact with or are impacted by the federal government)	Repeat called (see notes from 6/12/15): Spoke with Sean and Matt Gardner, who suggested referring them to JMD, and I provided them again with JMD's number)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 6/24/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know how and where to make a FOIA request for records on a corrupt NYC police officer	Informed the caller that DOJ is decentralized. We discussed the types of records that he was looking for and the potential components that he may want to consider making requests to. However, since the officer is still alive, we discussed 6/7C and the privacy interest that the subject has and what a FOIA public interest is.
2			Wanted to know how to get an FBI rap sheet.	Provided the caller with the website that gives information on the steps to follow to get a rap sheet. Caller also wanted copies of statutes. Informed caller that the FOIA does not require research, but he may be able to look up the statutes that he wants at his local law library.
3			Sent a FOIA request to CRT and got a no records response back. Followed up indicating that the search was not proper, but has heard nothing since. Indicated that she would file a motion to compel.	Informed the caller that this office is not the proper office to take notice that the attorney will be filing a motion to compel. Recommend that the attorney file an administrative appeal of the CRT response, but attorney indicated that trial was 7/22 and there was no time for an appeal. Alternatively, I provided the caller with the name and number of the CRT FOIA Public Liaison.
4			Wanted to know whether he could submit one request to the entire DOJ.	Informed the caller that DOJ processes requests on a decentralized basis. Accordingly, he would need to submit a separate request to each of the components that he would like to have records from. We discussed the types of records that he was looking for and I recommended that he submit a request to the FBI.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: June 25, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: FOIA copy of proposed settlement in a lawsuit - USA v. County of Los Angeles and Sheriff's Office (and Palmdale and Lancaster, CA)	
2			Left a second v/m - re: above	JMB called back and left v/m. JMB determined that the case to which the Caller refers was filed in USDC/CDCA and that the Civil Rights Division filed a civil complaint. JMB advised Caller to send FOIA request to CRT and provided contact telephone number and e-mail addresss from foia.gov.
3			Left v/m - question, re: status of AP-2015-03445	JMB reviewed in PrivaSoft and determined that this is ADF's appeal and has been submitted for review. JMB advised Caller on status, and Caller advised that he has now paid fees. JMB advised Caller that JMB would seek additional information (re: status) and call Caller back. JMB determined that -03445 is a dup of -02074, and called back Caller. Caller indicated that Caller would send proof of payment of fees to ADF (he has ADF's contact information). No further action required at this point.
4			Left v/m requesting copy of IRS manual 505	JMB called back and spoke with Caller and advised Caller that OIP does not accept FOIA requests over the phone. JMB also advised that Caller should send FOIA request to the IRS. Caller indicated that Caller has the appropriate contact information for IRS FOIA. No further action required.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: Timothy Ziese
Date: June 26, 2015**

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		<p>question to the appropriate department. If not, I would appreciate your assistance with forwarding this to the correct department. Thanks!</p> <p>I am currently serving on a (b) (6)</p> <p>Our State Law describes a process for informing the FBI when an individual is committed to a psychiatric hospital in order to have the consumer included in "the national instant criminal background check system database".</p> <p>If a court subsequently issues an order granting a petition for relief, state records are to be expunged and the Department of Public Safety has 10 day for "notifying the United States Department of Justice that the basis for such record being made available no longer applies".</p> <p>My question: What does the Department of Justice do when they receive such a notification? Is the consumer's name removed from the criminal background system database?</p> <p>Thanks"</p>	<p>I called back and left a message. This office deals with FOIA, so it's a little outside our expertise, but I was able to locate the FBI NICS Customer Service phone line, which might be able to point him in the right directions.</p>
2	(b) (6)		<p>Has a FOIA request through FEMA, related to her firing and subsequent MSPB proceeding. Hasn't received a response yet, and wants to appeal.</p>	<p>I informed her that, yes, according to their regs, DHS has a FOIA appellate authority. When I tried looking for their contact information, she thanked me and said she'd Google it.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		Call back in reference to Privacy Act of 1974. And federal laws over state.	Garbled name and area code when she left message. I called back what I thought was the number, got the answering machine of a male voice. Left message saying that I may have the wrong number, but I'm with DOJ OIP, trying to return a call, and if anyone at this number called, to call us back and we'll try to help.
4	(b) (6)		Received email asking to reply. Email didn't have a name. OIP-noreply. Called phone. He tried to contact DOJ to get information about the Ferguson report. Submitted request online. A while later, got back an email that said that the information isn't available to the public. Tried to find that email. He's a statistician, worked in employment his whole career. Was interested in seeing the statistical support. One - the analysis. Made request to warner's office on May 28th or 29th. Had already received the email, but not much before. Probably got the email somewhere mid-late May. If they say "we don't know"	Spoke with requester, and it sounded like he said he sent it to Civil Rights Division. I called Civil Division's FOIA office, and they said they'd call the requester to try to sort things out themselves.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Nina Santiago
Date: 6/30/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller sought expedited processing for a request she submitted on 6/29/15. She said she submitted it to our office.	Spoke to LAD who said that she was not in receipt of any requests from this caller. LAD spoke to caller directly, discovered that she had submitted her request to EOIR, and gave the caller EOIR's contact information.
2	(b)	(6)	Caller advised that he was trying to get records about a family trust, but that he does not know where the records might be located.	Directed caller to FOIA.gov as a starting point so that he could consult the list of Federal agencies and guidance regarding how to make a FOIA request.
3	(b)	(6)	Caller advised that he was looking for state/local police records in NY. Caller also asked how requests for information would be submitted (email, mail, etc.) and how specific requests needed to be.	Advised caller that our office focuses on FOIA and that he would have to look into NY's state information law and how requests would be submitted. Advised that with FOIA requests, I have seen submissions via email, regular mail, fax, etc., and that the request needed to be specific enough for offices to ascertain what kinds of records were being sought and conduct a search.
4	(b)	(6)	Caller asked whether she should do anything affirmatively to have her name and her husband's name redacted from FBI criminal investigation records requested by 3Ps.	Advised that when processing a FOIA request and looking at responsive records, processors would be conducting an analysis under the 6/7C privacy exemptions to balance the privacy interest of information of 3Ps versus the public interest in disclosure. Advised that if there was no public interest of that if the the public interest did not outweigh the privacy interests at issue, the information would not be released. Advised that whether or not she contacted the FBI about wanting her name redacted would not impact the analysis.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 07/01/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	She is calling for her son in reference to a homicide investigation.	I told the caller what our office is does and that her inquiry fall outside of the scope of what our office does. I directed her to some of the resources that DOJ has on their main website page - etc... but that I was unable to assist her.
2	(b)	(6)	Request for interview with Melanie from the Society of Professional Journalists	I forwarded the request to OPA for handling.
3	(b)	(6)	How to submit a FOIA request	I directed them to FOIA.gov - also it sounded like the information they were after was probably state of virginia records so I told them that those types of requests would need to go through the state FOIA process.
4	(b)	(6)	Where to submit his FOIA request - he was looking for family trust documents	I told the caller that the records he was looking for were likely state documents and that he would need to go through that particulars states version of submitting a FOIA request to obtain what he was looking for. I explained to him that the Federal FOIA only applies to federal executive branch agencies and that other types of records requests have differnet mechanisms to get information.

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 07/02/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Had two requests with CRM and wanted to speak to someone about the status of the requests?	Caller was very confused. She said that she sent two appeals in, but we had no record of them. Caller I don't think really understood what an appeal was (I had to explain it to her). Caller also called me directly multiple times after I gave her CRM's phone number and seemed confused when I picked up. I made sure Caller had all the correct contact info and explained process to her, but I'm not super confident that Caller understood everything. This was largely due to the fact that Caller keeps calling me and insisting that she is dialing CRM's number. I kept/will keep reiterating to Caller that she needs to contact CRM for the status of her two requests. I will also continue to give her CRM's phone number and telling Caller to dial it, and not just hit redial or whatever Caller is currently doing.
2	(b) (6)		Status of AP-2015-02130	Gave Caller status of this appeal (it's assigned to me).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Total Private Calls: 12 (4 from repeat callers)

Counselor: Lindsay Roberts
Date: July 6, 2015

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Saying that several offices have violated the FOIA, and many officials are corrupt. Says he has submitted many FOIA requests, saying OIP needs to do its job. Alleging all government is corrupt.	I asked if he submitted a request/appeal. He said many, I looked up and found the most recent appeals which closed in 2014. He asked how to get the records pertaining to the appeal. I explained where he could submit the request online.
2	(b)	(6)	FOIA Appeal - rcvd acknowledgment, assigned a number. Asking how long does it take (Appeal-2015-03609). How long does it take? Wants to speak to the assigned attorney.	Told him it's been submitted for review, should be a couple/few weeks.
3	(b)	(6)	Called back four more times, similar questions/issues. AP-2015-00329 decision letter explained that FBI conducted an expanded search under FBI-1281753-001. He said the FBI located additional records and put them on a CD but he did not receive them.	I gave him the tracking numbers again, and walked him through the website to the online portal. Spoke with MH who explained that the FBI reopened the request and conducted a broader search, and that the requester should check with the FBI regarding status. I tried calling back to provide this info, but did not receive an answer.
4	(b)	(6)	Checking the status of a request she submitted to ATF	Provided ATF's FOIA Request Service Center phone number for her to check the status.
5	(b)	(6)	Checking the status of a request submitted to BOP.	Provided the phone number for BOP Requester Service Center.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: July 8, 2015

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: seeking copy of May 28, 2010 letter	JMB called back and left v/m asking for additional information about this 2010 letter.
2			Left v/m - question, re: status of FOIA request sent to DOJ/CRM on June 26, 2015	JMB contacted CRM and AMJ wrote back indicating that Caller submitted to FOIA requests that CRM sent responses to these requests yesterday by mail. JMB called back and spoke with Caller, advising that responses to two requests were sent to Caller via mail yesterday (July 7).
3			Left v/m	JMB called back, and spoke with Caller. Caller wants to file a complaint against the USPS. Caller also wants to send a FOIA request to USPS. JMB directed Caller to USPS FOIA website to submit a request online, and provided Caller with the telephone number for the requester service center.
4			Left second v/m	See above
5			Left v/m - question, re: court matter concerning her husband who is a Venezuelan citizen	JMB called back and spoke with Caller. Caller's husband has been arrested for a DUI and she wanted information about obtaining an immigration lawyer. JMB advised Caller that JMB could only provide information about the Federal FOIA.
6			Left v/m - question, re: where to send \$18 and cert of ID(?)	JMB called back and spoke with Caller. She wants to send a request to CJIS and JMB provided contact information from CJIS's website (mailing address and telephone number).

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 07/09/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Wanted to know if she had to pay to file a FOIA request	Told her she did not have to pay, and gave her address for EOUSA
2	(b)	(6)		Caller had complaint about a New York State judge that he claimed had received "all expense paid trips to Israel." I informed the caller that the purpose of the FOIA counselor line was to help people who are requesting documents from the federal government. He appeared to interpret this explanation as a statement that the Attorney General was not interested in investigating his claims of corruption, I explained to him multiple times that he had called OIP and we help people file FOIA requests, but could not offer him legal advice as to how to proceed with his accusations.
3			Wanted info on a request to an agency I had never heard of	He indicated that he had actually gotten something of a response today, so he really didn't have a question
4				called back, no VM available (international number)
5				had question regarding immigration case, gave her EOIR contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 7/10/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Questions about pilot and any relation to FOIA portal? Why were certain agencies selected for pilot?	I taked to Matt Gardner, who forwarded this issue to MAP and OPA (media issue today)
2			question about release to one, release to all policy.	I taked to Matt Gardner, who forwarded this issue to MAP and OPA (media issue today)
3			Wants to know how to make a FOIA request	I walked him through FOIA.gov to make a request.
4			submitted a foia request; does she have to pay fees	explained that if she was in all other others, would have to pay search and dup (but explained first 100 pages free of first two hours of search are free)
5			wanted to know where to find a virginia state code; non-FOIA question	explained that question was outside the scope of this office's duties, but to extent she was seeking a federal record, she can go to FOIA.gov
6			status update -submitted foia request 2 weeks ago	NOTE: spoke with valeree; suggested that he call back next week for a more accurate status update. I checked privasoft and he submitted 2 requests in the system. Unable to reach caller -Called three times, no V/M option.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Left v/m, question, re: FOIA statute	JMB called back and spoke with Caller. Caller wants to submit a FOIA request, re: unsuccessful contract proposals made to the National Park Service (NPS). JMB provided this link and discussed it with Caller - http://www.justice.gov/oip/blog/foia-update-new-statute-protects-contractor-proposals . Caller asked how this applies to NPS proposals and how NPS incorporates proposals into contracts and its records. JMB noted the blanket protection from the OIP blog post and noted that Caller might want to speak NPS directly, re: how NPS incorporates proposals into contracts, and, generally, into its system of records. JMB provided Caller with NPS FOIA contact and telephone number.
2	(b)	(6)	Left v/m, question, re: FOIA request for FOIA policing report	JMB called back and left v/m for Caller to call back with additional information/question.
3	(b)	(6)	Left v/m, question, re: 6-month pilot program and release of FHA report	JMB spoke with Matt G., who advised that comments can be sent to the DOJ e-mail address created for the Pilot Program (and comments). JMB called back and spoke with Caller, and provided Pilot Program e-mail address - ReleaseToAll@usdoj.gov .
4	(b)	(6)	See above	JMB called back and left v/m for Caller to call back with additional information/question.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 07/14/15

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of FOIA	Spoke to Caller and figured out that this is Request No. FOIA-2013-05346. It's currently pending and assigned to Searle, so I reached out to DH and LD to see how to proceed. DH has the file in his office and I relayed to Caller that IR is processing the responsive pages right now. Caller insisted on a contact person, so I told Caller to contact DH (per DH).
2	(b) (6)	(6)	Producing records to FBI and wants to make sure they are protected	I didn't get into any FOIA-specific issues with Caller because I didn't know what records they were producing or what was in them. I gave Caller the FBI's FOIA office phone number and directed her to that office. If there is some 4 stuff in there then I figured the FBI would be best to handle it and it is presumably familiar with the records at issue.
3	(b) (6)	(6)	Grant applications considered public records while grant is under review?	Explained FOIA to Caller and said that she probably needed to contact DOJ office which had the grant application and discuss with them. Caller said that she was calling on behalf of someone else and didnt know where grant was located. I walked Caller through FOIA.gov's contact information and explaine that once she figured that out, she could contact the specific DOJ component FOIA office directly to discuss.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		No clue	Caller was extremely uncooperative. She said that she had been advised that she could call any number at DOJ and that the person who answered would enter her name into a database and help her. That's literally all that she would say. I asked whether she had made a FOIA request and she refused to answer. I checked our database just to be sure and we don't have her listed. I asked who she had spoken to before or where she was trying to reach and she refused to answer. She just kept stating the above. I informed her of this Office's function and said that without more information I couldn't help her. Caller wouldn't give any more, so we ended the call.
5	(b) (6)		Question about response letter re Request No. DAG 12-00901 (F)	Went over the response letter with Caller. It was a no records response with an invitation to make a further request to OIP and also to request records with NARA if Caller wanted to do so. Caller did, so went over this process with Caller as well.
6	(b) (6)			No answer and no voicemail at this number despite multiple attempts both 07/14/15 and 07/15/15. I couldn't leave a message, but will watch for this requester if she calls back.
7	(b) (6)		go Settlement forms for FOIA litigation cases (fees?)	Caller informed me that she knew that DC and federal FOIA were different, but that she used our Guide, etc. as examples. I told Caller that we didn't have anything because we didn't do so much FOIA litigation here, but that she might want to try the USAO in DC to get some possible info. I just gave her the main number as listed on that office's website. I know that this is not another federal agency, but I figured that it wouldn't hurt too much to just give her the main publically available office number since Caller was from a local government office.
8	(b) (6)		Status of his appeal (had not received an ack letter)	Ended up being AP-2015-04444. Told Caller the appeal number and explained general process to him. Caller said he had not received an ack, so I just informed Caller that one was dated 07/07/15 in our system and should be getting to him soon.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: July 15, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Status update on AP-2015-03257	Called back, attempted to leave message. Appeal is signed but not PDF'd, so I said that we're almost done and he should receive it sometime in the next week or two.
2	(b)	(6)	Ninth interim release, and status updates	Called back, left message. Ninth release is being adjudicated under AP-2015-04077 and is also assigned to me - our ack letter was sent out two days ago. There appears to be a follow-on appeal from you AP-2015-04609, and your appeal letter wasn't uploaded yet so I can't be certain, but it looks like it might be the appeal of the tenth interim release. Regarding the others, the appeal of the 3rd and 4th release (AP-2015-01751), the 5th (-01853), the sixth (-02230), and the 8th (-03216) are still being processed by me, but the 7th (-02760) is in the review pipeline.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		<p>Regarding release of public info in Texas, related to crash data. Accident reports. We just got through with a two-year appeal process for requesting public info from the city of San Antonio, where AG eventually ruled that SA didn't have to release any accident information. Then, the legislature just passed a law HB 2633, and executed it immediately, so all the police departments are in a big confusion and aren't releasing accident reports until they get clarity. Big problem, state-wide. He's heard that DOT are somewhat under the US DOT.</p>	<p>Had a good conversation, generally said that the federal FOIA only applies to records maintained by federal agencies, and doesn't speak to state access laws or violations of those laws. The requester can certainly ask for records from the US Department of Transportation under the federal FOIA.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b)	(6)	OPM - 2012-17972. AP-2013-05393. Transferred to Marilyn Cunningham. Regarding derogatory information in packet.	Called back, saying that it sounded like they might want to make a Privacy Act request to OPM or the FBI. Asked them to call back for more info.
5			Her nephew is in a federal prison. He applied for a FOIA, and was assigned a case number. They wrote back and said they couldn't find it? Said the case was sealed. Needs the information that is in the sealed file.	Advised that he can absolutely file an administrative appeal to this office. But it's not the mechanism by which he can get the records un-sealed. For that, he'd need to file a motion in court. DOJ wouldn't release records that are
6			Made a request a while ago. He didn't receive a peer review questionnaire. Will send it to us - he got the file. He'll send us another change to produce the document. From Renton, WA.	Spoke and thanked requester. Emailed MRU to let them know to be on the lookout for the followon request.

A while back, he requested a copy of a background investigation from OPM. He received it, and received a memo saying that there was information being withheld and that he could request an appeal. Appeal wasn't approved.

Call	Caller's Name	Phone Number	Question	Advice / Answer
7	(b) (6)	(6)	Calling from (b) (6) Letter from FBI saying that they'd research the archives of her case. An illicit adoption. Thinks the case number is 1324935-000. Gave SSN. Checked case number. 1324935-000. Sent May 13 from the FBI. It says her request was received, and it's supposed to have a resolution. Been almost 3 years. Is there any way to give anyone in charge some extra information? Information they cannot give on a public fax or phone.	After checking with FBI (still pending), I returned call and left message. Status pending. Call FBI requester service center for information on the processing.
8	(b) (6)	(6)	Either email her a FOIA request form (b) (6) Or tell where to get a form. Trying to get a freedom of information form from USMS. One of the problems is that. Was denied access to the federal court. Needs to get a copy of whatever was sent to USMS to deny her access. The marshalls now will not. Docs she's looking for are in Chicago. Docs are in the federal court in Chicago.	Called her back. Lengthy discussion regarding problems stemming from hospitals denying her access to her sick daughter. In the end, she wanted information on how to request access to records from the USMS. I provided their email. She asked about CID. I indicated where to find one, but she said she preferred to provide a signed statement under penalty of perjury. (Because her underlying dispute with the hospital is, in part, about disputation of authenticity of signed documents, she is wary of signing a stand-alone CID that could be removed and attached to other documents.)
9	(b) (6)	(6)	Calling about son (b) (6). Calling for info about son's appeal.	Called back, gave tracking number, but nothing else. (No consent in file.)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: July 16, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	On June 23 she received a confirmation that it a request she submitted to OJP had been received, wanted to check the status.	Provided OJP's FOIA Requester Service Center number for her to check the status.
2	(b) (6)	(6)	Seeking status of a request from EOUSA, says line is busy.	I provided him the correct FOIA Requester Service Center phone number and told him to call back if it continues to be busy/unable to leave a message with EOUSA.
3	(b) (6)	(6)	Capital Newspaper in Annapolis. FOIA request submitted to the Navy back in march. Last he heard was that they had cleared it from the Navy, and the documents were sent for final review to DOJ. He wants to check the status. Request was for the Letter of Censure against (b) (6) r/Fat Leonard Scandal.	Explained that I could not find the request (appears to be a consult) in our tracking system. I searched the summary field multiple times using search terms: "letter of censure," the Navy's tracking number, "admiral". I also searched by requester's name. I could not locate any request or consultation, and explained that it may be at a different component of the DOJ. I said he could contact the navy to find out the specific component to which they sent the records for consult. He asked who he could ask for a media inquiry so that DOJ has a chance to respond if he wants to write the article before receiving the records. I said I would find out and get back to him. I called him back and left a message explaining that any media inquiries should be directed to OPA. I also said (pursuant to Bobby's suggestion) that if he has difficulty getting the component info from Navy, that we could try to reach out to them.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4			Calling from Massachusetts. Submitted a state request, but also thinks there's federal records as well. Asking about state records, thinks that DEA, ATF might also have them. Asking for what other direction we can point him in to find the documents.	I explained that in order for us to find out if there are federal records pertaining to the case, he needs to submit a FOIA request. I directed him to the appropriate page on our website for instructions on how to make a request.
5	(b) (6)	(6)	Her husband (b) (6) submitted an OMP packet referenced derogatory information that might have been placed in his record erroneously. Filed an initial request for information because there's something derogatory in his file (same name as his father Request number 2012-17972 ; AP-2013-05393. Has been calling but hasn't received a call-back. She just wants something to call back to give the information; causing them a lot of strife.	She asked me to talk to her husband. He explained that he submitted an appeal but it was denied as being untimely, but he wants to know the information that was withheld. I said that unfortunately in fairness to all requesters, we're not able to re-open the appeal if it is not submitted timely.
6	(b) (6)	(6)	Checking the status of her request. Number is: 1324935000 (FBI) Illegal adoption. 2000 pages of documents. Received a letter from the DOJ at the end of May but haven't received anything since then.	L/M explaining that we don't have FBI's request records. Told her to contact the FBI's requester service center to check the status of her request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 7/20/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	AP-2015-02074, has a question about the status of the appeal. This person has called before and Andy has provided updates (it is Andy's appeal).	I asked Andy to provide a new update to the requester.
2			Wants to find out the status of records referred to EOUSA by the Fish and Wildlife Service.	I gave the caller the main number and Donna Preston's number at EOUSA to follow up on the referral.
3			Needs the address for OIP to file an appeal.	I verified over the phone that the requester has the correct address.
4			Needs estimated date of completion for 1324560.	Followed up with Matt H. who is already assisting (b) (6) with this.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 07/21/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status on her request at OIP	I tried calling the number back twice - the first time the lady that answered said it was the wrong number and the second time there was no answer nor did it go to voicemail.
2			Question on how to get police body camera records for local law enforcement	I explained to (b) (6) that we only deal with the federal FOIA and that for questions regarding state or local records laws she would need to reach out to that appropriate government agency.
3			Status of (b) (6) BOP appeal (13-2660)	I looked it up and told her that the acknowledgment letter had just recently gone out and that this office received it. I also let her know the appeal number assigned to the case.
4			Caller was concerned about the status of a village ordinance that required her to state how many people lived in her house with her.	I gave the caller information about what our office does and told her that we could not assist her in her concern about this ordinance and that she would have to address those concerns with her state or local government.
5			Status and estimated date of completion on AP-2015-02397	The file is with MWH for review he gave me an estimated date of 7/28/15 which was conveyed to the requester.
6			Status and estimated date of completion on AP-2015-02844	I gave the caller the estimated date of completion on this appeal which is 08/13/15
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 07/22/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Wanted infomration about a private lawsuit filed against a Texas State prison	Explained federal FOIA and told her DOJ would not have documents on a case like that, recommedn either seeking out court records form the court or possible contacting the State of Texas
2	(b) (6)	(6)	Caller wanted legal assistance with an emplyment claim against a private employer	Infmored him of purpose of OIP and told him I could not help him with an employment claim
3				Called back, apparently caller could not hear me speaking, tried again, same thing
4			Had complaint about request submitted to CBP	Discussed issues of backlog and timeliness, said he could write in a complaint to OIP and complance would look into it or he could file a law suit
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Jessica Farace
Date: 7/23/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	question about FOIA request; wants to know if we will treat his request for expedited processing starting July 17th (not successfully delivered via snail mail) instead of July 20th (when mail was successfully delivered)	This request is not logged in e-FOIA; spoke to Laurie, and per regs, this office will go by date it was received; but she is checking with Priscilla to make sure that the request was received and in the EP track. Agencies must make a determination whether to grant a request for expedited access within ten calendar days of its receipt. 5 U.S.C. § 552(a)(6)(E)(ii)(I); see, e.g., DOJ FOIA Regulations, 28 C.F.R. § 16.5(d)(4); Laurie updated me via email that it is actually going to be treated as a recon (of old appeal). UPDATE: I informed him that we are in receipt of his correspondence and it will be responded to shortly (I informed Jillian to look out for recon and respond as warranted)
2	(b) (6)	(b) (6)	question about 1 FOIA request (to BOP) and one appeal (2015-04447)	Gave him requester service no for BOP request; checked on status of FOIA appeal (not logged in yet) rec. that he check back in a couple of weeks for more accurate status update; but estimated 1-2 months for an estimated date of completion.
3	(b) (6)	(b) (6)	wants to know DOJ's policy on medical issues re. housed inmates	I called the number he provided; it was the wrong number
4	(b) (6)	(b) (6)	Says made a request to ATF it has been over 2 years	I provided him with the FOIA Public Liason's no. at ATF
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Was just released from a halfway house. Need to know if they're required to provide certain healthcare.	I didn't know. Informed caller of function of this office. He asked who would know, and I provided contacting information for BOP.
2	(b)	(6)	May 1, DOJ said it wouldn't go through with the hiring process via phone call, after previously making an offer. She would like to know why.	I said that FOIA cannot answer questions generally, but is a way for her to possibly obtain records regarding her hiring process. She indicated Criminal Division, and I provided contact information for them, as well as the DOJ form 361.
3	(b)	(6)	Calls from DC government Executive Office of the Fire Chief. They're looking at the federal FOIA to inform their own withholding decisions under DC's FOIA, and want to know how we would withhold or release certain types of information.	Unfortunately, I can't provide legal advice regarding the DC FOIA. (It's even worded slightly differently.) I suggested that, to the extent they want to look to federal FOIA, the Guide is the best place to look.
4	(b)	(6)	Received response letter from Matt Hurd, wants to talk to Marilyn about it.	Emailed Marilyn, waiting for a response....

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(6)	Client ((b) (6)) in the past sent records to the government, and they can't find them anymore in their own records. Want other copies, but don't want to waive any confidentiality/privileges. How to make such a request?	In principle, there's no problem with this sort of thing. (I've seen before such protections for privacy act requests, or even for B4 submitter notice.) I suggested they contact the agency to which they'll make the request, so see the best way to word the request to avoid any confidentiality problems.
6	(b) (6)	(6)	Caller's boyfriend (in Mexico) wants to make a request from DHS USCIS. But can't get a notary in Mexico (that would be recognized in the US) to cert his ID. What to do?	I was hesitant to provide info about making requests to USCIS, but the caller said that USCIS told the caller to contact OIP. I replied that, on the face of the G-639, a notarization isn't required - a signature under penalty of perjury is sufficient. Also said that we send responses overseas all the time, so a Mexico PO Box shouldn't be a problem.
7	(b) (6)	(6)	Need to find out if they have an original copy of a grand jury indictment. Connexion then lost.	Phone connection lost. Couldn't provide any response, and caller didn't provide any contact information.
8	(b) (6)	(6)	Lengthy discussion of wide-ranging corruption across state and federal courts and agencies, including the FBI and this Office. Apparently has made FOIA requests that he's dissatisfied with.	Apparently just called to complain, didn't have a question. Caller referred repeatedly to 18 USC 4 (Misprison of felony), which generally makes it a crime to have knowledge of a felony and not report it. I surmise that he has told many people of the alleged criminal behavior of certain individuals, and when nothing comes of his complaints, he deems those government individuals to thereby be in violation of this law and therefore corrupt. Didn't really have a FOIA question. I just listened until he decided to finish the conversation.
9	(b) (6)	(6)	Trying to resolve 2015-15868 (OPM). He was offered a job at (b) (6) and apparently the FBI hasn't updated their records to show that a conviction was expunged.	Sounds like a Privacy Act request to the FBI. Provided information for that purpose.
10	(b) (6)	(6)	No message. Just phone and name.	Called back, left message, asking him to return call.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: July 27, 2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Appeal 2014-00529. She cannot locate her appeal letter and wants to see if we can re-send it to her.	Verified with Christina that we can resend it to her, and told the caller we will resend it.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 7/28/2015

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	(b) (6) is a registered sex offender and he has been denied access to other countries based on that fact while he has been traveling. The requester wanted to know which countries the US was sharing that information with.	I directed the caller to FOIA.gov and the state department as a possible agency to file a request with. The caller seemed to think that this was helpful and that he would likely file a request with them or any other agency he thought might have the records he was looking for.
2	(b) (6)	(b) (6)	Caller wanted to know how to submit a request for FEMA records	Via VM: I walked the caller through using FOIA.gov to get her to the right spot to make her request.
3	(b) (6)	(b) (6)	Status on her request FOIA-2015-04338	Left VM for the caller on her status _ out for search at OLP.
4	(b) (6)	(b) (6)	Wanted to file and administrative appeal on the denial of his request from the FBI.	I directed the caller to OIP's website showed him our reference guide and our how to submit a request or appeal page.
5	(b) (6)	(b) (6)	Via VM: Caller left an unintelligible voicemail it was rambling about all different things and none of it related to FOIA.	After discussing with Bobby it was determined that this VM did not need a return call.
6	(b) (6)	(b) (6)	Status of his appeal AP-2015-04447	After speaking with Rianna I gave the caller an estimated date of completion of 5 weeks. He then proceeded to yell about it taking so long and that he has been lied to - He then said thanks for nothing and hung up.
7	(b) (6)	(b) (6)	Wanted to know how to get cell phone records?	I explained to her that the FOIA only applied to Federal Executive Branch Agencies. She said that no this was an individual's cell phone. I told that unfortunately I could not assist her in obtaining those records.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 7/29/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller sought information and a file on herself. When returning requester's call, caller also asked if there was a one-stop way to request records on herself throughout the federal government.	Caller advised that she had found the answer to her question in the meantime, and that was finding and completing a DOJ Form 361 that she could fax back to the FBI so that she could request records on herself. The FBI had advised her to fill out the form because they would not otherwise provide records on living individuals. Advised caller that there was not a one-stop shop to request records on herself and that she would have to submit requests to individual components of DOJ or other federal agencies if outside DOJ.
2	(b) (6)	(6)	Caller spoke to MNG yesterday about the status of her FOIA request, and said that she has not yet heard back	Per MNG's 7/28 notes, he left caller a voicemail informing her that a search was underway at OLP. After consulting with MNG, I spoke to the caller and informed her that MNG left her a voicemail but that she may not have received it, and let her know that her request was assigned to a GIS and that a search was underway at OLP.
3	(b) (6)	(6)	Caller said that he was in receipt of a letter from our office, specifically from VRB, and that the letter referenced another letter that was supposedly from him. Caller stated that he would like VRB or someone from our office to call him back so that he could straighten out this matter once and for all.	Left caller voicemail with our main line number informing him that I was returning his call and asking that he contact our office. Later spoke to caller, who asked for a copy of his request. LAD explained that he would need to submit a request for that information in addition to a CID and I left a voicemail for the caller with this information.

Call	Caller's Name	Phone Number	Question	Advice / Answer	
4	(b) (6)	(6)	Caller wanted to know how to appeal the decision of a FOIA request from Civil Division.	Provided OIP's address so that caller could submit an appeal.	
5			Caller advised that he is the (b) (6) and that he wanted information on how to obtain fee waivers for their clients.	Directed caller to our guidance and Guide section on fees and fee waivers.	
6			Caller advised that she is a novelist attempting to write a book about her grandfather who was in the Communist party, and that he originally requested all FBI files on himself and received numerous files. Caller submitted a request for such files and received a letter saying that the records were destroyed in 1987 and also that potentially responsive records were sent to NARA. Caller stated that NARA gave her an estimate of 36 months for processing and asked what she could do to speed along the process.	Advised caller that it did not sound as though she meet any criteria for an expedited request but suggested that she contact NARA directly and also because she noted that she now could also make a much narrower request.	
7			Caller advised that he was from the Center for Investigative Reporting and wanted to follow up on the status of a referral from ICE to our Office. He had now heard anything from our office, and stated that he had tried to follow up with MAP, CM, and LAD and had not heard back.	After searching eFOIA and checking in with LAD and not locating any such referrals (and only locating two 2013 appeals from (b) (6)), provided caller with OIP's consults/referrals email and informed him that the IR staff was expecting him to send the referral there.	
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: 7/30/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Attempted to file an appeal but it got processed as a request	I walked her through the process of submitting an appeal
2			How to file and appeal?	Called back and he had figured it out
3			Status request & Upset that he has not received the information he sought in BOP Request NO. 2014-07223 (AP-2015-04447)	didn't leave call back number and no phone number
4			Found an old letter and can't remember if we answered it or not. It's AP-2014-05002.	gave caller's info to ADF to respond re: status of the appeal
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: July 31, 2015

Total Private Calls: 10

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m - question, re: the subject matter (name of their client) of AP-2015-04655	JMB reviewed PrivaSoft entry for this appeal. It is not clear about which client the appeal was filed. However, JMB spoke with Caller and provided the information available in PrivaSoft. Based on this information, Caller was able to determine the name of the law firm's client. No further action required.
2	(b) (6)	(b) (6)	Left v/m - question, re: how to send a FOIA request, via e-mail	JMB spoke with Caller. Caller wants to send a FOIA request for immigration records. JMB suggested that Caller might want to send FOIA request to EOIR and Caller agreed. JMB provided Caller with EOIR's e-mail address for FOIA requests and contact telephone number from foia.gov. No further action required
3	(b) (6)	(b) (6)	Left v/m - question, re: how to withdraw a FOIA request	JMB spoke with Caller. Caller wishes to withdraw FOIA request made to OIP. Caller had already sent an e-mail to doj.oip.foia@usdoj.gov. JMB forwarded her e-mail to Laurie and Priscilla. JMB also advised Caller that she might sign into the portal and withdraw the request herself. No further action required.
4	(b) (6)	(b) (6)	Left v/m - question, re: question about the FOIA	JMB spoke with Caller. Caller seeks records concerning a State of Georgia corporation. JMB noted that OIP only provides advice about the Federal FOIA. JMB suggested that Caller might contact the State of Georgia.
5	(b) (6)	(b) (6)	Left v/m - question, re: status of appeal, AP-2015-04444	JMB spoke with Caller and advised the appeal recommendation has been submitted for review. JMB advised Caller that Caller could expect a response in a couple of weeks and to call back for further updates.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: August 2, 2015

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	requester seeking status of a request he submitted to the FBI.	I provided him the phone number for the FBI's requester service center.
2	(b)	(6)	Caller is from the Brennan Center and says they attempted to submit two appeals on Friday, but could not get through on the fax machine. She called and said someone told her to email them to DOJ.OIP.FOIA. She wants to confirm receipt because the appeal deadline was over the weekend.	Saw that we received it on Friday, she asked if I could call back to confirm receipt. I checked with PJ to make sure that admin receives appeals from the DOJ.OIP.FOIA inbox and she confirmed that they do. I provided confirmation to caller.
3	(b)	(6)	Asking about the status of a request he submitted a couple of weeks ago to EOUSA	I provided him the phone number for the EOUSA's requester service center.
4	(b)	(6)	Caller submitted a criminal complaint to the DOJ and has a reference number. Trying to access records regarding the complaint on July 27, 2015. It was assigned a complaint reference number, sent to the Criminal Division. Caller was told that the complaint was dismissed. He want the records pertaining to the complaint.	I explained that I can't assist him with respect to the complaint, but provided him contact info for CRIM's FOIA office and explained how to make a request.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 8/4/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left VM. Wanted to know the status of her appeal but did not know the appeal number. Caller did not provide a last name.	Left VM. Informed caller that we could assist with the status of her appeal once we heard back from her.
2			Left VM. Wanted assistance with a state-level FOIA request made to his local city hall.	Informed the caller that OIP's function concerns only the Federal FOIA and that we have no authority to handle state or local level information access requests. Recommended that the caller look at his official state website for information on his state-level access request.
3			Wanted to know the status of two EXP appeals.	Provided the status both appeals.
4			Wanted to know how to send a FOIA request to the bureau of Indina Affairs and the Office of Tribal Justice.	Provided the caller with the contact information for both components (one was DOJ and the other Dept. of Interior).
5			Wanted to file a compliance inquiry about TSA not being responsive to inquiries on status of request.	Provided caller with the contact information to make a compliance inquiry.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: August 5, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller had questions about claims that she filed regarding the USDA (gender discrimination) and postmaster. Claims she was trying to get information on the claims from the attorneys working for DOJ that handle the cases but they refuse to give her anything. Talked about bit about the tea party.	Explained to caller that if she was seeking information on herself she could send in a FOIA request to USDA and DOJ. Gave her info. For filing FOIA on both. For DOJ, she claims she wants info. For EOUSA so gave her info. For filing request there. Also explained DOJ-361 form and necessity for form or similar info. for filing FOIA on herself.
2			Emailed request to MRU FOIA/DOJ -- do I need to do anything else?	Explained MRU process and also DOJ-361 and why she needed to provide it for a first-party request for records
3			Ap-2015-09842	
4			I seek information or guidance on the	Directed caller to reverse FOIA section and Ex 6 section of Guide
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 08/06/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Wants "two copies of full FOIA paperwork in order to properly put financial health in order"	Caller was extremely argumentative. Extremely. He wanted to make a request to the SSA and wanted some paperwork. I had a very difficult time explaining to him the FOIA process, explaining to him the fact that SSA had it's own FOIA office, and giving him the phone number for that office. I basically had to talk over him at times and only at the end of the call did he stop long enough to take down the phone number.
2	(b) (6)	(6)	AP-2015-04982?	I was on another call when this Caller called. This Caller didn't leave a number and she sounded like she was in a bunker or something (lots of banging and her voice was muddled), so I didn't get anything except for the appeal number. If Caller calls back I will talk to her then.
3	(b) (6)	(6)	Wants to make request for records maintained by LAPD	Explained federal v. state FOIA to Caller and gave her State of CA's main gov phone number (I couldn't find any FOIA-specific number).
4	(b) (6)	(6)	Caller wanted to make a request to Treasury	Read Caller Treasury's contact info from FOIA.gov and gave him some information on FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 8/7/2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	status- AP-2015-03257	R states he has not received any letter from our office. The letter has been signed by MWH (on 6/30/15); I told him that we will send another letter out today and Nakeitha informed me that she will send another letter out (via regular mail) to the requester
2	(b) (6)	(b) (6)	status inquiry	see FOIA notes from 7/23/15; Spoke to Jillian and we will be sending a recon letter shortly, Informed him that we will be sending out correspondence shortly. Indicated he wants his response sent via email, and I informed Jillian of the email address.
3	(b) (6)	(b) (6)	wants to know how to make a FOIA request	I directed the caller to FOIA.gov and walked him through the process of making a FOIA request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: August 10, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Submitted a request to USCIS about someone from (b) (6) whose petition for resettlement was denied. They received no records responses, but the responses came late and they missed the opportunity to appeal. Can they submit a new request with more details that might enable USCIS to locate the records?	I explained they can resubmit a request to USCIS with additional details.
2	(b) (6)		Asking about the status of her request 2015-04338. She said she narrowed the request and wants to see if that will allow her to get the records more quickly.	I checked eFOIA which showed that the search was in progress, and I informed the requester. I checked with ST who said she anticipates sending the response in about a month, and called back the requester to inform her.
3	(b) (6)		Asking if we received his request that he submitted last week, he hasn't received an acknowledgment.	He did not have any requests in eFOIA. I explained that it takes some time for the request to be logged and an acknowledgment letter sent but that he should be receiving it soon. If the online portal indicated that the request was submitted, then we should have it and will send him acknowledgment.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: August 12, 2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)			left message 10 am 8/12/15.
2			Wanted a status on his Req. No. 13-04458	Referred to IR Staff (had been assigned to Searle)
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Matt Gardner
Date: 8/13/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Can he request vehicle records from the department of justice	after speaking with the caller it was pretty clear that they type of records he was looking for would be maintained on a state or local level. I told the caller the FOIA only applies to the federal government and that he would need to submit a request to either the state or local agency under their open records laws.
2	(b) (6)	(6)	He was looking at our FOIA logs and he is working on a story - the information he needs is names associated with requests. We do not put that in our logs and he wanted to know how he should submit his FOIA request to get the names associated with other FOIA requests.	I told the caller that I could generally answer his FOIA question on how to submit a request, but that anything related to his story would need to go through public affairs. As to his FOIA question, I told the caller that he could certainly submit a request worded in the way he wanted to. I also told the caller that there is a privacy interest for requesters in first party requests and that it is likely that he wouldnt get much information on those types of requests. As for third party requests our FOIA professionals would under go an analysis to determine if those names would be released.
3			Where could she find our guide.	I directed her to the guide page on our website.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 08/14/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Status of AP-2015-02667	We had a really long conversation about how the FOIA works. It turns out that Caller was confused about what AP-2015-02667 concerned and he actually wanted an update on Request No. 2015USMS27656. I explained that USMS would have the status, explained the FOIA process generally, and gave him USMS's phone number.
2			Status of AP-2015-03588	Called back twice and once the next day, but no answer. VM is only set to a number, so I felt uncomfortable leaving a message without verification that it was this Caller's mailbox.
3			Social Security card number for repayment through Social Security	Gave Caller SSA's main and FOIA office phone number and explained OIP's function and FOIA in general
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 8/17/15

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			<p>Caller wanted to submit a FOIA request (or specific records on herself) to BOP but has not been able to get a hold of anyone when calling BOP's FOIA Service Center/Public Liaison line. Caller could not use BOP's online method of submitting a request because instructions indicated that requesters should not use it when seeking non-public information on individuals.</p>	<p>Gave caller the mailing address of BOP's FOIA office and pointed caller to a CID form that she could complete and submit with her request</p>
2	<div style="background-color: black; color: white; padding: 20px; font-size: 48px; font-weight: bold;">(b) (6)</div>		<p>Caller wanted to know where to submit a request for an application submitted to the 9/11 Victims Compensation Fund (VCF). The VCF had referred caller to our office.</p>	<p>Per conversation with CDT, it looks as though the fund is administered by a Special Master appointed by the AG. Advised caller that because we were not certain whether the AG's office or other components might have responsive records, caller should direct the request to the Mail Referral Unit, as the MRU would send out the request to all components that might have responsive records. Provided MRU contact info and address to caller.</p>
3			<p>Caller left voicemail requesting status of appeal but did not leave a phone number. Caller is incarcerated and stated that she may call next week to contact the assigned attorney (RRK) about the appeal (no. AP-2015-04649).</p>	<p>Unable to call back without phone number and since caller is incarcerated.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer	
4	(b) (6)	(6)	Not a FOIA question; caller inquired about having drug court program records expunged/sealed	Because caller appeared to be complaining about violations of the law, explained that our office focuses on FOIA and that she may want to try looking at resources listed for the DOJ Action Center	
5			Caller complained that he did not know the status of his requests for case files, but did not have any request numbers that I could look up.	When I looked up his name in the system, I notified him that two requests for him were showing up as completed as of March 2015 and April 2015, respectively. When I asked the caller whether he wanted me to inquire about resending any responses, he transitioned to asking which components would have his records. I explained that I did not know which offices would have his records, and that he would have to determine which offices were most likely to have his records and submit requests to those offices. Caller only stated that he wanted his case files and the status of his case files. I offered FOIA.gov as a starting point.	
6			Inquiry came in via email, with sender asking how he could find out his record of when he left the USA and when he returned.	Caller's number did not work (received message stating that caller was not accepting calls at this time), so I asked Admin to send an email from our no reply box suggesting that sender may want to submit a FOIA request to CBP. Provided CBP's link to submit FOIA requests online and CBP's FOIA division mailing address.	
7			Inquiry came in via email, asking questions about citizenship.	Directed to RNB as citizen mail.	
8			Inquiry came in via email, asking for help with a clemency request.	Directed to RNB as citizen mail and advised that we may want to suggest contacting OPA in the letter.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 08/18/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		The caller wanted an estimated date of completion on appeal - 2015-03445.	After discussing with MWH (reviewer) - he said it should be about two weeks. I told the caller that the estimated date of completion would be 9/2/2015.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 08/20/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wanted to know if we received his compliance inquiry.	I checked both the OIP inbox and the ComplianceInquiry inbox and couldn't find his email anywhere. I gave the caller the email address again to make sure he had it right and then asked him to resubmit his inquiry.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: August 21, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	Someone from WMATA		How many attorneys do agencies typically have on staff for FOIA? They are starting to process requests for information and just want to get an idea of how many people they need.	I explained that it depends on the number of requests received, and this will vary by agency. Most agencies have a mix of GIS and attorneys, some have one person that does FOIA part of the time.
2	(b) (6)		Checking the status of appeal 2015-01923.	The appeal was signed on 4/15/2015 and published to the portal on 5/4/2015. The requester said he never received it, and that he submitted the appeal in writing (and did not have a log-in). I checked with MC who said it would be okay to email the decision to him. He confirmed his email, which was the same one we had on file, so I sent it to him.
3	(b) (6)		Checking the status of a request he submitted last week; he has not received a tracking number.	There was one request in eFOIA linked to this requester. Its labeled as MISC, and no indication that an acknowledgment has been sent. Requester stated he is willing to narrow. I told him I would let the processor (AP) know, and that he would reach out if he has questions.
4	(b) (6)		Wants to make a FOIA request on behalf of a journalist about the BNP Parabais settlement case.	I directed him to FOIA requester resources so that he could determine the best place to send the request. Explained that I don't know the best office off hand as I am not familiar with the case; may be a USAO, public affairs or SMOs if he wants info related to the press conference, other DOJ offices.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: August 24, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Asking how to report someone making false claims against her, wants to know how to file a complaint, etc.	Tried to call back, no answer or v/m. [would have explained that our office handles FOIA matters, and directed her to DOJ website for submitting a complaint.]
2			Had a range of questions regarding pensions, social security, the IRS, identity theft. Generally was asking how to make a FOIA request.	I explained where to go on foia.gov to get contact info and additional information about how to make a request.
3			Fax request for client to BOP for medical records.	Provided contact info for BOP; explained they do not list a fax line to receive requests.
4			When someone makes a request, whether that request would be disclosed, or if that request is confidential?	Explained that courts have held that FOIA requesters do not have an expectation of privacy in their requests (unless first-party request). Some agencies make the identities of requesters public as part of their FOIA logs. Other agencies publish FOIA logs without the requesters listed (more common). If it's not pro-actively published, it's unlikely the requester's identity would be disclosed (absent a request for it), but there is no guarantee of confidentiality.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: August 25, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Claims she filed a FOIA request with EOIR, which denied request/rejected request because case was NOT pending. (!)	I suggested she file an administrative appeal.
2	(b)	(6)	Got a response to an administrative appeal. AP-2015-04441. Can't login to the portal. Would like an emailed response.	Sent copy through OIP-noreply
3	(b)	(6)	Over a year ago, made request to the FBI. Trying to find out where it is. Checking on Status. He didn't provide tracking number.	Called back and left a message. Gave the FBI's FOIA requester service center phone number, and also the URL for the FBI's online status checker.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		<p>REF: FOIA-2015-00953 APPEAL</p> <p>To whom it concerns:</p> <p>I am writing to ascertain the name of the man or woman who is responsible for responding to the above referenced file.</p> <p>I look forward to your immediate response.</p> <p>Sincerely,</p> <p>(b) (6)</p> <p>(b) (6)</p>	<p>Dear (b) (6),</p> <p>Good afternoon. This is to respond to your email, below, and I want to make sure I'm interpreting your email correctly.</p> <p>I have been unable to find a record of any Freedom of Information Act or Privacy Act requests or administrative appeals made by you to the United States Department of Justice Office of Information Policy, and I have been unable to locate a request with tracking number FOIA-2015-00953. Other components of the United States Department of Justice, and agencies outside of the Department of Justice, may use tracking numbers similar to "FOIA-2015-00953", and so it is possible that you made your initial FOIA request outside this Office.</p> <p>If this Office assigned you the tracking number FOIA-2015-00953 on a FOIA request, please confirm this. (Any correspondence this Office has sent to you regarding FOIA-2015-00953 might assist me in locating your request.)</p> <p>If you are attempting to appeal from an adverse determination made by a component of the Department of Justice on your FOIA request number FOIA-2015-00953, please provide the name of the agency from which you are appealing.</p> <p>If you are attempting to appeal from an adverse determination made by a federal agency outside of the Department of Justice, please contact that agency directly for information on making an</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 8/26/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Non-foia matters (discussed hipaa violations, government workers are altering his medical records, his broken back)	Told him that this Office does not have the authority to investigate his allegations; caller hung up when I began to ask if he filed a FOIA request
2	(b) (6)	(b) (6)	wanted to provide our office with feedback concerning FOIA metrics (he thinks the data should capture how many appeals were handled in 20 day time, not just how many were received in quarter)	Per SRO's suggestion, I took note of the caller's suggestion.
3	(b) (6)	(b) (6)	Cannot log in-tried to reset password to see his FOIA response (AP-2015-02847)	After speaking with Sarah (who informed me that there were glitches last week), I informed R that he should try to log in again, but that if he wasn't able to log in, he could give this office a call back.
4	(b) (6)	(b) (6)	wants background check info	I told him how to make a FOIA request, but the caller did not believe that making a FOIA request is what is needed in his situation (could not discern what caller was looking for)
5	(b) (6)	(b) (6)	Wants to know the email address to send his appeal	I provided him with the email address and checked with Priscilla to ensure our office receive it. Priscilla informed me that our office did not receive it so I called him back on 8/27/15 and told him to resend appeal to office at OIP's email address.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 08/27/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Questions about AP-2015-04119	We closed this appeal on 8/27/15 and Caller wanted to understand what occurred. Caller seemed to conflate the FOIA issues (the search in this case) with the non-FOIA issue of why he was fired from BOP. I explained to Caller (multiple times because I thought that he wasn't completely understanding what I was saying) that OIP's action concerned the FOIA aspect of his situation (we affirmed and I spoke with him about the lawsuit language (just basically reading it to him making sure to not give legal advice)) v. the fact that we didn't look at why he got fired, amending his file, etc.).
2			Can't get into Portal - can he get copy of AP-2015-02847 sent to him?	Asked NG to send copy through OIP e-mail address
3			Question on EOIR request	This was a message from the front. When I called back, the Caller said that she had had the wrong A# and had resubmitted the request with the correct A#. Caller was going to ask about how to do that, but had already done it by the time I called back.
4			"Is asking for your social on a job application something that THEY can do?"	Fittingly, this was my last call of the day. I didn't really know, and Caller didn't really know, who "THEY" referred to (although Caller kept saying it really loudly). I explained OIP's function to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 8/28/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	CMS/HHS denied his request for expedited processing and he said he has a heart condition that he needs access to his files and medicare advantage coverage contract.	I told the caller that he could appeal their decision to deny expedited processing but that he should try to use medicare.gov to download the information that is already available without the need for a FOIA request. It was difficult to determine exactly what the caller was looking for, but I also gave him a few helpline phone numbers related to medicare and patients who had questions related to their policies.
2			She wanted information on the FMLA.	I told her that the Dept of Labor was the agency in charge of the FMLA and gave her their FMLA contact information.
3			Wanted estimated date of completion on his appeal AP-2015-03390	Reached out to AF to get an estimated date - he stated by the end of the fiscal year. I called Darek back to give him the estimated date.
4			How would he get his military record sealed or expunged	I told the caller that his question is outside of what our office does and that unfortunately I didn't have any information that might be able to help him. I told the caller that if he wanted to submit a FOIA request to his branch of service that he could do so and I directed him to FOIA.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: August 31, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Calling for her brother to check on the status of request submitted in September 2014	Could not locate the request in the system - searched (b) (6) and there were several closed requests, but none submitted in September 2014. She has a confirmation number, but it was not one of our tracking numbers.
2	(b) (6)	(b) (6)	Procedures for filing a FOIA request for a gov't contract	L/M directing him to FOIA.gov for agency contact information and links to instructions for how to submit requests in writing or online.
3	(b) (6)	(b) (6)	Calling to get information regarding a lawsuit he's involved in right now - what information does he have to reveal/not reveal under the FOIA and Privacy Act? (called twice)	Explained I couldn't give him legal advice. If he wants info about the FOIA I directed him to FOIA.gov and our website for general resources.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: September 1, 2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Any fees owed for FOIA No. 1241592-002?	Gave the FBI Requester Svc. Center phone number
2			said he has rec'd no ack for a request he sent to OIP - signed for on 7/20 (UPS)	Not in Privasoft; checked the MISC mail and htat is not it - passed on to L. Day b/c it might have been considered a misdirected request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 9/2/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left VM about GPO and 2015 Budget (the message was very difficult to understand)	I left VM - no return call yet.
2			Via VM - Wanted medical records from the VA	I left VM - No return call yet.
3			Status on Appeal 15-05227	I told the caller that the appeal was still pending assignment to an attorney and that we process appeals on a first in first out basis.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: CDT
Date: September 3, 2015

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Agency didn't send misdirected request -- what are consequences? Also asked about whistleblower protections in relation to expedited processing.	No consequence if should have gone to another agency (ex. CIA and should have gone to NSA) as agency has no obligation to send it on. If it was supposed to go to a component w/in the agency, then generally clock starts after 10 days. Generally discussed expedited processing. Caller agitated, says was defamed. Also gave caller OGIS's info.
2			Wants to know how to serve a summons on BOP	Legal advice, cannot give -- regardless, caller did not answer
3			Wanted help filing something with IRS b/c his mother has his rights and he makes \$15M a month	Explained I could only help with FOIA matters
4			Lots of activity in privacy part of records -- been in and out of court -- have they done anything wrong? Thinks attorney has changed records -- person from China and a computer whiz	Suggest FOIA request though after discussing further she may want to contact court since they would have records -- also discussed PA amendment requests. Also asked about partnership papers -- how to obtain? That would be state records
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6			Hi, I'm a reporter with a seafood industry publication and wanted to learn more about the DOJ investigation on packaged seafood operators in the United States, such as Tri Union and Bumble Bee. Do I file a FOIA request?	Explained process of filing FOIA request and directed caller to FOIA.gov. Explained mail referral unit in event she didn't know which component of DOJ to make request to for records.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 09/04/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted OSC FOIA phone number	I went onto OSC.gov and read it to Caller. I also explained to Caller generally how FOIA works because he seemed confused that there are multiple FOIA offices.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 9/9/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Indicated that her office did not receive the acknowledgment letters for two appeals that were filed with OIP.	Caller provided the FBI Request Nos. and I looked up the appeals in the system. Provided the caller with the relevant Appeal Nos. Indicated to the caller that I would have the ack. Letters resent. Sent an email to PJ asking admin. Staff to please resent.
2	(b)	(6)	Wanted to request a self assessment report from the US Attorney's Office.	Provided the contact information for EOUSA.
3	(b)	(6)	Left VM. Indicated that she needed some guidance on how to submit a FOIA request.	Left VM. Provided my contact information for caller to call back.
4	(b)	(6)	Indicated that his law firm is representing a corporate client and wanted all records from CRT on that client. However, also wanted records that may be indexed in the name of the corporations executives.	Told the caller that if he is also looking for records indexed under the corporate client's executives' names, he may want to have those executives fill out a DOJ Form 361 as those executives may have a privacy interest in any records maintained by DOJ. Provided the caller with the link to obtain the DOJ form 361.
5	(b)	(6)	Left VM. Wanted to know the status of a FOIA request that was submitted in early JUNE regarding the declination of prosecution in a specific case.	Left VM. Told the caller that I was not sure from her message where she may have filed this FOIA request. If it was with our office, I provided my contact information for her to call me back. Also provided EOUSA's contact information as that seemed to be the component that she most likely filed the request with given the topic.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: September 10, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			How long does it take to get a FOIA response?	I said it depended on the agency, and asked which agency the request would be made to. He said a "park district". The closest I could find was the National Parks Service in Dept Interior, and I provided various stats from the FY14 report. The requester then asked "How about federal?" I reiterated that my answers regarded federal agencies, and the average time of responses varies greatly. If he wanted information about state FOIA laws, he should contact the state directly.
2	(b)	(6)	Investigative reporter. Trying to get an unredacted version of a document. How to do it?	After clarifying that it would be maintained by a federal agency, suggested caller make a FOIA request to whichever federal agency he believes may have an unredacted copy. Requester said that it has an AUSA's name, and is from a certain district. I suggested he may want to ask for the record from EOUSA, and provided contact info for them. But we have AUSAs in Criminal Division, Civil Division, etc. So the records may be elsewhere other than EOUSA.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		(Caller spoke pretty fast.) Apparently, did a FOIA to state of Michigan Department of Health and Human Services, who denied etc.	Advised caller that the federal FOIA only concerns records maintained by federal agencies. Caller asked whether states needed to obey federal law. I said yes, but the federal law only makes it a violation for the federal government to withhold records - state governments are incapable of violating the federal law. Caller demanded to know where he could file a complaint so that the Michigan government can be prosecuted for this cover-up. I said that there are resources regarding reporting crime on the DOJ website. Caller asked where he could make a complaint on HIPPA violations. (On the way, caller made derogatory comment about Muslims, in reference to state agency personnel who denied his request.) I directed him to HHS website. I said that federal FOIA only deals with requests made to federal agencies, and upon request, I provided contact information for Social Security Admin. FOIA office. Requester thanked me, complained about non-taxpaying foreigners coming into the United States and collecting Social Security disability without paying into the system, and thereafter said that he supported the presidential campaign of Donald Trump, because Trump would fix this problem. I didn't respond to this politicking, but asked if there was anything else federal FOIA-related I could help with. He said no, and thanked me for my time.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Lindsay Roberts
Date: September 11, 2015

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			Calling to check the status of her request. (she called twice, I picked up the first one then later received a voicemail forwarded from earlier)	I looked it up by her name - located Request FOIA-2015-04338. Informed the requester that they have completed the search and are in the process of preparing the response. It will probably be a couple of weeks, but that based on what I can see in the system, they are actively working on it. She can call back in a few weeks to check the status again if she hasn't heard anything.
2	(b)	(6)	Form-361. Seeking access to her FBI, or Law Enforcement Sensitive File. Had several questions about exemptions, accessing files on her, where to submit requests, are records mostly withheld, is there a central location to submit a request for records at different agencies? She asked if she could submit a subpoena, or only a FOIA request, she has a court case.	L/M telling her the ID cert. form and FBI contact info are posted on our website. When she called back, I explained that LES was not a file system, but a label that some agencies use to help them handle documents. She asked what records would she even get or will they be withheld. I explained that the PA and FOIA contain exemptions that may require an agency to withhold records, for example, 7A protects information pertaining to pending/prospective investigations, 7C protects privacy, etc. I said it depends on the types of records, if any, that are responsive for whether or not they are released. I explained she can submit her request to any agency or component that she thinks maintains records, and that FOIA.gov provides contact info. If one agency locates files that originated at another agency, they would either consult or refer the records. I said I cannot give advice as to subpoenas, but that anyone can submit a FOIA request.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b)	(6)	Trying to get information about the results of her ex-husbands investigation for an adultery case.	Explained generally that if records pertain to a third party, access is limited under the privacy exemptions of the FOIA. However, if she wants to submit a request, she should go directly to the agency where the records are maintained. She said it was the Navy, so I directed her to FOIA.gov and the Navy's online request form at FOIAonline.
4	(b)	(6)	Trying to track down information about a gentleman who was a sex offender living in the same house as his son and ex-wife. The FBI investigated and this has concluded, and he's trying to get as much information as possible about the case. He says the government violated his rights by not informing him of thier investigation of the man who was living with his son.	Explained generally that if records pertain to a third party, access is limited under the privacy exemptions of the FOIA. If he wanted to submit a request, he could do so. I gave him links to the instructions on our website.
5	(b)	(6)	Wants to make a FOIA request in Ohio - Dept of Jobs and Family Services. Is there any federal law resources for exemptions that would apply to the Ohio Dept of Jobs and Family Services	The FOIA only applies to federal government agencies, he could check Ohio's access law for any exemptions. Usually they are fairly general, and not specific to a particular agency.
6	(b)	(6)	Request 2015-27820 checking status, wants the record to be put on a fast process as soon as possible. She needs it to submit to immigration office. [cut off]	Message cut off before contact info was provided.
7	(b)	(6)	asking how to make a request to BOP for a particular piece of her file from prison. She said she requested something before over the phone and the office just gave her the page, but it wasn't exactly what she was looking for.	I explained how to make a request and that it must be in writing. Also provided BOP contact info.
8	(b)	(6)	Working on a death penalty case, she's looking for the timeline of when the prisoner was at different prisons.	L/M telling her to check with BOP, gave the FOIA Public Liaison number, and link for instructions on submitting a request.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 09/14/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Phone number for OGIS?	This is the latest call that I've received from this Caller. Caller yet again gave me a lengthy speech about her situation and directed me to her website online. This took a while and I honestly didn't understand a lot of it. However, Caller just kept talking and I was unable to speak to ask her what she was calling about. The only substantive thing Caller asked for, right at the end, was the phone number for OGIS. Caller did not say why she needed it and I did not discuss any substantive issues with her. I literally just gave Caller this phone number. I did not speak through most of this call besides when I initially answered the phone and said my name and then just to give Caller the OGIS number. Caller talked through the entire rest of the call and then concluded the call right after I gave her the number for OGIS. I was unable to get any further information from Caller because she talked the entire call and then ended the call right after I gave her the OGIS number.
2			AP-2015-03445	Called Caller back and he wanted an ack letter for a recon that we opened for him. I verified that this was OK to send and then sent Caller a quick ack of his recon.
3			Calling from (b) (6) and wants to talk to EOUSA FOIA office re making a request for docs re new rule that came out	Gave Caller EOUSA's FOIA office's phone number and explained how FOIA is set up (each DOJ component has own office and explained OIP's role).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 9/15/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller discussed various complaints she has regarding HHS and how she wanted records sent from HHS to DOJ.	Explained that if she made a FOIA request, the records would be released to her. Because it sounded as though caller had placed a request with HHS where she might need to follow up, provided caller with the number of the HHS FOIA office. Caller subsequently called two more times (one time where I spoke to her, and one time where she left a voicemail) about non-FOIA issues such as 14th Amendment violations. Explained to caller that our office focuses on the FOIA.
2			Caller asked about obtaining information from an Idaho state mental institution	Advised caller that our office focuses on the FOIA, and that he would have to explore and research obtaining the information through Idaho's state information law
3			Caller advised that he had a request denied by an adult detention center in Salt Lake, and wants to file a FOIA	Advised caller that our office focuses on the FOIA, and that he would have to explore and research obtaining the information through Utah's state information law
4			Caller left voicemail regarding non-FOIA issues, discussing ownership of certain cars and houses	Non-FOIA issue.
5			Caller left largely unintelligible message regarding non-FOIA issues such as "Indian grant money."	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: September 16, 2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		She received a response from ICE with blank pages that said they were sent to the FBI. She wants to get those pages and doesn't know where to start.	I explained that it sounds like ICE referred the records to the FBI so that the FBI can review them and respond directly to you. I provided the FBI's Requester Center phone number for her to call to check the status.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 09/17/2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Federal employee who was trying to get information from his union, wanted to know if the FOIA applied to the fed employee union	Told him that generally the FOIA applies to Gov't agencies and that I did not believe that this would extend to an employee union
2			Wanted historical data on the alien registration act	Given the timeframe he was looking at, I recommend he contact NARA
3			Very long and rambling call, caller had many accusations of HIPPA and health care fraud in michigan as well as kidnapping and other things	I tried multiple times to explain to him that this was the FOIA counselor line, with no success, he just kept on talking about various abuses and conspiracies. Eventually he seemed to want to request information from SSA so I gave him the SSA FOIA number. Before he would get off the phone he wanted to know where he could report health care fraud and abuse, so I gave him the publically available general number for the DOJ Civil Rights Division
4			Caller claimed NSA agents are trying to kill him and his father, because of something his father reported while in Africa	I told the caller that if he felt his life was in danger he should contact the local police. He said the police knew about this and he had called the FBI who supposedly told him to call the Justice department. He really wanted to report this and wanted to speak to the Justice Department, so I gave him the main DOJ switchboard
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Matt Gardner
Date: 09/18/2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	He submitted a request to the FBI about records on his father having conversations with J. Edgar Hoover. The FBI issued a no records response and he appealed to our office. He just submitted the appeal on the 16th of September. He wanted to know how long it would take and if fees would be associated with that or any future request he submitted to the FBI.	I told the caller that his appeal is very early in the process and that we process appeals on a first in first out basis. I told him our average for appeals. As to his fee questions, I told him that if he submits a follow on request to the FBI that they would communicate with him about fees if fees are at issue in the request, but it would be nearly impossible for me to speculate about fees associated with a hypothetical request.
2	(b) (6)	(6)	How can she get a copy of the request she submitted through the portal.	I went into eFOIA and copied the text of the request into an email for her and sent it. Also the request was misdirected and routed to EOUSA I attached the response letter to her request for her.
3	(b) (6)	(6)	Wanted to submit a request for listings of civil asset forfeitures.	I told the caller that the DOJ processes FOIA requests on a decentralized basis and that he should submit a request to the Civil Division for the information that he was seeking. Also, I directed the caller to their FOIA library prior to submitting a request so he could check to see if anything he was looking for had been proactively disclosed.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: September 21, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Question, re: availability of military sex offender information on OJP's NSOPW registry	JMB advised, via e-mail, that E-mailer should contact OJP directly at the following e-mail address because OIP does not have requested information - http://www.smart.gov/contact.htm
2			Question, re: how to file an administrative appeal	JMB called back and spoke with Caller. JMB provided e-mail (portal information), fax number, and mailing address to Caller. Caller will send appeal to OIP (of an EOUSA response).
3			Question, re: FOIA fees	JMB called back and spoke with Caller. Caller had question answered before JMB responded to Caller.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 09/23/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted to know how to submit a FOIA request on records relating to a settlement agreement related to a plant clean up in California	I told the caller that my best guess as to where he should submit a request is ENRD. I gave him the contact information for ENRD.
2	(b) (6)	(6)	He wanted status on his appeals 15-02026/02816	I told him that both were closed and that he could get the responses through the portal where he submitted the appeal. He then realized that he wasn't trying to get status on his FOIA requests but rather EEOC complaints he filed. I told him I had no access to those and that I couldn't help him retrieve that information. I directed him to the EEOC website.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 09/24/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller asked about the IR Staff's response from last week and then talked about how the government is after him and ruining his life	I helped the caller understand that the IR Staff searched the AG's records and that DOJ is decentralized. I told him to consider sending a FOIA request to the FBI.
2	(b) (6)		Calling on behalf of requester (b) (6) . Asked for appeal numbers and date closed.	I told her that we need authorization from the requester to talk to her about his appeals. She said she would send it to us.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: September 25, 2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Represent the employer. Did an EEOC request, some records were sent to DOJ/CRT and she hasn't heard anything.	I explained that our office would not have received the records. I provided the contract info for CRT FOIA.
2			Asking for our fax number so that he can send a letter to the AG.	I provided the fax number and explained he can submit a FOIA request if he'd like.
3			Aug. 18 appeal. 2015-05038. He submitted the request, and appealed the FBI's response. We remanded it for processing and he said that he got the same response (which is that the FBI can't find the files) - is there anything else he can do?	Told him I would find out if there's anything we or he can do. DRC handled the appeal, I sent him an email but he is out so will follow up on Monday. DRC said this was an unusual case where the FBI initially said they found the file, but after they received the remand, called and said that they did not actually locate the file. I called Stephen back on 9/28 to explain this.
4			Asking about the status of her husbands appeal. AP-2015-04841	I told her it was signed on September 8, 2015. He should have received it, or will be receiving it very soon.
5			questions about citizenship and adoption - the birthdates on her citizenship forms and birth certificate do not match. She submitted an appeal but it was denied back in 2003.	I explained we handle FOIA matters, and that we would not be able to make changes to her birth certificate or citizenship documents. She should go to the other agencies that provided these documents. I said that I did not have access to her appeal file because of its age, but the denial was probably because we would not handle birth certificates, etc.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 09/28/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Where can she access Federal Court Records.	I gave the caller some basic information after she told me she was looking for information on a particular case 13-85-2-SLR. I gave her EOUSA's contact information if she wanted information from the US Attorneys Office. It sounded like she was looking for what would be considered more like Court records. I told her to request that information she would have to go through the Court directly because the FOIA only applies to Federal Executive Branch Agencies and not the Federal Judiciary.
2			Doing research into a 1940's FBI investigation - he wanted to know how to submit a request.	I directed the caller to FOIA.gov and then also suggested that he check out the FBI vault because many of those old case files are available proactively.
3			Left VM to call back RE FOIA question.	Left VM - no return call yet.
4			He wanted to get a report from State on his child who "was kidnapped by his ex wife" to indonesia where she is a citizen.	I gave the caller information on FOIA.gov and how to submit a request to the State Dept.
5			Called asking about how to get information on a former inmate at USP Lewisburg from the 1940's.	I called the # back and a women answered and I asked for (b) (6) - she said "I don't know where you get your information but hes been dead for 5 years." and then hung up the phone.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 9/29/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller asked about the status of a FOIA request (request no. 103620).	Spoke to caller who advised that she had submitted a FOIA request to JMD, and gave caller the contact info for JMD's FOIA office.
2	(b) (6)		Caller said that he had received an acknowledgment letter for AP-2015-05872 but could not match the reference number provided (REFR 2015-00453) with any requests that he had. Caller therefore wanted the subject of the request.	Looked up the appeal number and saw the appeal was assigned to RNB. RNB advised that the appeal had just been assigned to her the day before and that she did not have the background for this appeal yet, but that the subject of the request appeared to be (b) (6). Left caller a voicemail with this information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: September 30, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Journalist and book author writing a book about an FBI agent who served in Brazil, but generally she's looking for records from 1941 to 1945. She knows the general country code begins with number 64, and she is asking why records that are this old are still classified. She filed FOIA requests in May. To date she has gotten seven pages - was requesting office management files in 1943 (what they sent were completely irrelevant that appeared to have been generated in Canada from 1945-1947). She did file an appeal AP-2015-05851, but then withdrew it. She has about 5 outstanding requests. What she wants to explore is the possibility of having them declassified - what are the mechanisms for this?	If the FBI locates records and they withhold, you can appeal the determination. If (b)(1) was used, OIP refers the portion to the Department Review Committee. At that point the FBI would have to justify their use of b1 (or declassify). It then goes before the DRC and they make a decision to affirm or declassify. If the requester is unhappy with the decision, they can file a lawsuit. (I did not give info on MDR process because she didn't appear to be able to identify records with reasonable specificity, and she had already filed the FOIA requests). She had general questions about what happens on appeal, and I explained that someone in our office receives it and conducts an independent review, gathering background information from the component and requester as needed. She kept asking why the information was classified. I explained that I'm not familiar with the FBI's records, but I wasn't clear on how she knew they were classified if she still had not received a response. She said that the FBI's appeals instructions do not make clear that her right to appeal expired after 60 days (only that 60 days is "timely," but this isn't clear that you can't appeal after that). I said that the language we recommend all components to use states that the appeal must be postmarked or transmitted electronically within 60 days.
2	(b) (6)	(b) (6)	DRC emailed me to say that she called and was accidentally forwarded to him.	I called her back and left a voicemail tell her to call back with any FOIA questions.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Jessica Farace
Date: 10/1/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	He wanted me to put a notation on his appeal that was received by FAX yesterday that the Marshall Service was not given certain information and he informed me he had additional information to provide on appeal.	Since the caller informed me that someone in this Office confirmed this Office received his faxed appeal, I told him to fax this Office any other information that he would like us to consider on appeal. NOTE: I checked Privasoft and does not appear that this R submitted an appeal; instead he submitted a request (assigned P-2015-05773). I confirmed with Priscilla that we received his fax (request).
2	(b)	(6)	status of Request No. EMRUFOIA083115	I called the caller back; he informed me that his request was forwarded to ATF so I provided him with the requester service no. at ATF.
3	(b)	(6)	wants to know where to make a request for records that would be in US Attoreny Office for Western District	Directed caller to FOIA.gov; told caller to contact EOUSA; caller hung up right when I was trying to get his name and phone no.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 10/2/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of AP-2015-03390	Gave Caller our standard "few weeks" language. This is my appeal which I am currently working on.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 10/5/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Indicated that she wanted to provide a response to a letter from OIP via fax.	Provided caller with OIP's fax number.
2			Wanted to make a request for a complaint that he filed with the DOJ OIG's Office.	Provided the contact information and the link to obtain a DOJ Form 361. Discussed what the FOIA is and, in general, his right to access to government records.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 10/6/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Status and appeal rights on their denial from the mail referral unit.	They submitted a request for their client to the mail referral unit. The MRU directed them to another agency to submit their request. As such they essentially made a substantive determination. After talking with Matt Hurd and Sean it was decided that the MRU will now give and appeal pitch when they make that type of response. Additionally I reached back out to the caller to let her know that they could appeal that decision to us.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: October 7, 2015

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Interested in obtaining info through FOIA. Gone on website, seen something, but wanted to make sure he was doing it right.	I said that first thing caller should do is determine which agency would maintain the records he seeks. He said FBI. (Apparently he was interviewed/investigated a while back about avoiding the military draft.) I directed him to the FBI FOIA website for information on how to make a request to the FBI. I added that, because it sounds like he would be making a request for records on himself, he will need to provide a Cert of ID or equivalent.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(6)	Made a request a while ago, and is wanting a status update. Provided tracking number EMRUFOIA-061915	I called and emailed Joe Gerstell at the MRU. Waiting for a followup. Joe left message with me over the weekend of the 10th, and I called back and left another message on 10/13. Still waiting....
3			Wanting to see to get a concealed weapon permit. Had a felony. Will they hold it against me? Who do I ask to see if they'll hold it against me? Where does he go to see if he "has a record"?	Said that this is the FOIA Counselor, and it's outside my expertise as to what is required to get a concealed carry permit. I surmised that permits are issued by the caller's state. As for the last item, he can request a "rap sheet" through CJIS, and I provided a phone number to contact them.

11/3/15):
Joe Gerstell got back to me on 11/2. The MRU initially asked (b) (6) for more information about his request (it was unclear where it should be routed.) He responded with clarification, but the MRU never processed it further. Joe Gerstell said that

Call	Caller's Name	Phone Number	Question	Advice / Answer	
4	(b) (6)	(6)	Trying to get info from the VA. They seem to not want to provide it.	I asked if he tried an administrative appeal, and he hadn't, but wasn't informed that he could. I went to the VA FOIA website and located the appeals addresses. The caller asked for the email, and I provided it.	
5			Trying to get documentation to show release from incarceration from BOP. Give call back. Need to release papers to continue medical insurance.	Provided BOP mailing address, and said that he needed to provide a CID. (Didn't direct him to web portal, because CID's cannot be submitted online.)	
6			Caller made a FOIA request to Civil Division for two Federal Tort Claims Act monographs roughly six weeks ago. Received a response from Jim Kovacas that was not satisfactory. Called up, asking for the name and contact information of Jim's supervisor, so as to complain. Asked if this Office supervised Civil's FOIA shop. Said repeatedly that it seems like DOJ is giving him the run around. Repeatedly requested that this be handled over the phone.	A somewhat angry caller. I informed him that Jim is the head of Civil's FOIA shop. I wasn't able to determine who directly supervises Jim, but I surmised that it was the AAG, but I didn't know for sure. I said that I didn't have the AAG's contact information to give out. I also attempted to reiterate that the process by which this Office examines Civil FOIA's responses is through the administrative appeal process. Caller said that this would take forever, and wished to get an answer over the phone. Unfortunately, I wasn't able to get off the phone without saying that I'd inquire with Jim. I inquired with Jim at Civil, and he returned my call, and briefly explained the situation. Apparently, a release might be forthcoming.	
7			Given an assignment re: GTMO. Wanted to know if it would hurt him to write about his experiences?	Said that we aren't the right folks to ask whether doing certain coursework would harm his security clearance or get him in trouble.	
8			Calling to get info re: case open but pending with the FBI. She was placed under investigation due to investigation with criminals. Victimized by agents.	In the end, she wants to ask the FBI for records on herself. She doesn't have internet access, so I agreed to mail to her a CID form: (b) (6)	
9			Submitted a request by fax. How long does it take.	I asked which agency, he said Civil Rights. I looked up the FY14 report, and provided the stats for simple and complex requests to CRT.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: October 9, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)		Told her the status, and that he should be receiving the response very soon as its in the final stages of review according to our tracking system. She asked if we could also send it to her. I explained we would send it to the contact information we have for the requester. She asked to verify the address to confirm it was the right prison. I told her it was in NH, and she said that was correct. She said she attempted to call multiple times in the past week and that it's 'unethical' that no one has called her back (not clear whether hotline or MC). I explained that we do our best to return calls, and that hopefully I provided the information that she needed today.
2			(b) (6) 2015-03524 EOUSA appeal. Forwarded request to EOUSA.	Attempted calling back, but the phone just kept ringing.
3			Trying to get records from a state agency in North Carolina that gives grants for juvenile services.	I explained that the FOIA does not apply to state records, but that North Carolina may have its own records access laws. I did a quick google search and told him that NC appears to have a law. He may start by contacting the office that has the records to ask about their procedures. He said that he did that, but they weren't sure what to do and said they'd get back to him. I said that if he did a little research on the NC law, he may find a better place to contact with questions, but that we don't have jurisdiction over the state's law.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 10/14/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Requester faxed OIP asking who Jim Kovakas at CIV reports to as R had submitted a request for monographs and had been told that he may want to contact other agencies and that his request had been forwarded to the Torts Branch for processing.	Per SRO and MAP contact Jim Kovakas for status of request, and per Jim Kovakas had Admin advise R via email that this request had been completed on 10/9/15. Jim Kovakas advised that received both requested monographs.
2	(b)	(6)	Caller advised that he submitted a request to EOUSA 6 months ago and has not received a response. When calling EOUSA he was told that it was in its queue for processing.	Advised caller to contact EOUSA directly for status and confirmed that he had the correct phone number for EOUSA's FOIA office.
3	(b)	(6)	Caller left voicemail saying that she had general FOIA questions.	When returning the call, caller advised that it was not the best time to talk and asked if she could contact our Office later. Advised caller that she could call the FOIA Counselor line when convenient and that a different attorney staffs the line daily.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 10/15/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Being blackballed in industry for being named on a list -- needs to do a background check -- DOJ put me on and then dropped me so I can't get hired -- I must be on a list	I directed caller to FOIA.gov to the extent she seeks records on herself
2			wants us to fax him information showing a 3P is in custody	No phone no. provided on v/m
3			He had a non-FOIA question (about whistleblower protection law) and told me that his question might be best directed to DOD	I provided him with DOD's requester service no.
4			If you are a county government and receive a FOIA Request from a person you are in litigation with, do they have to supply the information?	Informed the caller "In response to your question, this Office unfortunately cannot provide assistance, as your question pertains to county governments, which are not subject to the federal FOIA. Please be advised that agencies within the Executive Branch of the federal government, independent regulatory agencies, and some components within the Executive Office of the President, are subject to the federal FOIA."
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 10/16/2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Does she need to leave her name in the portal when submitting a FOIA request?	I spoke with the caller, and she had a question about submitting a FOIA request to a county government. I informed her that this Office only provides assistance on federal FOIA matters.
2			Made a request on behalf of a requester to EEOC; cannot log in	I provided the caller with EEOC's requester service no.
3			Says a video was posted online, wants to know her privacy rights, mentioned she had a question regarding VA	Informed caller that this Office does not provide legal advice on privacy matters, but to the extent she has a FOIA question, she can call: FOIA Requester Service Center: Phone: (202) 632-7600 (VA)
4			Wants to know about regs on notarization if the notary is just recognized in Mexico, is that sufficient?	After speaking with MWH, I informed the caller that this Office could not provide legal advice on the sufficiency, but I provided him with reg 28 CFR 16.41.
5			Wanted to submit a FOIA request to the DOJ	I directed the caller to FOIA.gov and informed the caller that he could submit a request to DOJ under the "where to make a FOIA request" tab.
6			Wants to obtain a list of attorneys that attending a violent crime summit (AG record)	Left v/m explaining how to make a FOIA request to OIP
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: October 19, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Not getting any cooperation from case managers in the SG's Office, and the Supreme Court.	If she made a FOIA request to the SG's office and she's dissatisfied with the response, she can always file an administrative appeal with this Office. I provided our mailing address, and she seemed satisfied.
2	(b) (6)	(b) (6)	Tried to file a FOIA appeal on Friday afternoon. When she got to the website to create an account, she put in a short summary of what the appeal was about. No place to put a FOIA number, and no place to attach a document. Also sent it by Fed-Ex Overnight. On the Fed-Ex thing, it does say FOIA Appeal. Concerned about the online appeal process. 2015-03960 (ENRD)	I gave her a heads-up on the appeal number (AP-2016-00135), and also put a note in the Privasoft case file that she wants to appeal from ENRD 2015-03960. FedEx says that the docs were delivered today.
3	(b) (6)	(b) (6)	Re: appeal. Has left numerous messages. Haven't gotten a response. AP-2014-05007	I called back and spoke with (b) (6). We had remanded AP-2014-05007 back to EOUSA for a new search. (Requester asked for records on a deceased person, and provided proof of death on appeal.) He said he hadn't heard anything since then. I gave the requester service center number for EOUSA, and suggested that he have the prior FOIA number and appeal number at his fingertips, as EOUSA occasionally reopens remanded appeals under new request numbers.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)	(6)	Request No. AP-2016-00074. Put it with no. AP-2015-05928. Wants us to put the first with the second, as they're regarding the same request from Civil Rights. Call me to let me know you've done that.	We had responded to AP-2015-05928. I called back, and (b) (6) advised that he sent in AP-2016-00074 in response to our letter adjudicating AP-2015-05928. I informed the caller that I would provide that information to the processing attorney. And I then sent an email to RRK (the assigned attorney) apprising him of the conversation.
5			(Called earlier, see above). She faxed her appeal, and wanted to confirm receipt.	Davita confirmed that we did receive it, and I called back and confirmed that it would be treated as an administrative appeal. She seems to think that the SG's office is stonewalling her.
6			Unsured of date she filed....Someone hacked into her email and stole her ID and SSN and business plan. She filed with EEOC and was wrongfully filed. Needs to see where her case is at?	I said that this Office doesn't have jurisdiction over EEOC, and we can't really help her figure out any updates on her case. She asked if we could help under the Privacy Act, and I said we could. I asked which agency she thinks may have records, and she said EEOC, and that she lives in Alaska. I looked up EEOC FOIA, and EEOC has 15 districts across the country. Alaska falls under the San Francisco District Office. I provided caller with their contact info, and suggested that EEOC might have special rule for making requests on self, so she may wish to contact the requester service center for more information.
7			(b) (6) (current federal inmate) sent her completed copies of DOJ-361 and other forms (authorizing to release to third parties, etc.) (b) (6) wants to know if that's good enough, and where to send the request	I said that caller should include the original documents in with the FOIA request. I asked which component of DOJ she wanted to direct the request, and she said BOP. I provided BOP's mailing address. She thanked me, and wished me a nice day.
8			Not getting any cooperation from case managers in the SG's Office, and the Supreme Court.	If she made a FOIA request to the SG's office and she's dissatisfied with the response, she can always file an administrative appeal with this Office. I provided our mailing address, and she seemed satisfied.
9			SG's Office told her that the response is in the mail. She doesn't trust SG's Office to send her things. Thinks they're lying, and wants OIP to send a copy of the response letter.	Told her I'd put a note in the file when I could.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: October 22, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - question, re: certification of identity for request on behalf of client	JMB called back and left v/m for Caller and advised that Caller should send CID with client's request so that the responding agency will have Caller's contact information after records have been processed. JMB advised Caller to call back if JMB did not answer Caller's question.
2			Left v/m - question, re: who is responsible for ensuring that other Federal agencies respond to FOIA requests in a timely manner	JMB called back and twice tried to leave v/m for Caller (it appears that Caller twice picked up telephone and hung it up).
3			Left v/m - question, re: certification of identity	JMB called back and spoke with Caller. Caller wanted to know to how to complete Caller's Form-361 because Caller has two names (one birth name, and a second name resulting from a name change). JMB advised Caller to use current legal name to complete Form-361 and to explain to agency component when submitting FOIA request that Caller has had two names (for the purpose of identifying responsive records).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 10/23/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller asked about submitting a FOIA request to a private university	Advised caller that private universities are not subject to the FOIA
2	(b)	(6)	Caller, a US citizen calling abroad from Germany, was trying to get in touch with the SSA about getting the SSN of a woman for whom he is a guardian, explaining that the woman could not communicate. Caller had tried to contact an SSA office in Germany without success.	Provided caller with US contact info of SSA FOIA Office and name of SSA FOIA Public Liaison
3	(b)	(6)	Caller wanted to find out whether an attorney could under the FOIA subpoena a confirmation as to whether or not an individual on a terrorist watch list	Left voicemail saying that a requester would not subpoena under the FOIA but submit a FOIA request. Explained that a requester could request the described information of a federal agency and whether or not the information would be released would depend on the agency's analysis.
4	(b)	(6)	Caller stated that files regarding her brain injury were destroyed in a massive case file destruction and she wanted DOL to provide with her a page count of a certain file.	Explained that the FOIA does not require agencies to answer questions or conduct research, but that caller could request records concerning her file. Provided caller with FOIA DOL contact information.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: October 26, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Left v/m - no explicit question, just requested a callback	JMB called back twice, but telephone kept ringing (and JMB was unable to leave v/m).
2			Left v/m - question, re: privacy act order and amendment #5	JMB called back twice, and tried to leave message (but Caller has voicemail which has not yet been set up).
3			Left v/m - question, re: policy concerning release of California inmates, and how to get offenders back to CA for treatment	JMB called and left v/m for Caller (indicating that this is not a Federal FOIA issue).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 10/27/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	The caller applied for a position at a private university, but he was denied the position, apparently because he failed a background check. He would like to obtain records about this.	Once I found out that this person did not apply for a federal job, I noted that the caller would need to call the Tennessee Office of Open Records Counsel to find out more about whether Tennessee's Open Records law would apply to this situation. Most state laws apply to public universities, but not so sure about a private university.
2			Obtained a cert of ID from his client and needs to know where to send the materials.	I showed the caller how to get to BOP's website that has address/phone contact information for making a request.
3			The caller wanted to know whether he could make his request to the Department of Labor anonymously or with a fake name. He is concerned that the names of FOIA requesters are released by Labor	I recommended that the caller read the FOIA regulations promulgated by Labor, but advised that I could not give specific legal advice on this topic.
4			The caller is working for a client who is attempting to respond to a DOJ subpoena, and who wants any submitted information to be protected under FOIA Exemption 4. The caller thought that perhaps OIP should be sent a copy of the letter it intends to submit to the component.	I checked with Tim, who said that many submitters submit a copy of their "reasons to withhold" letters to OIP. Since we have a file to maintain such letters, I notified the caller that she is welcome to send a copy to this Office.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 10/28/15

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wanted to know if our office received his fax (recon) from last Friday	Called caller back and got additional information. Called caller back and got additional information. Called back Monday after speaking with Priscilla; she did not find a recon from R that day; informed R that he could fax the information to OIP again today and provided him with the fax no.
2			Received reference no. 2016-00080 (did not indicate from whom) and email; doesn't know how to find records about his father	I checked that no. did not come up in Privasoft; informed caller that he could make a new request to DOJ (gave him info for mail referral unit) or appeal a FOIA decision that had been made under certain circumstances.
3			husband submitted request; what is status	informed caller that I need signed authorization before telling caller information about 3P (b) (6) on the phone and provided fax no. for her to send signed consent form.
4			DOL submitted proposed regs to OMB for review: would they fall under an exemption?	Informed caller that our office could not make this determination, but that she could submit a FOIA request to OMB, and appeal any response to the proper component.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: November 2, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	(via email to DOJ mailbox) - asked if the U.S. was investigating (b) (6) ██████████ in India	Referred to foia.gov if he was looking for info as to how to make a FOIA request; also sent a link to an FDA letter to that entity that had been posted to the agency's public website.
2			FOIA release from DHS contained a cracked CD-ROM	Suggested she contact the office that made the release and ask for a new disc to replace the cracked one.
3			Is an attorney with a client who has some incomplete or incorrect entries on his NCIC rap sheet & wants to know how to correct it	Left message - referred him to the FBI web page discussing options for challenging an identity history summary
4			he is a recently released inmate and wants verification of his dates of incarceration	After consulting with G. Baime (BOP) that FOIA ia the best way for the caller to do this, I discussed the process of making a FOIA (only had to write one letter BOP FOIA office, not to each facility he may have been incarcerated in; include certification of identity; request records rather than ask a question) and gave contact info for BOP Req. Svc. Ctr. for further questions
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 11/3/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller wanted a copy of the FOIA Reference Guide	Advised caller guide is available online on our website
2			Caller called twice requesting a call back without further information	Returned both of caller's calls leaving voicemails asking him to contact our office to discuss his inquiry
3			Inquiry came in through email via LAD and MWH. Caller asked for status of 2016-00523 but this was not a valid request or appeal number in PrivaSoft.	Spoke to caller who advised that the number he gave was a FOIA request number for another component and that he wanted to know if this office had received his appeal. Looked up caller's name in PrivaSoft and found only one appeal closed on 9/17/15, and caller advised that this was from an old FOIA. Confirmed with caller that this was the only appeal we had for him in our system.
4			Caller said he was trying to find out what was in his "DOJ." Caller advised that a background check was run on him for a substitute teaching position and that he was told a DOJ hit appeared and that he was therefore rejected for the position.	When speaking to caller he advised that he thought the information he sought would be with the CA State Department of Corrections, after which I explained that he would then have to see how to make a request under CA's information law as the FOIA would not apply to a state entity. Advised that if he knew the DOJ component that might have records on him, he would have to submit a FOIA request directly to that component. Directed caller to FOIA.gov as another resource. Caller advised that he would have to gather more information as all he knew was that there was a "DOJ hit" that appeared when his background check was run.
5			Caller wanted to know whether she should put any particular information in her appeal of an FBI FOIA request.	Advised caller that she could appeal the search, withholdings, or both, and that she should include the component and request number in her appeal.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 11/04/15

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller wanted information about making a FTCA claim	Informed Caller of OIP's function. Caller asked if I could direct her somewhere else within DOJ. I told Caller that I wasn't sure exactly where to send her, but I found out that she had not called the main switchboard, so I gave her that number.
2			Caller is a truck driver who believes that he is under government surveillance and that the surveillance is causing "strange things"	Informed Caller of OIP's function. Caller didn't follow-up at all and we ended the conversation. This call was pretty brief.
3			Caller wanted information on EEOC complaint	I spoke with Caller and offered to direct him to EEOC's FOIA office, but it turned out that Caller wanted to discuss the substance of his EEOC complaint with someone. I confirmed this by explaining FOIA to Caller. I then gave Caller EEOC's main number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: November 5, 2015

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)		No answer
2	(b) (6)	(6)	issue with website -- trying to get to form - HHS	Gave caller info. on FOIA.gov
3	(b) (6)	(6)	wants to file request with DEA - how does she do so?	Gave caller info. on FOIA.gov
4	(b) (6)	(6)	Question about appeal -- can he ever get information?	Explained that his request was remanded for the FBI to conduct an additional search, beyond that I couldn't advise him on his issues with wiretapping
5	(b) (6)	(6)	Worked for FBI in 1955 and 1956 -- can I get a copy of employment records?	Directed caller on how to file request w/ FBI
6	(b) (6)	(6)	Complaint against treasury dept officers - (b) (6) -- who is managing her?	Doesn't have a FOIA question, cannot provide him with information about complaints against federal employees, caller was agitated - so no return call made
7	(b) (6)	(6)	Being charged high FOIA fees on FOIA request with Natl Park Service	Cannot speak to fees charged by another agency -- may want to appeal or contact FOIA requester service center at NPS ** Tried to leave VM but mailbox was full -- called back again -- ** update: caller called again, and on 11/12/15 both Matt Garner and I tried to call him back but his VM was full.
8	(b) (6)	(6)	Wants to know why FBI AP-2015-03683 was denied -- will call back	
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: November 6, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Left v/m - question, re: AP-2016-00402 (and sending supplemental information)	JMB responded to Caller via e-mail and advised Caller that Caller may send supplemental info via e-mail, fax, or mail
2			Left v/m - question, re: how to make FOIA request	JMB spoke with Caller who refused to give her name. Caller had questions about making a FOIA request for a sunroof receipt. JMB asked whether Caller intended to make a FOIA request to a federal agency. Caller mentioned a request addressed to the Arkansas AG's office. JMB advised Caller that JMB could not provide guidance about Arkansas's access laws.
3			Left v/m for Laurie - question, re: status of request	JMB called back and left v/m for Caller.
4			Sent e-mail to DOJ.OIP.FOIA - question, re: CID and property holding in Brazil	JMB sent e-mail to Caller with a link to DOJ-361 and noted to Caller that this form is used in conjunction with FOIA request (and may not be responsive to Caller's question). JMB advised Caller to call with additional questions
5			Sent e-mail to DOJ.OIP.FOIA - I request FOIA to get list/log USDA OIG Hotline complaints between February - March, 2014, however OIG add Privacy material to this request from USDA.	JMB sent e-mail to Caller with contact information for USDA because it appears that Caller seeks an update or guidance from USDA concerning Caller's request
6			Caller called back to JKF on November 9, and JMB agreed to call back	JMB called back and left v/m for Caller.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 11/10/2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Had question about how to request information from FBI	Explained how FOIA process worked and that he would have to put a request in writing to the FBI
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 11/12/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Has an FBI fee determination and wanted to talk about it	Overall, I was pretty careful here and really just told Caller that he could file an appeal if he wanted to do so. Caller was basically pushing for me to adjudicate the FBI fee decision on the phone. I told Caller that we didn't do this and that I couldn't anyways without looking over all of the documents. Caller said that he just wanted to discuss the determination generally, but I declined to do this as well because I didn't want to be boxed into giving an opinion on the FBI determination. I told Caller that he could look at our website if he wanted to read the Guide, look over materials, etc. to get a general idea of what was going on, but that we would need to look at any appeal that he filed before stating any opinion on the decision. I then explained the appeal process to Caller after he asked about how to file an appeal. Caller mentioned that the FBI didn't call him at all during this process, so I made sure that he had the FBI FOIA office contact info.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: November 13, 2015

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Works for (b) (6). New to FOIA. Wants to know whether they'll know if anyone makes a FOIA request about them.	I went through bare-basics of FOIA and B4 with caller, and noted EO 12,600 and its submitter notice provisions. But no, there is no general freestanding process for notifying subjects of requests, but the EO is the closest.
2	(b)	(6)	Going through a divorce. Asked for security background information. Sheet that says that his wife was investigated by FBI/FinCen. Wants to see if he can subpoena those records.	I can't speak to whether those records are subpoena-able. If you ask for them under FOIA, B6 and B7C would be your biggest obstacles. Never say never, because there's always a public interest balancing test, but it'll be "a tough row to hoe".
3	(b)	(6)	Submitted a FOIA request to ICE. Hasn't received a response yet. Does she have to file an appeal? Can she sue?	ICE is under DHS. I provided the contact info for their appeals office. I'd suggest submitting an appeal. The statute provides when you can sue.
4	(b)	(6)	Submitted an appeal on our website. Request is still pending.	Gave status - it should be arriving in the next few weeks. She also asked that her response be via email instead of Portal. (I advised JMB and MWH of this.) (AP-2016-00426)

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)		<p>Trying to request some records. Has the records. (b) (6) was beated to death by two Camden police officers. Got a letter saying unusual circumstances. The USA in NJ. The coroner ruled (b) (6) death a homicide.,,, Prosecutor called the coroner to rescind the death certificate. (b) (6) talked to the coroner. Got it November 5. FBI sent a cost letter....</p>	<p>Advised her that I couldn't agree on behalf of the FBI over the phone, and I don't know whether they'd agree to this over the phone. Provided info for FBI's FOIA liaison contact.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
6	(b) (6)		<p>From: (b) (6)</p> <p>Sent: Wednesday, November 04, 2015 12:13 PM</p> <p>To: DOJ.OIP.FOIA (SMO)</p> <p>Cc: Emaik</p> <p>Subject: Question</p> <p>Do I send FOIA requests for @usdoj.gov email accounts to this address?</p>	<p>Good afternoon, and thanks for the question.</p> <p>The Department of Justice has a decentralized FOIA process, and each individual component processes requests for its own records. If you know which Department component would maintain the records you seek, you can make a request directly to that component. A list of components, and contact information for their FOIA offices, (including email addresses that can receive FOIA requests) is available here:</p> <p>http://www.justice.gov/oip/find-foia-contact-doj/list</p> <p>If you aren't sure which component of the Department would maintain the records, you can send your request to the Department's Mail Referral Unit:</p> <p>FOIA/PA Mail Referral Unit Department of Justice Room 115 LOC Building Washington, DC 20530-0001 Phone: (202) 616-3837 E-mail: MRUFOIA.Requests@usdoj.gov</p> <p>The MRU will then forward your request to the DOJ component they determine is most likely to maintain the records you are seeking.</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
7	(b) (6)	(b) (6)	<p>(b) (6) . Filed an EEO complaint to EEOC, who referred it to DOJ. DOJ decided not to prosecute, and issued a right to sue to the citizen. (b) (6) asked for the file from EEOC, and EEOC (unofficially) said that the file didn't look right, and maybe DOJ had a more complete copy. Caller asked about making a FOIA to Civil. He has a filing deadline and needs the records fast. (within 7 days).</p>	<p>I said that he can definitely make a formal FOIA to the civil division, and they'll process the request and this Office will adjudicate any appeals. But if he has a filing deadline, and needs it within a week, I don't know if making a formal FOIA request will get the records in time. (I directed him to the FY14 Civil Division response times.)</p>

Call	Caller's Name	Phone Number	Question	Advice / Answer
			<p>Dear Sir or Madam, I am fairly new in my Directorship for our school district. Recently I have had a community citizen request to view our ADA Transition Plan Self-Survey. I am not familiar with this document so I am asking for your assistance. I have reached out to neighboring school districts and have not found anyone with knowledge of this document either. My next step was to contact our State Department of Education. Their advice was to speak with District Counsel. Looking on the web, it appears there are school districts around the country whom have made their ADA plan available to the public. Can you please provide me with some guidance on our responsibilities? There seems to be a number of guiding documents on the web; which mostly seem to be from the early 1990's. I want to ensure we are doing everything we can to be in compliance. But for now, I don't know what our obligations are. Is there any guidance you can direct me toward so I can determine where my obligations are? Thanks for your assistance. (b) (6)</p>	
8	(b) (6)			Called back, left message. Outside our office's function.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: November 16, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Ranted about how the DOJ & OIP is corrupt and he just wants the records he is entitled to	Suggested he consult OIP's letter for his OGIS / litigation options
2			Upset about gov't not giving him records	Suggested he file an appeal of Dept. of Education's response and discussed the appeals process generally.
3			Calling from a law firm about an Ack letter they received from us - wanting to know which client AP-2016-00515 is connected to	Looked it up in the system and found the requester's name
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: CMB
Date: November 17, 2015**

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	<p>Sent in via email (to DOJ.OIP.FOIA box) Hello. I want to FOIA documents generated by the National Drug Intelligence Center, which is now closed. Where should I send the FOIA request and to whom should it be worded?</p>	<p>N. Gilbert sent him an email back via the DOJ.OIP.FOIA email box the following email I drafted: (b) (6) <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> You can submit your FOIA request for documents generated by the National Drug Intelligence Center to the Drug Enforcement Administration (DEA). The contact information for the DEA is below. Katherine L. Myrick, Chief Freedom of Information/Privacy Act Unit FOI/Records Management Section Drug Enforcement Administration 8701 Morrissette Drive Springfield, Virginia 22152 Phone: (202) 307-7596 Fax: (202) 307-8556 Email: DEA.FOIA@usdoj.gov</p>
2			<p>He asked how to submit a FOIA to the FBI and if he needed to complete the cert form.</p>	<p>I guided him to OIP website and the DOJ FOIA contacts for the FBI since he has internet access. I guided him to the DOJ Reference guide to locate a copy of the cert form to complete.</p>
3			<p>She would like to submit a FOIA request to the Department of Treasury.</p>	<p>I told her about FOIA.gov and also told her that the Federal government is decentralized so she has to submit it to Treasury and told her should could go to its website and submit the request.</p>
4			<p>Asked about obtaining criminal records and other records on a person.</p>	<p>We discussed FOIA being for federal records and shortly into the conversation I realized that she was seeking state records. I told her that the FOIA does not apply to records that are maintained by states, counties, or cities and apologized for not being able to help her further.</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: November 18, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Do I know of any present or past government agency that would have received reports from scientific expeditions visiting other countries, and could that information be available through the FOIA?	Any records maintained by a federal agency might be accessible under FOIA, so I recommended that the caller determine which agency might maintain the records he seeks, and ask them. He asked me if I had any knowledge/advice/sense of which agencies that would be, and I had to confess ignorance. He asked about the questions you get asked when you go/return from overseas, and I said that maybe CPB in DHS, or DoS might have something, but that'd just be rank speculation on my part.
2	(b) (6)	(6)	Victim Compensation fund? 9/11 WTC. Submitted paperwork re: BCF1, and now wants copy of what she submitted.	FOIA to the DOJ Civil Division. Because she's asking for records on self, I suggested she send a CID.
3	(b) (6)	(6)	Used to speak with (b) (6) in the FOIA office, who was very helpful in security clearance info. (Last spoke in 2002).	At least since I've been here, we don't really have much expertise in that. I know the FBI does background checks - maybe contact them?
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Jessica Farace
Date: 11/19/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		wants records from baltimore	Informed the caller that this Office's purview is federal FOIA matters, and that we cannot be of assistance about state/local FOIA matters.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: AVP
Date: November 20, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	(b) (6) currently representing himself in a state criminal case (b) (6) Wanted a copy of records that he requested in his Discovery Motion.	Advised (b) (6) that FOIA only applies to Federal agencies.
2			(b) (6) filed a FOIA request with an Air Force base in (b) (6) for a court record from a court-martial. He filed the request in mid August of 2015 and has still not heard anything back. He was wondering what he can do to compel a response.	I advised (b) (6) that he may file an administrative appeal or sue for the records. I also explained the difference between each option.
3			(b) (6) wondered if the eFOIA portal is secure.	I advised (b) (6) that eFOIA is a secure portal to use for submission of a FOIA request or FOIA appeal.
4			(b) (6) was looking for a consent agreement between JDN Development and EPA (Region 4)	I advised (b) (6) that the best place to file this request would be with EPA - Region 4. I provided her with the point of contact as well as a link to FOIA.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 11/23/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Question about FBI acknowledgement	Had only sent in the request about a week ago, and he would probably receive a letter within a week or so
2	(b)	(6)	Caller had requested records that he believed the attorney general had; request was denied, he appeal was denied, his recon was denied, wanted to know what agency could "force the attorney general to give [him] the records"	Told the caller that the statute contemplated him filing a lawsuit, he asked what the "article" was so I gave him the FOIA cite, 5 USC s 552
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: November 24, 2015

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	May I file a FOIA request to get statistical info re cybercrime (hacking) affecting electronic medical systems? He was concerned about medical implants with wireless communication capabilities.	Suggested that he make a FOIA request to EOUSA - told him to go to FOIA.gov to obtain info on how to make a FOIA request to EOUSA
2			He submitted a FOIA request to the FBI and has unable to obtain information on the status of his request. He filed his request two weeks ago. He did not submit a certification of identity.	Told (b) (6) that he needs to allow more time for the FBI to acknowledge his request. Emailed the url for the Certification of Identity form to the requester.
3			He is trying to obtain records re his wife's visa request (which is now on appeal); he had filed a FOIA request with CIS, which responded by telling him that all relevant records are at DOJ; he contacted EOIR (though he says he did not make a FOIA request to EOIR) and was told to submit a certification of identity signed by his wife; his question is why does his wife, who is in China, have to submit a certification of identity when he filed the visa request for his wife?	Explained to (b) (6) that he needs to submit a certification of identity from his wife because his request to obtain a visa for her contains info about her. Suggested that he needs a signed certification of identity from his wife (and that he should also prepare a certification of identity for himself), and that he then submit a FOIA request to EOIR with both certifications

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: RCS
Date: 11/25/15

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Caller left voicemail saying that he had previously called regarding a question on the FOIA process. He described annual reports of local/state/federal entities, but his message was cut off.	Left voicemail explaining that caller's message was cut off, but explained that if he wanted to submit a FOIA request to DOJ, he would need to know the specific component and to then submit the request to that component's FOIA office. Recommended consulting FOIA.gov as a general resource for submitting requests.
2	(b)	(6)	Caller left voicemail saying that he is a physician working on finalizing a chapter in a book on forensic psychiatry, and that his publisher was asking if copyright permissions were needed for information in the public domain. Here he was considering a research report by AG Reno re: eyewitness evidence that included DOJ recommendations.	Left caller a voicemail explaining that this office focuses on FOIA that he may want to consult the DOJ website to see if it has further information on copyright permission issues.
3	(b)	(6)	Caller explained that her grandfather was an SA in New York at the FBI, and that she wanted to find out how to submit a FOIA request to the FBI.	Gave caller contact information for the FBI's FOIA Office.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)	(6)	Caller wanted to know the status of AP-2016-00592.	This particular appeal was assigned to me just a couple of days beforehand, and I explained that I did not yet have the background information and therefore could not give an accurate estimate at the time. Explained that appeals that are turned around fastest are normally turned around within a few weeks.
5			Caller, an Associate from Wilkie Farr & Gallagher, left a voicemail saying she had a question re: FOIA requests. When speaking with caller, she explained she was working on a case where a client had received a 3P subpoena and where the firm was producing tax records on behalf of a client that were created for the subject of the litigation. Caller asked what exemptions would apply re: privacy and also stated that she was confused as to the Exemption 7 threshold. Caller called a second time to ask where she could submit a letter to DOJ requesting confidentiality of documents produced should they be requested through a FOIA request.	Upon speaking further with caller, it appears that when producing documents to the government, the firm was trying to include a document concerning what exemptions it believed should apply of the documents were requested. Directed caller to Exemptions 6/7C, and also directed her to the guide concerning further information regarding the Exemption 7 threshold. Regarding caller's second question, advised that such a letter should not factor into a FOIA office's analysis because that office would run through an analysis of applicable exemptions no matter what. I said that she could direct the letter to that component's FOIA office, but that it should not make a difference in the analysis.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: November 30, 2015

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Left v/m (11/27), re: how long does it take for the FBI to process a FOIA request?	JMB called back and spoke with Caller. Caller seeks a status update, and JMB provided Caller with the FBI's Requester Service Center telephone number.
2	(b) (6)	(b) (6)	Left v/m (11/27), re: status of AP-2016-00142?	JMB called back and spoke with Caller. Caller had various questions about how the FBI is processing Caller's requests and whether the FBI is properly adding additional information submitted to the appropriate requests. Caller had the name of FBI GIS (b) (6) and JMB advised Caller that he might want to speak with (b) (6) directly because OIP does not have access to the FBI's FOIA processing system. Caller advised that Caller would do so and would call back with additional questions.
3	(b) (6)	(b) (6)	Left v/m (11/27), re: request made for records from Montgomery County, MD	JMB called back and left v/m, noting that Caller could call back with additional questions (however, OIP only provides guidance about the Federal FOIA).
4	(b) (6)	(b) (6)	From Mick (via email) - Good Afternoon: A call came in earlier this morning originally asking for Melanie, who directed me to forward it to the Counselor on Duty. The following is the caller's information: (b) (6) She said someone named (b) (6)	JMB sent e-mail back to Mick - I tried to call back this number and just listened to an automated message from a company named Synergy Solutions, noting that this telephone number is an internal testing number and to call back at a later date. Any chance that you have an additional telephone number? If not, maybe this caller might call back?

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: Dececmber 1, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Wanted records from an investigation conducted by the Alabama Bureau of Investigation	Suggested she contact Alabama Attorney General's Office for how to make a request under state laws.
2			Had a question about the Patriot Act allowing govt. to freeze international transactions with cash values over \$10,000	Explained that I can only address FOIA questions, but after a little Internet searching suggested she may want to see if Treasury may have more information.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: December 2, 2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		"We have a case of a supplier failing to comply with the sales agreement. Please advise if this is a case you can handle as we are in dire need of your representation."	JMB's response: "If your message concerns the Federal Freedom of Information Act, please call 202-514-3642."
2	(b) (6)		Left v/m - re: case file which never went to court	JMB called back and left v/m seeking clarification.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/03/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Asked for the amount of time that he had to file a lawsuit re AP-2016-00142	JF forwarded me this requester's correspondence. I sent the main OIP e-mail address asking NG to send the requester a brief e-mail that I drafted informing the requester that we can't give him legal advice.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 12/7/2015

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Would like to receive records about her state criminal case. She has already made a request to the Criminal Division of DOJ.	I noted that the federal FOIA law does not pertain to records maintained by state/local agencies. Provided the caller with the contact information for the Criminal Division to check the status of her FOIA request.
2	(b) (6)	(6)	Called to ask about the FBI's response to his Request No. 1332633. The caller is sure that the FBI should have main and cross-reference files on him.	I went and pulled the file and the search appeared to be adequate. The FBI searched for but found no main files, and R did not ask for references until his appeal. I pointed out our cross-reference language in our appeal letter. If R wants the FBI to search for cross-references, he should put as much detail as possible about any contacts he may have had with the FBI to enable the FBI to identify any references. I noted that it is very difficult for the FBI to identify references absent a good amount of context.
3	(b) (6)	(6)	Maryland AG's Office caller. If email is printed and then subsequently destroyed, is that a FOIA violation?	I left a return message in which I indicated that this Office only handles questions concerning the federal FOIA. If the caller has a question about federal FOIA we can assist, but if he has a question about Maryland's open government law, he would need to contact MD state authorities.
4	(b) (6)	(6)	The caller wants to attend the Best Practices workshop tomorrow. It was not clear whether he is an actual government employee.	I told the caller that registration is limited to federal employees, and provided the email address to which he can request to be placed on the attendance list.

Call	Caller's Name	Phone Number	Question	Advice / Answer
5	(b) (6)	(6)	The caller has evidence that Loretta Lynch needs to see regarding an investigation of the Chicago PD. The caller claims to be a doctor, investigator, and attorney simultaneously.	This is not remotely a FOIA issue.
6			Question about AP-2015-05763. The subject of her request is her deceased uncle, and she is surprised that the government has no records about him.	I explained that our response only pertains to the fact that the FBI has no records. Other federal agencies could have records. I also explained the terror watch list language, which was very confusing to the caller. The caller is going to try to make a request to the Soc. Sec. Admin., which might have some type of employment record that would allow her to track where her deceased uncle lived.
7			Calling on behalf of inmate (b) (6) regarding a letter we sent to him back in June. Per (b) (6), he was not asking for his PSI, and wants to know if we received the follow up letter sent to us in response to our June letter.	I could not find a follow up letter in the file. Jackie has email contact with (b) (6) in prison, so she is going to ask what his question/concern was regarding our response and then get back to me directly.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CDT
Date: December 8, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		ATF request in July -- no status, nothing	2015-1275 (AR on job announcements) -- ATF is supposed to be getting back to me about providing the R with a status update -- called for update -- ATF said (b) (6) called them this afternoon and he was provided with the information -- ** follow-up: I called (b) (6) the next morning (12/9) to confirm that ATF gave him an estimated date of completion. He said he did talk to someone at ATF, but got no status (though did finally receive his request # for tracking purposes). I said if he didn't hear back by the end of the week to let me know.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(b) (6)	Sent in OLC and EOUSA requests in August -- wanted status updates. OLC said complex track so 18 mths to 2 yrs. Wanted to know if OIP would take an appeal since no adverse determination; never got an update from EOUSA	Talked to Donna Preston at EOUSA -- EOUSA is still searching and will provide the R with an estimated date of completion after conferring with Susan -- gave caller Donna's name and number and he will call to get the estimated date of completion (and a tracking number since he was never provided that as well). In regards to an appeal of OLC's update, I explained the complex track system and why requests might have such a lengthy estimated date of completion (incl. backlog issues, complex search and processing, etc.). I also explained that if he were to appeal, we would reach out to the component to ensure it is being processed, and let him know that he is entitled to file a lawsuit. Otherwise, there was no adverse determination for us to formally adjudicate. Caller asked also about contacting his congressman, and I said he could certainly do so and he would be provided a status update then as well. I encouraged him to keep in contact with the components and asking for status updates, and also noted that he could talk to the components about the scope of his request, which might allow for a more targeted search and reduce the time for response.
3	(b) (6)	(b) (6)	Trying to get records from EOUSA out of Madison Wisconsin	Explained how to send a FOIA request to EOUSA
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Total Private Calls: 3

**Counselor: AVP
Date: December 9, 2015**

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		(b) (6) is seeking redacted pay and benefits records of a Foreign Service Officer who died in late 2005 or possibly 2006. Wanted to know what agency he should contact to request these records.	I emailed back stating that he should contact Department of State because the Foreign Service Officer program falls under them. Provided the FOIA link to DOS. Also advised requester that he should be ready to provide proof of death (death certificate)
2			How to file a FOIA request with Civil Division?	Directed caller to FOIA.gov/contacts
3			Requester believes that her phone is being monitored and wondered how to find out	I informed her that I cannot help her with this matter and advised that she may file a FOIA/PA request with the FBI. She stated that she will now.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: December 10, 2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Has been in contact with the FCC and EPA re electro-magnetic waves sent through walls of her home; she submitted a FOIA request in 2014 to the FBI (and many other agencies)	suggested that she visit foia.gov if she wishes to submit another FOIA request
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: CMB
Date: December 11, 2015**

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1			He wanted help with the cert form because he did not understand it as he was seeking records on someone else. He also wanted contact info for the FBI.	I told him that he needs authorization to get records on a person that is not himself and that the person needs to sign the form. I also gave him the FBI FOIA office mailing address.
2	(b) (6)		A guy from California called. It was hard to understand but he was calling with a complaint about the FBI and a rat infestation and wanted to talk to the AG. He called twice.	I explained that he was calling OIP. That we handle FOIA. He was not seeking to file a FOIA requests, so I told him I could be of no further service to him.
3			She called about her letter that she did not understand and how to seek legal help. She called about AP-2016-00620 (CDT:TAZ). She talked about her civil rights case for most of the call.	I told her I could not provide legal advise as we handle FOIA matters. I directed her back to her letter that provides information on judicial review and OGIS, which she did not initially understand. But told her I could not help her otherwise on her civil rights matter.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: December 14, 2015

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question: a FOIA request concerning grants awarded concerning juveniles in group homes	JMB called back and spoke with Caller who wants to obtain information concerning law enforcement grants. JMB advised that OIP does not have access to this information, but, if, in fact, this information is maintained by DOJ, it may be that OJP has it. JMB provided Caller with telephone number for OJP.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: 12/15/2015

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Wanted status of appeal	Gave status
2			AP-2014-00393	Wanted outcome of his appeal, I told him I would have a copy emailed to him
3			Forwarded message from Laurie	Called back left VM
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/15/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	How to appeal a FOIA action by CRM?	Caller was very confused. I spoke to Caller about our appeals process at length. Caller then indicated that she actually didn't want to appeal, but rather make a request to the state of NC. I then spoke to Caller at length about the difference between the federal and state FOIA laws. I also got the contact information for Caller. Caller then said that she had actually already made a request to the state of NC and actually did want to appeal. So I talked to Caller again about our appeal process. Caller then got hung up on who she should address the appeal letter to and I spent about 5 minutes trying to tell Caller our address over the phone while she interrupted me. I eventually was able to relay this information to Caller and again explained how the appeal process works, just to make sure that she had everything that she needed.
2	(b)	(6)	Caller is a law student and was asking for settlement agreement case law for a project	I directed Caller to the Exemption 5 section of our Guide for a discussion and caselaw on this topic.
3	(b)	(6)	Wants records for local utility contract with state of Illinois	Explained federal v. state FOIA and gave him a number that I found on the Illinois AG website for FOIA office for state.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4			Patient records from BOP	<p>Caller was a nurse trying to treat a patient in a time sensitive manner and someone from BOP told her to make a FOIA request for these records. Seriously. As in, the patient was in medical distress, and Caller needed records immediately, and someone told her to make a FOIA request for this guy's medical records. Somewhat comically, whoever Caller spoke to at BOP told her to ask for expedited processing. So that was nice. I gave her BOP's FOIA office number because I thought that they would know where this request goes because they are familiar with the records systems at BOP. I also gave Caller my direct line if she had trouble. I told Caller to explain to BOP's FOIA office that she's looking to get these records for medical reasons through those channels and not make a FOIA request. Explained to caller that she could make a FOIA request with patient's consent, but that if this is actually time sensitive (it sounds like it was), she can also see if they can get the medical records for this person outside of FOIA through medical channels. I told her BOP's office would likely know better than me since they have a good grasp of the records systems there, but to give me a call back directly if she was having trouble.</p>
5	(b) (6)	(6)	Left message and was hard to understand, but wants to know if we received information for her son's appeal. Sounded like she may have been talking about a criminal appeal rather than a FOIA appeal.	Called back twice with no response and VM not set-up. Called back once the next day with no response. I also checked PrivaSoft to see if we had any record of Caller's son and I couldn't find any.
6			Wants video from Sacramento prison facility (local)	Explained federal v. state FOIA and gave him the CA Open Records Ombudsman number that I found listed on the CA AG's website. It was listed under who to contact if you'd like to make a CA Public Records Act request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: December 17, 2015

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	<p>She emailed a request. She requested records from the FBI. She is wondering about exemptions - doesn't she have a right to access any and all records? Believes she is a targeted individual and the police and FBI are interfering with her cognitive freedom. She is willing to participate in mediation to get everything to stop.</p>	<p>I explained that she's correct that the FOIA provides a general right to request access to agency records, exemptions may still apply. I asked if she submitted her request to FBI or OIP, she said FBI but they neither confirmed nor denied existence of records, so she appealed it to OIP this morning. I explained she will receive a letter of acknowledgment with a tracking number once it is logged into our system. I said our office's work is limited to FOIA so we cannot provide mediation.</p>
2	(b)	(6)	<p>Wants to set up an account for his clinic (he currently has a personal account on the portal), is this possible? He won't be at the clinic next semester.</p>	<p>I said he should enter whatever the best contact information for the clinic would be. We need some accurate address/email so that we can provide responses and seek clarification.</p>

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: December 18, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants general info about filing a FOIA for worker's comp claims filed by an individual.	We spoke. I said that the only requirements are that a request be in writing, and that it comply with agency regs. So the first thing would be to figure out which agency she thought might maintain responsive records. Then make such a request. For requests at DOJ, we very, very rarely release records about a private individual without a DOJ-361 (or asserted public interest or proof of death), so she might want to include such a document. I thought that Dept of Labor, Office of Worker's Compensation might be a good place to start, and directed her to foia.gov's contact info for that office for her to call to see what their requirements are.

Call	Caller's Name	Phone Number	Question	Advice / Answer
2	(b) (6)	(b) (6)	<p>Hello. Please answer a basic question: Can an attorney submit a Privacy Act request for information about a client who is a foreign citizen? It is my understanding that the attorney can submit such a Privacy Act request if a DOJ-361 is filed with the request and the foreign citizen files a notarized statement that the attorney is his/her authorized representative. Please advise if that is your understanding of DOJ FOIA policy.</p> <p>Thank you very much,</p> <p>(b) (6)</p>	<p>I called back and left a message. The Privacy Act only provides access to "individuals", defined as US citizens or lawful permanent residents. However, the FOIA is available to any person, including foreign citizens. Suggested they include the DOJ-361 to get past any B6/B7C problems.</p>
3	(b) (6)		<p>List of women on parole in 1977 in DC. How to get it?</p>	<p>Said that USPC in DOJ would be place if the feds have it, suggested she call them to ask if they maintain those kinds of records. Otherwise, she'd need to go to DC.</p>
4			<p>Info re: processing a request for FOIA. (left message). Looking for transcript/minutes of hearing.</p>	<p>Called back and spoke with caller. He said he was looking for transcript/minutes/recording/etc. of a removal proceeding, and I said I thought that it might be EOIR. I provided him with foia.gov contacts, and suggested he might want to give their requester service center a call to see if they're the right agency. (Lots of agencies, including in DHS, have their hands in immigration.) Talked about DOJ-361.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 12/21/2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		She believes that FOIA fraud is being perpetrated against her because, her mortgage company shared her private information with lawyers who are bringing class action law suits and she is getting contacted about those actions.	I explained to the caller that what she was referring was completely unrelated to the federal FOIA. I explained what the FOIA was and that if she was concerned about her privacy as it relates to her mortgage company sharing information than, she would need to seek private counsel.
2			Status of his appeal 2016-00420 - caller was international so he needed status via email.	In eFOIA it looks like AF submitted it for review on 11/24. Christina is on leave until after the holiday period so I discussed with Matt Hurd and he said give the caller an estimated date of completion of at least 4 weeks out to account for the holiday period. I gave the caller the date of 1/18.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: December 22, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b)	(6)	Wanted to verify the address to submit her appeal	I provided OIP's address
2	(b)	(6)	Wants to know how to make a request for his job application file at his agency where he applied for another job. He asked what he was entitled to, and how to make a request	I explained he would have to make a FOIA/PA request. See FOIA.gov for the agency's FOIA contact information. He would have to reasonably describe the records he's seeking so that the agency can locate them. I can't say specifically what he will/will not be entitled to because it depends on what records the agency has and any exemptions, but generally he would get access to records about himself. He asked about how to submit the request, if there is a form. I explained he may be able to submit online, but otherwise he can usually just write a letter describing the records. He should visit the agency's website and/or contact their FOIA office for any specific requirements.
3	(b)	(6)	Checking the status of his request, he thinks he faxed it but wasn't sure. He said he just mailed it.	He wasn't in our tracking system, but I said if he just mailed it then we should get it soon and will send an acknowledgment.
4	(b)	(6)	Wants to know how she gets access to some cases? I couldn't really understand the message.	I called back the number left on the message, but it wasn't in service.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 12/23/15

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Does appeal need to be postmarked or received within 60 days and do holidays count/not count	Told Caller that appeal needs to be postmarked within 60 days and that every day counts (including weekends and holidays).
2	(b) (6)	(b) (6)	Caller was famed for drug possession or something like that and wants help obtaining documents from a CA court and help with clearing her name	Explained that the FOIA only applies to federal agencies and explained function to Caller. This call was very, very long, but that's all that I said. Most of it was the Caller venting.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: ADF
Date: 12/24/15

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	(b) (6)		Status of his appeal	Gave him the usual pending appeal pitch - a few weeks and if he would like more detail, welcome to call back in January (explained to him that most people out of the office).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 12/28/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	can he send additional info for AP-2016-00994?	Informed caller that this appeal has not yet been adjudicated; provided caller with OIP's fax no.
2			How to make a FOIA request to BOP? Wants authorization form as well.	Directed caller to FOIA.gov and walked caller through the steps of making a FOIA request to BOP. Also helped caller locate a form 361.
3			Can she appeal FBI determination to OIP (several months after 60 days)?	Indicated that she cannot appeal (note - I was assuming appeal rights were given in the response letter) but that she could make a new (targeted) FOIA request to the FBI for the information that she seeks.
4			Wants to know who will be assigned her appeal and how long it will take.	I looked up the requester's name in privasoft; she then indicated that she did not submit an appeal yet; I informed her that it could take up to a couple of months to adjudicate her appeal once submitted and that she could call this Office back once her appeal is submitted to get a better time estimate. She then indicated that she wanted to know what would happen if we denied her records; I informed her that if dissatisfied with the appeal the FOIA permits her to file a lawsuit in federal district court (language we use in our appeal response letters). She indicated that she did not think that was correct, and wanted to speak with my boss, I informed her that my supervisor was out of the office and she could call back next Monday to speak with my supervisor.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 12/29/15

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	wants a status update on (b) (6) FOIA appeal (provided 2015-03524-(b) (6)).	I informed her that without an authorization form I cannot provide a status update; she informed me that there was one in the file. Since MTC is out of the office, I told the caller that I would call back on Monday (checking with MTC about authorization). Spoke again with caller and MTC on 1/4/16; no authorization in file. Caller then asked if we could mail her son a status update. Asked SRO- check back with Marilyn - if likely to get resolved soon, no need to send status. I spoke with Marilyn on 1/11; she informed me she will resubmit it by 1/13 so I did not send status (per SRO's instruction not to do so in this situation)
2	(b) (6)	(6)	She indicated she received a response from the criminal division (300505232) and wants to know how long it will take to review appeal. She indicated that appeal was delivered today. She did not receive an ack letter yet.	I indicated that it would take a couple of days for the appeal to be assigned to an attorney and that she could call back to get a better status update in a few days.
3	(b) (6)	(6)	She wanted to get a status update about her appeal. No indication it is in the system yet (she emailed it). She also wanted to send more information via email.	Told caller will call her back on Monday (priscilla is not sure who is checking the box). On Monday: Checked privasoft, no indication anyone with last name Hoff made an appeal. Told caller that mail is delated due to the holidays; advised caller to call back at the end of next week. Also, I provided the caller with OIP's email address.

Call	Caller's Name	Phone Number	Question	Advice / Answer	
4	(b) (6)	(6)	He received a report on himself from a DOJ component- can he prevent others from getting access to that report?	Told caller I will call back Monday after checking with experts. Spoke with CDT and ADF about this question; informed caller that generally speaking, first party requests handled differently then 3rd party requests; and that 6/7(C) likely protect release of report on himself absent his consent. If he is looking for an amendment of records, can do so under the Privacy Act. suggest calling component.	
5			Wants status update; mailed his request on dec. 18th	Told caller I could not locate his appeal in the system; will call back on Monday (when Priscilla returns). On Monday, I noticed that caller called back on 12/31 and call was handled adequately by attorney on call (per counselor notes: "Checked eFOIA -nothing in system for (b) (6) (only (b) (6) in the system was (b) (6)). Explained to requester that our mail is delayed due to processing in the DOJ mail center. Advised him to call back at the end of next week").	
6			left a v/m that she wants to make an appointment with someone in our office to discuss policies and procedures	Spoke about this with CDT; did not return call as no FOIA matter was raised.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 12/30/15

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(6)	Caller said that she had called yesterday and wanted to know if we had received her appeal letter.	Let caller know that the status had likely not changed from yesterday to today, and she asked who would review her appeal when it came in. Informed caller that a member of the Appeals Staff would review her appeal and adjudicate it after it was assigned to an attorney.
2			Caller wanted to find out what had happened to a prior FBI appeal: AP-2013-04062	Informed caller that according to our records, a response was published via the appeal portal on 8/30/13. Caller asked what she should do if she could not find a copy of the response and wanted another copy of her records, and I advised her to submit another request to the FBI.
3			Caller wanted to know how to submit a request to the FBI	Gave caller FBI RIDS contact information (fax number and email)
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: December 31, 2015

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Can he get a tracking number for his appeal of an FBI FOIA response? He mailed his appeal to OIP on 12/18/2015.	Checked eFOIA -nothing in system for (b) (6) (only (b) (6) in the system was (b) (6)). Explained to requester that our mail is delayed due to processing in the DOJ mail center. Advised him to call back at the end of next week.
2	(b) (6)	(b) (6)	His local Social Security Admin. (SSA) office will not provide him with copies of documents for his disability case because he can not find a DVD that SSA sent him; he asked his local SSA office for the phone number for the SSA's Inspector General - but his local SSA office gave him our phone number	Went to the SSA Office of the Inspector General (OIG) website and gave him an 800 number for the SSA OIG; I cautioned him that this number (the only number on that webpage) is for reporting fraud - he said that was ok because SSA was committing fraud against him
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: January 5, 2016

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		has submitted several FOIA requests to the Department of Defense; DoD has blocked his email address because of repeated requests; states that he is a whistleblower; wanted to know how to enforce his rights under FOIA	advised requester that Federal Gov't is decentralized; advised requester that the FOIA statute gives requesters the right to file an administrative appeal and, if not satisfied with the result of the administrative appeal, the right to file suit in federal court; emailed him a link from FOIA.gov with information on OGIS as an alternative to litigation; in response to his question about what our Office does, emailed him a link to the OIP webpage;
2	(b) (6)		requested an update on her husband's appeal (AP-2015-04233); wanted to confirm we had correct address for her husband at USP Coleman I	told her that her husband should receive correspondence from our Office soon (someone else from our Office had told her that today) [per eFOIA (not shared with caller), a decision on her husband's appeal was signed on 12/29/2015]
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 01/05/2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Appeal Status	I let the caller know that we just sent his acknowledgement letter to him on 12/30. Caller just wanted to confirm that we had in fact received his appeal and I confirmed that for him.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: January 6, 2015

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		FOIA appeal mistake. Requester made a request to the FBI for records regarding some civil-rights protest related arrests in Glen Echo park (here in the MD suburbs) in 1960. The response letter gave the 60-day appeal pitch dated November 5. She sent it Fed-Ex and it was received on January 5, but she accidentally sent it to the FBI instead of OIP. What to do?	Called back and spoke with requester. Said that occasionally FBI forwards appeals here, but I'm not aware of any requirement that they do so. If it ends up being untimely, she can always restart the process by filing a duplicate request.
2	(b) (6)		Trying to request copies of a records we had in custody in 2010. At ICE in San Diego.	Provided contact info for DHS ICE FOIA office. Said that it sounded like she might be making a request for third party records (she said it was her husband), and so DHS would probably require consent (or public interest). DHS would be best in answering how to comply with their regs for gaining consent. Presumably a form would work.
3	(b) (6)		Panama City, FL. Investigative reporter for community news. Requesting under FOIA and PA all records related to him, including a recent investigation related to him from the FBI. Sent request to FBI, and they're not giving a fee waiver. Today, he received a letter. Doesn't answer a questoin. P-2016-01159	Called back and left message. We split his request in two - IR staff and appeals. He hasn't yet received the ack letter. It's in the pipeline, and he should receive an ack letter in a few days with no further action needed on his part. If he doesn't, he can call back.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		Calling re: AP-2015-05998. Need to know the names of medical providers....need estimated date of completion.	Asked Jillian (it's her appeal) to call back and provide update.
5	(b) (6)		Left message. FOIA request. Wants to know how much heroin Freddie Gray was tested for when he came into the office when he was arrested. How much heroin and how much marijuana. That's our question. This is not public information - we would like to know it.	Called back, left message. Said that it sounded like she was trying to make a FOIA request over the phone. If so, she cannot do so, and should make a request in writing. This was initially a local PD matter, and she may wish to make a request to Baltimore or Maryland authorities who would maintain records, under any state or local FOIA analogous laws. The feds are primarily involved through a Civil Rights Division investigation at DOJ, and she may also wish to make a request to Civil Rights for any federal responsive records.
6	(b) (6)		Expecting her mom to come and visit here in US. Citizen of Germany, and she has Persian/Iranian background. Is there a law? Apply for visa? As a German, can she just fly in? Flight planned for January 14th.	Called back, left message. OIP deals with FOIA, not with requirements for visas. I suggested the caller or caller's mother might want to call the US Embassy in Germany, or visit their website (http://de.usembassy.gov/visas/) for better info. I also apologized for presumably mispronouncing her name.
7	(b) (6)		AP-2015-06037. Please update. OPM background	Called back, got automated message "At the subscriber's request, this number does not accept incoming calls". No further action can be taken by me, so I'm letting it go. (This was an appeal I handled. The requester sent in a document that mentioned an OPM background investigation and the Department of Justice denying him. Neither OPM, nor the FBI, nor OIP has any record of receiving a FOIA request, and that was our response to him.)
8	(b) (6)		Federal defender's office. Needs to get a medical release form. Incarcerated in 2007. Requesting medical records. In federal custody.	Called back and spoke with caller. Apparently caller in the interim located the Cert of ID. I said that it would be appropriate, but that I couldn't really speak to HIPPA requirements.
9	(b) (6)		Where to call to complain about a prison?	On the BOP website, it says that concerns about a facility should be directed to that facility. Caller said that BOP gave her this number, and I apologized and explained our function, and that we don't handle such matters.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: DRC
Date: January 7, 2015

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants to know who is assigned to his appeal and wants expedited processing because he lost his job	Called back and told caller that he must submit his request in writing and provide a certified statement - he said he would fax his additional info in today
2			email to OIP.FOIA dated 1/5/15	Aleks also received emails on 1/4/15 and will respond today
3			<p>Hi</p> <p>I've been researching Personal Privacy Act and the law. I'm stuck with some questions that I just can't seem to find answers to. I'm hoping you can help. Is it legal for a police department to send a police report and information to an employer? From what I found under the privacy act the only way that employer should have been entitled to the report and information is if they requested it under the freedom of information act. I'm sure no one from from the employer has filed a freedom of information act. The Police Department had to have sent the report and information to the employer without any of the people involved giving permission to do so. Is this right and legal for a police department to? Is it right that an employer has the police report and this information? Is there anything I can do? Thank you for your help!</p> <p>Thanks</p>	<p>Hello,</p> <p>As the FOIA counselor assigned to today, I am responding to your email dated 1/5/2015 in which you asked about the Privacy Act, FOIA, and the release of records from the Police Department to your employer. Unfortunately, the Freedom of Information Act does not apply to state or local agencies. I regret that I cannot be of any further assistance to you in this matter.</p> <p>Regards,</p>

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: CMB
Date: January 8, 2015**

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		She had a couple of FOIA request numbers and wanted to find out the status of the request for her son for the FBI and what sounded like EOUSA.	I provided her with the FOIA Public Liaison number for the FBI and EOUSA.
2			He wanted to participate in our OIP training, but he is not a Federal employee.	I told him that our training is limited to Federal employees.
3			She called to find out how to file a FOIA request in California, not too a Federal agency. She was seeking a copy of a police report.	I told her that we handle FOIA matters for the Federal government and that she would have to check out local laws/police department to see how to request records.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 1/11/16

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wanted to find out how to appeal the decision on her DoD FOIA request	Left voicemail with DoD's FOIA Requester Service Center number because DoD's website did not detail how requesters should appeal decisions on FOIA requests
2	(b) (6)		Caller asked for status of Appeal No. AP-2015-04233 (assigned to me)	Left voicemail informing caller that this appeal was closed on 10/26/15 and that a response also should have been sent out around this time. Asked that caller contact our office should she have additional questions or need this office to look into sending another response.
3	(b) (6)		Caller left voicemail saying that he had 2 FOIA requests where he had received no response and alleged that this office was violating the law	Spoke to caller who largely complained about alleged government corruption, but caller also provided a request number he received (MISC-2015-02938) upon making a submission to the portal. PJ advised that I check in with RNB because the submission was assigned a "MISC" number. RNB said that it appeared request no. FOIA-2015-03347 was opened after this submission was received and reviewed, so contacted ACS regarding this request. ACS advised that she emailed a final response on 6/3/15 and will resend the response via email.
4	(b) (6)		Caller asked if OIP had any comment on the House Oversight Committee report released today	Per SRO, forwarded the inquiry to the Office of Public Affairs. The Office confirmed receipt of the forwarded inquiry.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: January 12, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Denton TX. At work. 1324935-000. Didn't know if she needs to send depositions or transcripts	Called back and left message. Of course, we'd be willing to look at anything she provides. But I've submitted my recommendations already for AP-2016-00975, and it should be done within the next few weeks.
2			Status update. AP-2016-00831. Willing to pay fees.	Called back and spoke with caller. It's my appeal. Appeal is in the review pipeline.
3			AP-2015-05824. Couple of months back, inquired as to status.	Appeal is sitting on my desk. Said that my prior estimate was wrong - it'll still be a few more weeks. Reassured caller that FBI won't simply ignore her FOIA request because she's a "nobody" (in the words of the caller.) Also reassured caller that this office gives full attention to each appeal, and doesn't play favorites with requesters. Caller said she'd call back in March if she doesn't hear anything. (Sidebar - I didn't tell caller this, but the reason for the delay is FBI nonresponsiveness to a simple question I had about a withholding. If I don't hear anything by the end of January, I'll call, and if nothing then, I'll have to remand.)
4			Caller works in Rhode Island Attorney General's Office. Looking at a case that someone in our office (Leonard Scheitmann) handled. CREW v. DOJ, 12-5223 (2014). What happened post-remand from Circuit?	This was the request for the investigation of Tom DeLay, where the DC Circuit held that Mr. DeLay's privacy interests didn't categorically outweigh the public ones. I advised that, according to the District Court docket, it's currently sitting fully tee-d up on cross motions for summary judgment. 11-cv-592 (DDC)
5			Status update - AP-2015-05035	Still pending review.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 01/13/16

Total Private Calls: 0?

Call	Caller's Name	Phone Number	Question	Advice / Answer
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1	Note: Calls from this day were not forwarded to the correct phone, so any messages that came in were lost. No calls went to the correct phone.			
2	(b) (6)		status update on AP-2016-01018	JKF received v.m. Estimated 3-4 weeks; told caller he could call back next week for more accurate status update.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: January 14, 2016

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		If the request has already submitted the request can they still submit a fee waiver?	I said he could submit it at any time. As long as fees are at issue, the agency would need to adjudicate the FW.
2			Appealing a FOIA case; wants to make sure she submitted the appeal properly. 48414, case file is 100HQ178944. She said the request was to NARA.	I confirmed that her original request was sent to NARA and said that we cannot process appeals for those requests. She needs to appeal it to NARA. There should be instructions in the response letter from NARA, or she should be able to find instructions on how to appeal from NARA's FOIA website.
3			Can she submit a request for expedition for a request that has already been submitted?	I said yes, it will have to be in writing. She should submit it to the same place she submitted the request. She should reference the request/tracking number and explain in the letter why the request qualifies for expedited processing.
4			checking status of FOIA appeal	The most recent activity I saw was that it was granted expedited processing in April. I said I would check with the attorney working on the appeal (JB) and either he or I would give her a call back. I emailed JB requesting status. He said he anticipates sending a response by the end of the month, so I called back the requester and left her a message stating this.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: January 15, 2016

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - questions, re: (b)(3) statutes - (1) is January 2014 version most up-to-date; and (2) includes all (b)(3) statutes	JMB called back and left v/m for Caller. JMB directed Caller to "FOIA Resources" tab on OIP's website, and advised Caller that the list is not necessarily exhaustive, but rather includes all statutes which courts have explicitly found to qualify under Exemption 3
2	(b) (6)		Left v/m - question, re: status of AP-2016-01207	JMB called back and spoke with Caller. Caller wants expedited processing of his appeal, and wanted to know if there is a form used to request expedited processing. JMB advised that no form exists, but that Caller could e-mail or fax his request for expedited treatment. Caller indicated that he would call back tried to call back, but could not reach Caller (calls received a busy signal).
3	(b) (6)		Left v/m - question, re: FOIA officer at DOJ to whom she can provide a copy of a production letter	JMB called back and spoke with Caller. Caller wanted to know which DOJ office handled the FOIA obligations for the Office of the Attorney General. JMB advised Caller that OIP handles the AG's FOIA obligations.
4	(b) (6)		Left v/m - question, re: how to file a FOIA appeal	JMB called back and left v/m describing e-FOIA portal, fax, and mailing addresses.
5	(b) (6)		Left v/m - question, re: status of AP-2016-01207	JMB called back and provided Caller with e-FOIA portal access (via OIP's website).
6	(b) (6)		Left another v/m - see above	JMB called back and assisted Caller with e-FOIA portal questions, and appeal submission.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 1/19/2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		The mayor and the police violated her civil rights and she would like to file a complaint.	I tried to get more information from the caller about the nature of her complaint, but details were not forthcoming. I referred the caller to the website for the Civil Rights division, which allows people to file complaints about certain violations of federally protected rights.
2	(b) (6)		(b) (6) filed a Civil Rights complaint and wants to get the status.	I gave him the phone number for the customer service line of the Civil Rights Division.
3	(b) (6)		This attorney has filed a "submitter notice" response letter on behalf of a client and also wanted to send a copy to the Department's Chief FOIA Officer.	I noted that Stuart Delery is the CFO, but requested that she send the letter to c/o Timothy Ziese of OIP, who collects such letters as they are sent to the Department.
4	(b) (6)		It was difficult to know what the caller wanted. At first he kept talking about discovery and FOIA. Later, he said that he wanted his attorney to be involved with his open FOIA appeal, and will have the attorney call us directly.	n/a
5	(b) (6)		Someone submitted a request on her regarding a complaint. She would like a copy of the complaint to see what is going to be released about her.	Apparently the alleged request was made to EOUSA. I noted that (b) (6) is welcome to make a request for records about herself, but she is unlikely to be able to make a successful request for records about a named third party.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CMB
Date: January 20, 2016

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	<p>High Patron!</p> <p>I beg you to assist in filing a petition with the National Charitable Foundation of your country in order to open a bank account and providing return assistance to revive human values - the Holy Grail.</p> <p>I beg you to visit the Western Union payment system and provide personal assistance to the revival of the Holy Grail.</p> <p>John the Baptist performed the ritual of the Holy Grail at the confluence of the River Jordan into the Dead Sea.</p> <p>Wishing you the gift of wisdom in finding God Avva - Guru Brotherhood Grotto, passport Boris Polevoy.</p> <p>I do not trust the authorities of Ukraine and Russia.</p>	<p>I was not sure exactly what the person was asking so I sent out a general response. (b) (6) - You have contacted the Department of Justice Office of Information Policy. The Office of Information Policy is responsible for encouraging agency compliance with the Freedom of Information Act and for ensuring that the President's FOIA Memorandum and the Attorney General's FOIA Guidelines are fully implemented across the government.</p> <p>The Office of Information Policy develops and issues policy guidance to all agencies on proper implementation of the FOIA. To the extent you are seeking information regarding the FOIA, we encourage you to visit the website www.FOIA.gov. To find out how to submit a FOIA request to the Department of Justice please see our "Make A FOIA Request to DOJ" webpage at http://www.justice.gov/oip/make-foia-request-doj. Regards, OIP FOIA Counselor (I SENT THIS TO N. Gilbert to send out via DOJ email address)</p>
2	(b) (6)	(b) (6)	<p>She would like to know about the FOIA and how to file a FOIA request.</p>	<p>I just told her that the FOIA is a federal statute and she can request information from Federal agencies. She does not have access to the internet so I could not give FOIA.gov web address; she asked for FOIA information for DOJ, FBI, and Treasury. I gave her the DOJ Mail Referral address, FBI address, and Treasury address to make a FOIA.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: January 21, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	Asking about his pending appeal and getting records about the planting of a microchip in his brain	Gave R the status of the request and told him to call back in a few weeks if he hasn't heard anything. AP-2016-01207 assigned to JFK.
2	(b) (6)	(b) (6)	Wanted some help in phrasing his request to the FBI and asked about how to narrow it	Advised caller that it may be best to discuss his request with someone at the FBI and gave him their contact info.
3	(b) (6)	(b) (6)	What to do if the FBI continues to violate the FOIA?	Advised caller that he can submit a compliance inquiry (in addition to his administrative appeals) and provided him with the contact info to do so
4	(b) (6)	(b) (6)	Question about records released to her son.	JKF: I indicated that without an authorization in file, I cannot speak to her about a matter concerning 3p (her son)- informed her that she can fax 3P authorization form to our office. She did not have a pen to write down the fax no. and wanted me to call her back tomorrow. I indicated that she could call and speak to the FOIA counselor of the day tomorrow as I will be on leave. NOTE: OIP still has not sent out its response concerning appeal no. she referred to last time, so unclear what "13 pages that are blank" caller is referring to.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 01/27/16

Total Private Calls: 14

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		E-mailed OIP and said that EPA is not complying with the FOIA	I initially thought of using our NAJ language, but I checked with MG/JMB re possibility of a Compliance Inquiry. MG agreed that, since it doesn't appear that EPA has responded, we should direct the requester back to EPA. Sent requester NAJ language back through OIP main e-mail address.
2	(b) (6)		Status of AP-2016-01207?	Spoke to individual assigned to this appeal and was told that the status was going to be a few weeks. Relayed this information to the Caller. I was initially told this Caller's name was (b) (6) so Caller was a little confused when I asked for the famous singer when I called back.
3	(b) (6)		Status of AP-2016-00831?	This was a VM left at the main desk during the snowdays. Called Caller back and advised her that this appeal would take another few weeks. I felt OK giving Caller a general status on this one even though she wasn't the requester. However, when Caller asked that a copy of our final decision be sent to her as well (because the requester is in prison), I told Caller that we would need a letter from the requester authorizing us to do so.
4	(b) (6)		Status of AP-2016-01070?	Told Caller that it was going to be at least another few weeks (I checked in PS and we just got this at the end of Dec. and nothing had happened with it other than being assigned).
5	(b) (6)		Wants to make a FOIA request to the FBI	This was a VM left at the main desk during the snowdays. I called back, in AM but no response. Eventually got ahold of the Caller in the late afternoon. Caller wanted to make a request to the FBI, so I gave Caller the FBI's contact info from FOIA.gov.

Call	Caller's Name	Phone Number	Question	Advice / Answer
6	(b) (6)		Medical records for her husband?	This was a VM left at the main desk during the snowdays. I called back, but no response. Called back again in the afternoon, but still no response. On the afternoon call, I left OIP's main number in a VM. I tried again the morning of 1/28/16, but still got no response. I then received an incoming call from Caller who was confused as to why I was calling her. After explaining that she had called us (Caller was very confused), I eventually discovered that Caller had attempted to make a request to BOP and was unsure if it had gone through. I gave Caller BOP's phone number and explained generally how FOIA worked to Caller.
7	(b) (6)		U.S. Open Policy with Switzerland?	This was a VM left at the main desk during the snowdays. I called back in the morning, but no response and no VM was set-up. Called back again in the afternoon, but no response still. I tried one final time on the morning of 1/28/16, but I still got no response.
8	(b) (6)		A lot of the contact information on FOIA.gov is missing, just FYI	This was a VM left at the main desk during the snowdays. Caller just wanted to pass along that a lot of the contact information from FOIA.gov was missing. I checked, and it did look like a lot of this information was missing, so I advised the Compliance Team of this fact. Caller was just calling as an FYI, so we didn't really speak for very long.
9	(b) (6)		Wants to make FOIA request to BOP, KY, and Iowa	This was a VM left at the main desk during the snowdays. Spoke to Caller at length about the difference between the state and federal FOIA laws. Gave Caller BOP's contact info and briefly explained the FOIA process to her. Gave Caller my best guess at KY's and Iowa's open records contacts (those websites were not the best). I did make sure that Caller at least had the main government contact number for each state and knew what the law was called in each state, so hopefully, she could find the correct office.

Call	Caller's Name	Phone Number	Question	Advice / Answer
10	(b) (6)		Status of AP-2016-01251?	This was a VM left at the main desk during the snowdays. Advised Caller that it was going to take another few weeks at least and explained our FOIA process to Caller. Caller was drifting a little into non-FOIA concerns (her appeal is from a CRT decision, but without going through it, I wasn't sure what all it entailed). I did clearly state the function of OIP though, just to make sure that Caller didn't have any confusion about what we were doing with the appeal that she sent to us.
11	(b) (6)		How to make a FOIA request to BOP?	This Caller wouldn't give her name, but she left a message while I was on the phone with another caller, so we have her phone number. Caller wanted to know how to make a request to BOP. When I called back, she was already making the request online, so I made sure that she was on BOP's website and had BOP's FOIA office phone number.
12	(b) (6)		Wants his BOP file (he was a previous inmate) - where to make request?	Gave Caller BOP's contact info from FOIA.gov.
13	(b) (6)		Short e-mail complaining about State Department's release of Clinton e-mails	Sent Function/NAJ language back through OIP e-mail. This e-mail was very brief and I didn't think rose to the level of a compliance inquiry or needing a DOJ comment on its involvement in the Clinton e-mails. It was a one-liner complaining about the 'corrupt process,' and didn't mention (or sound like) there was a FOIA request at issue. It sounded like this person had read something in the news and wanted to complain to DOJ about it. I thought Function/NAJ would answer these concerns, so I sent that language back through the OIP e-mail address.
14	(b) (6)		Wanted to make a request to the FBI [Note: Caller said that she was from the VA, but, after speaking with her, I found out that this was a personal FOIA request, so I put this in the Private Calls section of the notes.]	Gave Caller FBI's contact info and explained FOIA process (need to make request to component which has the records) to Caller.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: AVP
Date: January 28, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Requested an update on his appeal.	ADF provided (b) (6) with an update on January 27, 2016.
2	(b) (6)		Asked whether Form DOJ-361 can be used to request a background check.	I informed (b) (6) that I have not heard it used in that capacity. Also informed her that if she goes to https://www.fbi.gov/about-us/cjis/identity-history-summary-checks , she will be able to get more guidance on background checks.
3	(b) (6)		Lost his tracking number after speaking with ADF.	Provided the tracking number and the name of the appeals attorney who is reviewing it.
4	(b) (6)		Needed help filing a FOIA request with EOUSA	Provided the website for EOUSA at http://www.justice.gov/usao/resources/making-foia-request
3	(b) (6)		Requested a copy of her background investigation from OPM. Received a response that stated certain information is being withheld pursuant to FOIA/PA. Question is, what is the information that is covered under Exemption 6	Advised (b) (6) that Exemption 6 pertains to personal privacy information. (b) (6) informed me that it looked as though OPM redacted the people's names that were interviewed. I advised that it is in accordance with Exemption 6 and the Privacy Act.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 2/1/16

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status inquiry (note sent in) FY 15-066; got a note back in January on the 21st - cannot find.	Left v/m
2	(b) (6)		How long will it take for a FOIA appeal	For DOJ appeals, I informed her that depending on the complexity, it could take 3-4 weeks, or more complex appeals could take several months (difficult to give an exact estimate without more context)
3	(b) (6)		Wants FOIA liason no. for ATF	Provided caller with no.
4	(b) (6)		Wants local police records + contact for DHS	Per caller's request, emailed him contact information for DHS requests toledotimq@outlook.com. Informed him that this office only deals with federal records (FOIA) and request for local police records is outside the domain of this office.
5	(b) (6)		Status for AP-2016-01018	Told caller that estimated date of completion is about 2 weeks.
6	(b) (6)		Wants to get SSA records	Provided her with SSA public liason no.
7	(b) (6)		Wants a copy of response letter sent out (b) (6) as she is his attorney (AP-2016-01207; request no. 1340786).	Informed her that she needed to fax 3P authorization form to this Office. Received 3P authorization and this Office will email a copy of response to (b) (6)
8	(b) (6)		Wants to know the status of her DOJ FOIA request (does not know where she sent it)	Provided her with MRU contact no.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 2/2/16

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller said her office would be submitting a request to CRM and she wanted to find out where to submit it	Gave caller adress, fax number, and email address of CRM's FOIA Office
2	(b) (6)		Caller left voicemail asking for information on how to request an inmate's medical records from when he was in prison.	Left voicemail giving caller BOP's FOIA contact information and recommended contacting them if she was seeking BOP records
3	(b) (6)		Caller said that he wanted to find out how to file a criminal complaint against employees of OVAW.	Explained that this office deals with the FOIA and that we could not assist with this matter.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: February 3, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		status of her EOUSA request	gave her the phone number
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Lindsay Roberts
Date: February 4, 2016

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	none provided	none provided	trying to find out the status of her request that she believes is at EOUST	I gave her the contact info for EOUST and said that they should be able to give her status info.
2	none		portal	
3	None	none	Asking what processing system we use, she heard we were going to FOIAonline, is that still happening? Do all components have different systems?	I said we are going to FOIAonline, but that's not comprehensive processing. We use adobe redaction tools, and there are some other ediscovery tools we use to dedupe, etc, but we don't have comprehensive processing software. Components have various programs they use for processing, we don't keep track of what they use.
4	None	none	Asking how to get her prison release records.	I gave her info on how to make a request to BOP.
5	(b) (6)		Trying to get 9/11 Victim's Compensation Fund documentation.	I asked if she had submitted a FOIA request, she said no, she didn't know where. I looked up the VCF and civil processes their requests, so I gave her contact info for Civil and the link for where to submit a request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		In litigation with the government, and the government lawyer invoked FOIA as a bar to a discovery request. Was this proper, and is it something I've seen before?	Caller asked for anonymity when asked his name. In response to his question, I said that this Office isn't going to take a position contrary to the government's attorney in current litigation, and in any event this Office doesn't have particular expertise in what is or is not a proper bar to discovery.
2	(b) (6)		DOJ Education Discrimination, office of Civil Rights. Since 2013. Haven't talked to her.	
3	(b) (6)		(Via voicemail to JKF). Asked for status of AP-2016-01070.	JKF emailed back, estimating 3-4 weeks.
4	(b) (6)		Has been trying to get her medical records from BOP. Got a "request unreasonably described" letter. Thought it was perfectly reasonable.	When I called back, I spoke with (b) (6), and she handed the phone to her daughter to speak with me. (That sort of oral authorization, in my view, is good enough to protect (b) (6) privacy.) After she explained things, I think I understood what happened. She sent a request for medical records without a CID, and BOP responded with a denial, but enclosed a CID. She then sent the completed CID in, but didn't reference the prior FOIA, so presumably BOP didn't connect the dots and just relied on the CID alone, so sent the "request unreasonably described" letter. I explained this, and suggested they submit a new request connecting the dots.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor:
Date:

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Procedure if agency does not adhere to FOIA time frame? Can she get fees waived since she is not able to pay?	<p>This caller also emailed and so I responded by email. Ms. Sherman,</p> <p>You asked (1) "what the procedure is if the agencies fail to respond to a FOIA request within the mandated time allowance" and (2) if it possible to get a fee waiver because you are disabled and have very little income.</p> <p>In response to your first question, I recommend following up with the agency by phone or email if the agency does not respond within 20 days. However, oftentimes requests are complex and will require months to process. Your recourse under the Freedom of Information Act is to file a lawsuit in federal district court.</p> <p>With regard to your second question about a fee waiver, please be advised that indigence or the inability to pay does not entitle you to a fee waiver. See, e.g., Ely v. USPS, 753 F.2d 163, 165 (D.C. Cir. 1985) (indigence alone is insufficient basis for granting fee waiver; "Congress rejected a fee waiver provision for indigents"); Durham v. DOJ, 829 F. Supp. 428, 435 n.10 (D.D.C. 1993) (finding indigence alone does not constitute adequate grounds for granting a fee waiver). You are, of course, entitled to 100 free pages of duplication and two free hours of search time under the FOIA.</p>
2	(b) (6)		Caller had an appeal from 2008 and wants information about when it was received, the date of OIP's decision, the nature of OIP's decision, etc.	I looked up the appeal information on the Oracle spreadsheet and found the information that caller desired
3	(b) (6)		Caller wanted help understanding the FBI's NR response	I helped caller understand the meaning of the FBI's response

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: AVP
Date: February 9, 2016**

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know if he needs to notarize the Form DOJ-361 (cert of ID)	Advised that he does not need to notarize the DOJ-361
2			Wanted to know how to file an appeal with EEOC.	Advised that she should follow the instructions of the final response letter from her initial request
3			Wanted to know where to send the DOJ-361 Form. Trying to get records on an inmate transfer (her son)	I advised caller to send the request and DOJ-361 to BOP. Also provided a link to FOIA.gov
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 2/10/2016

Total Private Calls: 9

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Where to send address to FBI?	Informed caller he can send it to Marcel drive (he informed me that he spoke with a counselor of the day yesterday). Provided caller with FBI's requester service no.
2	(b) (6)		Cannot get on eFOIA; can we email him the response letter to (b) (6) ?	Discussed with CDT. As caller provided the same email address noted on the portal (and also his appeal no,) emailed Davita to send the final response letter to his email address.
3	(b) (6)		Called asking for status on his expedition request.	Checked Privasoft; as caller was not able to provide me information about which request he was asking about, I informed caller to call back once he has request no. (appears to be multiple nos. in the system under his name; and some might be a different requester (jr.))
4	(b) (6)		called asking for a status. Indicated he spoke to Laurie Day recently, who told him to wait a couple of weeks.	I informed caller that he could call the office back after receiving the ack letter (appears to be a delay in processing mail and he submitted the appeal a week or two ago according to the caller).
5	(b) (6)		Requests AG memo from 1977	Discussed with Laurie; apparently caller also emailed our office at approx. the same time as the call and the IR staff opened a request no. about this. When I called him back, he indicated he found it online, and would like to withdraw his request. I informed Laurie of this.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/11/16

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know whether the statutory time limits for answering a FOIA request also apply to DOJ.	Informed the caller that the time requirement under the FOIA also applied to DOJ as it applies to every federal agency. Caller also wanted to know whether the FOIA time requirement also applied to ADA claims filed with CRT. Informed the caller that they would not.
2	(b) (6)		Indicated that he wanted to submit an appeal over the Appeal portal but saw that it was going to be shut down soon. Wanted to know if there was a different way to submit it so it would not get lost in the transition.	Requester was from NPR. Provided the requester with my email address and told him he could submit the appeal directly to me via email. This appeared to be the easiest way to address his immediate concern during this transition.
3	(b) (6)		Caller spoke very broken English and was difficult to understand most of the time. From what I can gather, the requester filed a FOIA request with DTRA and was not happy with the response. He filed an administrative appeal and was still not happy (it was a NR). He went to OGIS and was not happy. He wanted advice on how to file a lawsuit.	Informed the caller that he has the right to file a lawsuit to seek judicial intervention but that I could not provide any advice on how to actually do that. Told the requester he should contact an attorney to assist him.
4	(b) (6)		Wanted to know how to make a FOIA request for complaints that he has filed with CRT.	Provided the caller with the contact information for CRT's FOIA office. Also informed the caller that he should submit a DOJ 361 with his request.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: February 12, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: access via the FOIA to publically-maintained documents	JMB called back and spoke with Caller about public inspection requirement under the FOIA. However, upon further discussion, Caller clarified that Caller seeks local city records. JMB advised that the Federal FOIA does not apply to locally-held records, and that Caller should check state's access laws. JMB also discussed how the Federal FOIA applies to USG agencies. Caller noted that Caller would call back with additional questions.
2	(b) (6)		Left v/m - question, re: 2006 lawsuit versus Chicago police department and the settlement agreement	JMB called back and spoke with Caller. Caller had a question about a CRT settlement concerning police department hirings in Chicago, IL. JMB advised Caller that JMB can only provide advice about the Federal FOIA, but did provide a general telephone number for CRT located on DOJ's website. Nothing further to do.
3	(b) (6)		JMB answered call	Caller seeks records about a Los Angeles County judge. JMB advised Caller that OIP Counselor can only provide information concerning Federal FOIA requests. Caller asked for telephone numbers for DEA and FBI, which JMB provided from foia.gov.
4	(b) (6)		Left v/m - question, re: seeks records for a non-profit organization called AIDS Healthcare Foundation	JMB called back and spoke with Caller. Caller seeks records for this non-profits and believes that HHS may have those records. JMB advised Caller that Caller might review the various HHS office on foia.gov. In addition, JMB gave Caller the general telephone number for HHS from foia.gov.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: February 16, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			AP-2016-00420(?)	Caller wanted status but left no name, number or contact info; also I couldn't quite make out the appeal number he asked about so I wouldn't be able to trace it back that way
2	(b) (6)		Caller indicated that he had sent a request in to Laurie Day, wanted status	I asked the caller if he had a request number, he said no. I then asked him what information he was seeking and he said that he was seeking info from BOP but that he had sent the request to Laurie. I informed him that if the request was for BOP information, we would have forwarded it to BOP. I have given him BOP's contact info and told him to call there
3			Wanted info from criminal division	Gave CRM FOIA Contact info
4			Asked for someone to look into two appeals that had come through MDR and are now sitting with ISCAP, claimed that ISCAP told him that FBI & DOJ were not releasing the info to ISCAP and ISCAP therefore could not move on it	Told him I would look into it. ISCAP Nos. 2008-006 (FBI) and 2006-026 (DOJ)
5				Called back left VM
6			Claimed fed agency that employed him had obtained information from another agency illegally, wanted to know if we would file a lawsuit	Explained to caller that OIP helps people looking to file FOIA requests, I could not help him with the filing of a complaint against government
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: February 17, 2016

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller is working on her thesis. She needs 50 cases in which the defendant had heavy involvement in violent video games. She asked how to submit a FOIA request for records on cases.	Advised caller to develop a list of cases about which she wanted to receive information (including name of defendant, location of court, and case number). Advised caller that under the federal FOIA, she would only be able to access records regarding federal court cases; advised caller that she would need to request records on state court cases under state FOIA/Open Records Acts. Suggested to caller that she review news articles to develop her list of his cases. Advised caller that records of federal court cases were available on PACER.gov. Advised caller to visit FOIA.gov and to review the DOJ Reference Guide on the OIP website for information on how to submit a FOIA request and where to submit her response; stressed that her FOIA request to EOUSA should include a list of cases about which she wished to receive records.
2			How to submit a FOIA request for records about himself.	Sent an email to requester with URLs for the DOJ FOIA Reference Guide and FOIA.gov
3			Requested information about a FOIA request made to the Criminal Division	Provided caller with the phone number for the Criminal Division's FOIA Requester Service Center

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		A (b) (6) client has received a Civil Investigative Demand (CID) for records pertaining to a False Claims Act case. Caller wished to confirm that any records release by her client in response to the CID would be exempt from disclosure under FOIA.	Advised caller that under 31 U.S.C. 3733(k), any information provided in response to a CID issued in a false claims investigation is exempt from disclosure under the FOIA.
5	(b) (6)		Caller feels that DOJ has not done its job to investigate actions taken against her by officials - she states that she is a whistleblower. She said that OIG had conducted an investigation of her complaints and told her to seek private counsel.	Suggested to caller that she submit a FOIA request to OIG for any records concerning herself and any records concerning the OIG investigation of her complaints. Told caller to submit a Certification of Identity with her FOIA request and referred her to the DOJ Reference Guide on the OIP website.
6	(b) (6)		The caller, a former FBI employee, received a response from the FBI to a first-party FOIA request. Those records contained a database printout with an incorrect date of birth. The caller contacted the FBI FOIA office re how to correct her date of birth in FBI records. The FBI FOIA office suggested that she contact OPM and our Office. How can the incorrect data re her date of birth be corrected?	Suggested to caller that she contact OPM concerning this error in her personnel records.
7	(b) (6)		Caller requested telephone number for Dep't of Education FOIA Service Center	Provided caller with the phone number for the Department of Education FOIA Service Center
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

**Counselor: AVP
Date: February 18, 2016**

Total Private Calls: 7

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted help to file a FOIA/PA request with Fort Hunter-Liggett Army Base	Provided the link to the Army base website http://www.liggett.army.mil/sites/local/home.asp .
2	(b) (6)		Checking on the status of his FOIA request filed with OIP	Informed requester that his request (2016-01625) is still pending
3	(b) (6)		Needs to file a FOIA request with OIP using the new FOIAOnline portal	Advised caller on using FOIAOnline
4	(b) (6)		Needed help filing a FOIA request with the Office of Inspector General (DOJ)	Gave caller the mailing address for OIG FOIA (he does not have access to the internet)
3	(b) (6)		Left a voicemail with number to call back	Called back and left a voicemail
6	(b) (6)		What do you do with an agency record from the 1960s that is illegible?	Spoke with LAD and advised caller that you can mark it as not responsive and scope it out
7	(b) (6)		Needed help finding the status of her Request with CBP.	Advised caller that CBP uses FOIAOnline and she can log on and track her FOIA request there
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 02/19/16

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to appeal Farm Service Agency employment determination?	Explained office function and gave Caller FSA's phone number.
2	(b) (6)		AP-2016-01177 status? And AP-2016-00511?	Caller called while I was on another call. I called back a few times and eventually left VM with our "it'll take a few weeks at least" pitch. Told Caller to call us back if he had any other questions. Also e-mailed CDT and RB to let them know that he had called on these two appeals.
3	(b) (6)		Status of AP-2016-01538?	Caller said that her son had not received an ack letter and wanted to know the status. Caller's son is incarcerated. I gave Caller the appeal number since it had been a few weeks since we had received the appeal. I explained the overall process to Caller and told her to call back if she wanted in a few weeks to get a more definite status on the appeal. I told Caller that since we had just received the appeal a few weeks ago, it probably would be a little bit before we issued a final response.
4	(b) (6)		Wanted to provide correct mailing address for Request No. 1344188-000	Caller didn't include a phone number in his e-mail to the main OIP address, otherwise I would have called him back. I checked in PS for both his name and the request number and we didn't have anything. That's an FBI number, so I sent back an e-mail telling him that he should contact the FBI with the updated address. I gave him the FBI's contact info from FOIA.gov.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 02/22/16

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Having difficulty with FOIAonline	I tried calling her back twice but both times it said the number was disconnected
2	(b) (6)		Wants to file a foia request to see if DOJ has investigated jail conditions in Dallas	I referred caller to FOIA.gov to obtain the contact info for the FBI's FOIA office
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CMB
Date: February 23, 2015

Total Private Calls: 8

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		LVM on OIP main line that was transferred to me. Called about HSBC mortgage and modification of loan and that HSBC later rescinded on an agreement to modify the loan as previously promised with a fixed rate loan. She wanted to know if she is linked to any of the HSBC DOJ investigations as a victim of financial fraud.	I told her that she called OIP and we implement the FOIA. That we cannot provide her with direct information, but if she would like to submit a FOIA request she can get more information at http://www.foia.gov/ and http://www.justice.gov/oip . I directed her to OIP's page because it list all the FOIA contacts for various offices.
2	(b) (6)		LVM on OIP main line that was transferred to me. He indicated that he wanted to discuss his loan at the art institute and specifically loan repayment. He said he was overseas in the military and to call his job.	I called both numbers and one was for a glass store and the other was for a jewelry store. Neither shop owners recognized the name. I listened to the voicemail multiple times and have the correct numbers. In his voicemail he also stated that he would call back. I did not get another call from him on this day.
3	(b) (6)		LVM asking about his son. His son passed away during an appendix surgery after suffering from complications. He has seen lawyers and wants to see if he can get information about the doctors using FOIA.	I was on a call when he was transferred to me. I called him back and got his voicemail. He called me back and I told him that the FOIA is a federal statute and he can request records from a federal agency. Then I lost the call. I am guessing his cell phone hung up or lost the signal. I tried calling him back a few times and only got his voicemail.
4	(b) (6)		He is an inmate who called to get a status of his request.	He left me a voicemail as I was on another call when he was transferred to me. I looked up the case and it is a BOP appeal that is currently assigned to JMB to gather background info. The request is still pending per JMB. He called back and spoke to JMB per M. McGuirk. He called again and I was on another counselor call.
5			A lady called because she needs to change her name and needs to get a background check or certification of identity letter from the FBI.	Based on her description and our conversation she said she wanted to file a FOIA request with the FBI, but it sounded more like she needed something non FOIA related. I provided her with the phone number for FBI FOIA [(540) 868-4500] and the FBI FOIA public liaison [(540) 868-4516] in hopes that they could direct her to the right FBI office.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 2/24/16

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know whether non-US citizens who are not located within the United States can submit FOIA requests.	Informed the caller that you do not need to be a U.S. citizen to make a FOIA request. Also informed the caller that FOIA requests can originate from outside of the U.S.
2	(b) (6)		Left VM. Indicated that she was trying to reach TAZ and that she had spoken to him earlier about the matter.	Sent TAZ an email with her contact information and requested that he let me know whether he wanted to call the requester back or if he would like me to.
3	(b) (6)		Wanted to know the status of his BOP appeal. AP-2016-01642.	Informed the caller that his appeal has been received and that we are awaiting background from BOP. Explained the administrative appeal process works. Caller asked whether he can continue to work with BOP to modify his request and resolve the issue - I informed the caller that he could.
4	(b) (6)		Wanted to make a request for records pertaining to himself at the DEA.	Provided the caller with the contact information to submit a FOIA request to DEA. Also provided the caller with the FOIA Public Liaison contact information in case he had further specific questions to ask DEA. Finally, discussed DOJ Form 361 and suggested that he attach this form with his request.
6	(b) (6)		Wanted to make a request for her background investigation done within the DOJ.	Informed the caller that those records would most likely be with the FBI. Provided the caller with the FBI's contact information and discussed DOJ Form 361.
7	(b) (6)		Left VM. Indicated that she cannot open a public account on FOIA Online due to the fact that she has a ".gov" email address.	Left VM. Thanked caller for alerting us to her problem and offered my email address as a means to submit her appeal and further gave my telephone number. Informed the Compliance team of the issue.

Call	Caller's Name	Phone Number	Question	Advice / Answer
8	(b) (6)		Caller wanted to know where to send a request for certain grants that he sees on the DOJ webpage.	Informed the caller that the three components that would most likely have grant information would be OJP, COPS, and OVAW. Caller stated that he already had the contact information for those offices and would do more research before making a request. Indicated that he may call back with additional questions.
9	(b) (6)		Left VM. Wanted information concerning fraud that may have occurred on his late wife's accounts (she passed away in 1991)	Attempted to leave VM. While I heard the VM greeting, it never allowed me to record a message.
10	(b) (6)		Left VM. Indicated that she has faxed in an appeal and wanted to know whether we received it.	Left VM. After looking for her faxed appeal, I informed the caller that we have not yet received it. Provided our fax number and asked that she send it to my attention.
11	(b) (6)		Wanted to know whether her client had to fill out a certification of Identity if she was making a FOIA request on his behalf (client is currently incarcerated)	Informed the caller that she will either need a certification of ID, a statement signed by her client under penalty of perjury or her client's notarized signature. Discussed why the cert of ID would be easiest as it is already pre-fillable and all her client would need to do would be to sign and return.
12	(b) (6)		Wanted to obtain medical records from 1992 that may have been a part of an FBI investigation that led to the federal prosecution of some doctors.	Provided the caller with the contact information to submit a FOIA request to both the FBI and EOUSA. Discuss the need to provide a Form 361.
13	(b) (6)		Wanted to determine the status of FOIA Request No. FOIA-2015-05507.	Informed the caller that the request was responded to on 9/17/15 via the portal. Caller indicated that they did not receive it and that it could no longer be accessed. Provided TRAC with an additional copy of the response after confirming with Laurie Day that it was okay to do so.
14	(b) (6)		Left VM. Wanted to check status of appeal.	Called about the status of AP-2015-02844. Appeal assigned to JMB. JMB indicated that he would call the requester back regarding the status and provide an estimated date of completion.
15	(b) (6)		Left VM. Stated that she wanted to determine the status of a FOIA request that she got a receipt for.	
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 2/25/16

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller left voicemail, and inquired about the disposition of a DRC review, giving request number 960602-001 and Appeal Number 004-1101. Says that he cannot find the information in the portal and that this case involves classified files. Caller complains about obstruction of justice by DOJ, and says that David Hardy informed him that this case would go to the DRC. Caller further said that FBI PR rep said that he should have been notified of the disposition of the case.	Checked with RRK who said that the first number given could be an RBI request no., but we do not have anything for that number in PrivaSoft. The second number given by the requester bears no resemblance to any numbers we are familiar w/. Per RRK checked w/ SRO to see if we should reply and how we should reply. Per SRO, emailed a response via Admin/no-reply account saying that the person needs to tell us who he is, what request/appeal/DRC he is calling about, who the requester is, and provide proof that he is representing the requester.
2	(b) (6)		Caller left voicemail saying he was calling about getting some information.	Left voicemail asking him to call back to discuss.
3	(b) (6)		Caller asked for the status of AP-2015-06010	Informed caller that the response went out around 2/10, and caller found the response as we were talking and was all set.
4	(b) (6)		Caller said that he never received an acknowledgment letter for an appeal he sent in for request no. 1339053-000.	Because I could not find an appeal of the decision of this request in our system, I recommended that the caller resubmit his appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: February 26, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: submitting a FOIA request	JMB called back and left v/m for Caller, advising that Caller might check foia.gov for assistance on where to send a FOIA request.
2	(b) (6)		Left v/m - question, re: status of AP-2016-00592	JMB called back and left v/m with status (submitted for review, and pending signature).
3	(b) (6)		Left v/m - question, re: administrative remedy ID	JMB called back and spoke with Caller. Caller contacted BOP SERO directly and obtained information sought (no further action required).
4	(b) (6)		Sent e-mail to doj.oip.foia - re: status of FOIA request (13279710)	JMB called back and spoke with Caller. Caller indicated that JMB could disregard e-mail (no further action required).
5	(b) (6)		Left v/m - question, re: obtaining information from DOJ	JMB called back and spoke with Caller. Caller seeks records concerning active U.S. bank trustees. JMB provided contact information for EOUST (e-mail and telephone number) because it appears to be the correct DOJ component. Caller also asked for general address for FOIA request made to DOJ and JMB provided e-mail address for the MRU
6	(b) (6)		Left v/m - question, re: seeking FOIA form to send FOIA request to DOJ	JMB tried to call back, but call could not be completed as dialed.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: March 1, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanting to apply for money that sits with DOJ, defendant Johnson and Johnson, 2.2B dollars.	Called back, left message. Doesn't sound like FOIA, so our office can't really help with getting settlement money.
2			Appeal status. AP-2016-01234	4-6 weeks.
3			Writing a book about former AG Elliot Richardson, seeking a copy of the official photograph. 1970s.	We would be the best place to submit this kind of request, and we've processed similar requests in the past.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: March 2, 2016

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants copy of Guide	Directed caller to online Guide but he said he didn't have access. He said he's on a brigg and with Navy so I told him to try the FOIA office at Navy to see if they could provide him with a hard copy since we do not have any more.
2	(b) (6)		Wants to submit request re: plea agreement	Found information so no longer needs assistance
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 03/03/16

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		I don't really know, but Caller wanted me to e-mail the IRS and state of MI FOIA contact info to her	This was a very confusing call. Caller was calling about "pure justice" and "pure government" and I didn't really understand what she was talking about. I explained our function to Caller several times, but I couldn't say if Caller understood that or not. Caller eventually asked specifically that the IRS and state of MI FOIA contact information be provided to her in e-mail. This call was taking a while (over twenty minutes), so I reiterated our function (and then specifically tailored it to address both the MI FOIA and IRS FOIA issues), but said that I would e-mail her the IRS contact info and my best guess at the MI FOIA info. I subsequently sent along the IRS contact info as posted on FOIA.gov, as well as the link to michigan.gov and the main telephone number listed there. Note: Just adding a note a few days later to state that I haven't heard anything back from this Caller, so I assume that is what she was looking for.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: March 7, 2016

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Her firm represents an SEC-registered investment advisor. In an SEC response to a third party FOIA request, the SEC released a 12/2010 letter that it sent to USAO (EDNY) concerning an investigation of her firm's client. Her client (which had not been aware of the USAO investigation) wanted to know what could be done about this release to a third party and what could be done to prevent future releases of such information.	Discussed the provisions of 5 U.S.C. 552(b)(6) & (7)(C), which protect privacy interests; advised caller that she needed to contact SEC (with a cc to the USAO) concerning the release of the 2010 letter- but noted that since the letter has already been released to a requester, the effect of such a letter might be limited to preventing additional releases of the letter
2	(b) (6)		Needs a copy of the response letter for his appeal (AP-2014-00393). Refused to provide phone number or email address - said he gave that information to us before.	(b) (6) had previously called the FOIA Counsellor line on 12/15/2015, no notes re email address or phone number. Looked in his appeal file - no email address or phone number. Sent copy of response letter to (b) (6) by U.S. Mail.
3	(b) (6)		Asked what would happen to his original FOIA request to the FBI if he withdrew his administrative appeal. Asked how he could get guidance on how to reformulate his request.	Told the caller that since more than sixty days have passed since the FBI denied his request, the withdrawal of his administrative appeal would mean that the FBI's decision would be final. Gave the caller the telephone number for the FBI Public Liaison and the FBI Requester Service Center

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		Wants to know where to file a FOIA request to obtain a copy of records he had previously submitted to DOJ with a complaint concerning local police misconduct. He did not remember which component he had sent his request to (a search of eFOIA did not show that he submitted his request to OIP).	Told the caller to go to FOIA.gov, told him where to find addresses for DOJ components, suggested that he review the list of DOJ components to prompt his memory as to where he had sent his prior complaint, and suggested that if he did not recall where he had sent his complaint, to make a FOIA request to Civil Rights since that components handles a large share of the police misconduct matters for DOJ
5	(b) (6)		my vocal rights have been violated , concerning disability, I can not recover my records till the day it started, also o feel corruption is involved , I had my check taken from me without sue notice nor without notice, they gave it to a payee, I have saw changes of record and have document to back this. I have my original judges ordes, they done reconsiderations over 8 times after that without my knowledge, there has to be someone to help me	responded by email, informing (b) (6) of the functions of OIP and the FOIA and advising him that we were unable to identify particular records that he may be seeking
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 8, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: USPS FOIA request	JMB called back and spoke with Caller and provided contact information for USPS FOIA Office (to make status inquiry).
2	(b) (6)		Left v/m - question, re: FOIA request for information seeking records, re: DOJ settlement	JMB called back and spoke with Caller and provided contact information for Civil and Criminal Division from foia.gov
3	(b) (6)		Left v/m - question, re: FOIA request to the Civil Rights Division	JMB listened to message, in which Caller seeks information about a FOIA request submitted to CRT. JMB has no way to contact Caller directly and will await a call back from Caller.
4	(b) (6)		Left v/m - question, re: status of appeal of FBI request no. 1242115	JMB confirmed that this is AP-2015-06030 (RCS) and is pending. JMB tried to call back to Caller at number provided but calls were unable to be completed as dialed.
5	(b) (6)		Left v/m - question, re: making a FOIA for records concerning himself	JMB called back and left v/m for Caller to check foia.gov for information about making a FOIA request.
6	(b) (6)		Left another v/m - same question as listed above	JMB called back and assisted Caller with navigating foia.gov
7	(b) (6)		Left another v/m - re: violation of the FOIA (?) - his ex-wife used his military discharge and security clearance determination as evidence against him in a state child custody case (without a subpoena)	JMB called back and spoke with Caller. Caller has questions, re: litigation and reporting criminal activity. JMB discussed with Caller and advised Caller that OIP FOIA Counselors can only provide guidance, re: Federal FOIA. Caller indicated that Caller also has questions about the Privacy Act and JMB provided link to Privacy Act on OPCL's website and OPCL's e-mail address for questions via e-mail address on OPCL's website.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RRK
Date: March 9, 2016

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to know if there was any more recent guidance regarding the settlement privilege beyond the 1985 guidance on OIP's website	Told him that all of our public guidance was on the website and that there was nothing beyond that
2	(b) (6)		Asked for status in AP-2016--00511 and AP-2016-01177	Gave status
3	(b) (6)		Wanted to know where to get forms to get her "felonies filled" (I asked twice what she was asking for)	I explained to her what OIP does and she said that she wasn't looking to request document from the federal government
4	(b) (6)		Wanted info from BOP	Gave BOP Contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: March 10, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		asked questions about USCIS's FOIA request form and what to put in the boxes	I advised her to describe the records she seeks as best she can
2			Caller wanted to know why her grievance/complaint was being investigated by the very agency she was complaining about	I explained the function of this Office and she didn't actually have a FOIA question
3			What to do when an agency is totally unresponsive to request?	Caller said they called and left voicemails four times over three months and have heard nothing back. Simply wants a status update. I told caller he could submit a compliance inquiry through our office and helped him find the information on our website to do so.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 03/14/16

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to make a civil rights complaint about her local police department	This was a long call as Caller went over her entire situation before I could get a word in. Caller ended up wanting to make a civil rights complaint about her local police department. I explained OIP's function to Caller and then confirmed (as much as I could) that Caller was actually attempting to make a complaint to DOJ (rather than her local state government (Caller was calling from OK)). After confirming this, I gave Caller the Civil Right Division's phone number for the public (for complaints) as listed on their website.
2	(b) (6)		Someone hacking cell - wants to make a complaint and wants to make a FOIA request to the FBI	Caller initially discussed his claims that his cell phone was being hacked. Caller informed me that this hacking stopped after he called the White House and spoke to Bernie Sanders who ordered the hacking to stop. Despite being a little confused, Caller then clearly stated that he wanted to make a FOIA request to the FBI for information on his cell phone because he thought that the FBI was the entity hacking his phone (pre-Bernie Sanders stopping it of course). Because of the nature of the call, I spoke with Caller a little about what the FOIA was and then, after confirming that Caller was actually talking about making a FOIA request (and not some other request for assistance), I gave Caller FBI's contact info from FOIA.gov.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: JMB
Date: March 15, 2016

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Left v/m - question, re: status of FOIA request no. 1341122	JMB called back and spoke with Caller. Caller indicated that she learned that she needs to call the FBI Requester Service Center telephone number for an update (no further assistance required).
2	(b) (6)		Left v/m - question, re: FW denial in which agency response letter provided 35 days to submit administrative appeal - does that mean 35 calendar days??	JMB called back and spoke with Caller. Caller is appealing a Department of Education FOIA determination, and wanted to know whether Caller has 35 calendar days or 35 working days to appeal. JMB advised the agency's FOIA regulations would govern and that Caller should check the Department of Education's FOIA regulations for further guidance (no further assistance required).
3	(b) (6)		Left v/m - question, re: status of AP-2016-01498	JMB checked Privasoft. CDT signed appeal response and advised that Admin Staff would send out response in the next day or two. JMB called back and spoke with Caller, and advised response signed and should be transmitted within a day or two.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MTC
Date: March 16, 2016

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Rec'd a call regarding a request they made 2 years ago and was given a return number that was out of service	Subject of request was a state's Air National Guard, so I gave her the contact info for DOD - Air Force FOIA public liaison
2	(b) (6)		Wanted to make a FOIA to USMS but wanted to make sure it was correct component of DOJ	Gave him contact info
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: March 17, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		where to send request for info re: Ivy Bridge investigation	Civil Division led that investigation so I gave Civil's contact info and directed caller to FOIA.gov
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Timothy Ziese
Date: March 18, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		How to use Soldier-Sailor Act.	Spoke with caller. Said that this Office deals with FOIA requests for documents from the federal government, and we don't have any expertise or knowledge of how that federal law operates.
2	(b) (6)		Talked a few weeks ago about request for picture of Elliot Richardson. Submitted request on March 1. Haven't heard anything yet!	Checked, and the request (DOJ-2016-000344) is with Debra Moore. She agreed to contact the caller.

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		<p>NYPPost Reporter. Working on a story about a cold case from 1984. As background, the San Francisco Police were notified by CODIS (FBI) of a hit in a DNA database regarding a notorious serial killer case. Reporter has an on-the-record quote from a homicide inspector as to the name, but wants the FBI to confirm it. (SFPD won't do it, citing public safety.) Caller wants to request all names in CODIS as of 2012. Can he do that?</p>	<p>Spoke with caller. Said that this is definitely a valid type of request, and that a request for CODIS records should be made to the FBI. Provided contact info for them. He asked if there was a specific form, and I said no, just that his request needs to be reasonably described. He asked if it was likely he would get records. I said that, of course, I can't prejudge his request, but there were two big potential pitfalls he could run into. FBI only has to provide documents that already exist, and so if he is asking for a 2012-vintage CODIS list, it might not be a record the FBI still maintains. Second, and more importantly, the government as a whole, and particularly law enforcement components such as the FBI, generally don't release information about private individuals absent proof of death, consent, or the articulation of a FOIA-public interest in knowing that the federal government is up to. Absent those, it is quite unlikely he would obtain the record he seeks. He asked if he should attach FOIA public interest docs to his request (including former articles by him), and I said that would be a good idea. FOIA professionals, like most people, probably can't call to mind critical details of a 32-year old cold case from San Francisco, so it wouldn't hurt for him to try to educate the reader about his claimed FOIA public interest.</p>
4			<p>Been having trouble with Sprint. (Sketchy line items on his bill.) Has already made a complaint with the FCC. Believes that Sprint is required under federal law to let him know what each bill line item means. Is this something he could get from Sprint through FOIA?</p>	<p>FOIA only applies to records maintained by federal agencies, and not to private entities such as Sprint. And so you can't make a FOIA request to Sprint, or make a request to the government for records maintained by Sprint. But if you think the FCC maintains documents you seek, you can absolutely make a FOIA request to the FCC.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Jessica Farace
Date: 3/21/2016

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		question about a petition; made a FOIA request to this office	No call back no. provided
2	(b) (6)		Caller wanted me to let Bobby and Matt Gardner know he is trying to reach them	I passed that information along to Bobby and Matt, and Bobby informed me that he spoke with the caller.
3	(b) (6)		Caller stated that he should have received his FOIA appeal response letter (AP-2016-01498) via email.	I checked and it looks like the appeal response letter (closed out as untimely) was sent to wrong email (.net v. .com) informed admin of this.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: ADF
Date: 03/23/16

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		FOIA request status and threatens to file suit in 21 days	I could not understand what this Caller was asking. Caller was initially calling about the status of his request. I informed Caller that we didnt have anything from him. Caller then told me that's becuase he didnt submit a request. So I explained to caller that for FOIA, he had to submit a request. He then said that he did submit a request. We circled around that for a while. Caller then kept trying to confirm our e-mail address (DOJ.OIP.FOIA@usdoj.gov), but whenever I read it to him, Caller would read it back to me correctly and then ask what the "DLC" stood for in the e-mail address. I dont know why. I explained to Caller that there was no "D" or "C" in the middle part of the address and he confirmed that he understood that, but then asked what it meant. Caller also kept asking "what the policy would be doing with his request." I didnt know what that meant and informed Caller of that, at which point he said that he understood, but then asked it again. Caller then said he would be filing a lawsuit if he didnt receive a response. I re-explained that he needed to submit a request if he hadnt done so already in order to get a response. He said that he would, told me that we were delaying cancer research, and then hung up.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: March 23, 2016

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		The NAACP is looking into setting up a mentorship program at an elementary school in Connecticut -where can they get information (test scores, absenteeism, etc.) about that school	Recommended that she contact the school and/or the school board; there may be a FOIA or public records act in Connecticut covering such records
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Timothy Ziese
Date: March 25, 2016

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Got deported 10 years ago, and wants records from immigration court. How to get them?	Said that it sounds like EOIR might be a good place to look. I provided email, mailing, and fax contact info, and suggested he include a DOJ-361 (he apparently already found that document - he volunteered the "361" designation).
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 3/29/2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Appeal Status	Told R that his appeal had been submitted for review and it would probably be 2 to 3 weeks
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CMB
Date: 3/30/2016

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		She wanted to submit a FOIA request to USPS. She was on their website and wanted to know how to submit it.	I was on the website and was not able to figure it out. I told her she should contact the FOIA Public Liason for USPS that was listed on the website.
2	(b) (6)		She called about AP-2014-01461. It seems as if she never got a final decision response although it closed in April 2014.	I called CDT to ask how to handle. I then sent PJ an email with the final letter advising her to re-send it out to the caller. I confirmed her address and also cc'd SRO.
3	(b) (6)		He called to check on a clemency application for a friend in prison.	I told him this was OIP and we handle FOIA matters and then provided him with the Pardon Attorney Office number - 202-616-6070.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Jessica Farace
Date: 3/31/16

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		question about narrowing requests	Caller wanted to know about the narrowing of requests, I directed the caller to the DOJ Guide to the FOIA (procedural requirement section); informed caller (who would not at first tell me whether she works for fed government) that we cannot provide legal advice to private callers.
2	(b) (6)		Caller stated he applied for a job with a government. Can you make a FOIA request for an interview?	Caller indicated he works with Dep't of Labor, but seemed to be asking this question for personal reasons. I directed the caller to the procedural section of the guide and informed caller that a FOIA request can be made for agency records.
3	(b) (6)		How to submit a FOIA request to the FBI for a non-living foreign national?	I directed the caller to FBI's website and also provided caller with FBI requester service no.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 4/1/16

Total Private Calls: 2

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller left voicemail saying that this office emailed her evidence to a "bogus email account" and that she needed it sent to her via mail. Caller also listed a lengthy string of incoherent complaints in the voicemail.	When speaking to caller, she kept on asking for her evidence and where her evidence was, and I explained that this office deals with the FOIA, that we adjudicated her appeal, and that we could resend the final response to her mailing address. She confirmed that she wanted the response mailed to her as she was locked out of her email account. She also wanted the contact information for the general Civil Rights Division office, which I gave her. I asked PJ to have the response mailed to the address we had for the requester/caller.
2	(b) (6)		Caller left voicemail saying that she needs the oaths of office of 11 employees of the US District Court for the District of Oregon	Confirmed with caller that she was trying to submit a FOIA request for this information, and I recommended that she submit her request to EOUSA. Provided caller w/ email address for submitting requests in addition to its FOIA office phone number.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Matt Gardner
Date: 4/4/2106

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of her appeal 2015-04713	Her appeals was closed 02-09-2016 and was affirmed. I am going to send her a copy of the response letter.
2			How does she get information from the airforce	I directed her to FOIA.gov on how to submit a request to the USAF.
3			Where should she send her administrative appeal	First I verified that it was a DOJ appeal and it was - then I gave her our mailing address and instructions on how to submit an appeal through foiaonline.
4			Appeal Status - DOJ-AP-2016-000366	Still with the attorney for adjudication - I told the caller that our average processing times for last year were about 60 working days for each appeal.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: DRC
Date: 4/5/2106

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Status of DOJ-AP-2016-000314	I told caller that it would probably be at least three weeks since the appeal is still with the line attorney
2	(b) (6)		Needs help filing appeal through portal	Since caller's computer was not cooperating she decided to just email her appeal
3	(b) (6)		Online portal trouble - only showing cancel or preview	Helped caller through the process. She had to click preview and then the submit buttons appears.
4	(b) (6)		Looking for a BOP report re: adequate health care	Found it via Google on OIG's website. Gave caller the link to OIG's webpage.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: MWH
Date: 4/6/16

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		left VM. Wanted to discuss an appeal that I signed - AP-2016-00384 - which remanded the request to FBI for a search.	Left VM. Provided the caller with my contact information to call me back if she wanted to discuss the appeal. Also provided the FBI telephone number if she wanted to determine the status of that remand.
2	(b) (6)		Left VM. Wanted to make a request to DEA.	Attempted to leave a VM, but the mailbox was full and would not accept messages.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: Lindsay Roberts
Date: April 7, 2016

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wants results from his polygraph test from ATF	Gave him contact info for where to submit a request to ATF
2	(b) (6)		He owns a company that extradites inmates. The sheriff's office in Indiana says they need to be certified through DOJ, trying to find out what this is.	Explained that we handle FOIA, told him to look on the website to see if there's anything that might lead him in a better direction, but I'm not familiar with who would handle whatever he's talking about.
3	(b) (6)		Where to submit a request to the Office of Special Counsel	gave the contact info
4	(b) (6)		FOIA request question. N.D. Ohio - 2006 voting rights act case in NE Ohio - would he get additional records beyond court documents by submitting a FOIA request	Gave him contact info for EOUSA. Explained that if the agency has records beyond what is in the court documents, and you articulate the request to include any such documents, then EOUSA would have to search for and process any responsive documents (exemptions are a separate issue that may limit available material, but the records would be processed).
5	(b) (6)		husband submitted a request to FBI search only pre-1969 records but he wants to see if there are other records. What can they do?	I said they could either appeal the initial response if they think that the FBI did not conduct a complete search, and/or submit a new request. The FBI will conduct a reasonable search based on how the records are described (for instance, if it asked for pre-1969 records, the FBI would limit its search, but if you specifically want to see if there are more recent records, you could submit a broader request). I provided instructions for making an appeal on FOIAonline, or explained they could submit a new request if they think the first one did not sufficiently describe the records.
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Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: Timothy Ziese
Date: April 8, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to get a copy of medial records from 9/11 victims' compensation fund. Wanted to know some general info about it.	I checked the website (vcf.gov), and apparently it's within the Civil Division of DOJ. I provided contact info for Civil FOIA, and said that the caller would need to provide some sort of Cert of ID or equivalent. Provided info on finding DOJ-361 online, and caller seemed satisfied. Caller asked for how long it might take to get the records, and I said that I didn't know re: his specific request, but I did provide the average response times for Civil from the annual report FY15. He said that he needed really only one form, and I said that he could definitely cabin the scope of his request if that's all he needed.
2	(b) (6)		Calling to see if she could get info regarding a case. Has a case number and a court docket number. Wants to know outcome of the case. Says her personal information was used....?	Called back, left a message asking her to call back.
3	(b) (6)		G-639. Trying to obtain copy of husband's deportation papers. DC was the place they said she should make request to. Did we receive it?	Spoke with caller, and eventually found that she made request to US Customs and Border Protection (DHS). I provided requester service center phone number for CBP
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/11/16

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Wanted to make a request for documents concerning a pardon - indicated that he had found some docs on proactive disclosures part of FBI website	I gave Caller an overview of how FOIA works generally and then gave him Pardon and FBI contact info for making requests (Caller asked). Also directed Caller to FOIA.gov for info on FOIA generally and contact lists. This was actually a long call as Caller basically read a lot of the FBI doc that he had to me on the phone.
2	(b) (6)		Status of FOIA requests - (DOJ-2016-000320, 000321, 000322) & Caller can't see status when viewing them	Gave Caller status (pending) and checked with MG re why she can't see status while viewing them. MG advised that it is because system thinks she's not logged-in, so make sure that she is logged into account properly. I relayed this to Caller and she said that she would try to long-in again and see if that fixed anything. Caller called back later in the day and said she was still having issues. Asked MG again and he checked and realized that the requests had been exported, which I learned happens when we route misdirected requests. Reached out to ST (per MG) to see where the requests were routed and discovered that they had been routed to ENRD. Obtained a copy of the final OIP letter and sent/re-sent to Caller by e-mail. Called back Caller and gave her ENRD's contact info and explained how FOIA works at DOJ (need to direct to component which has records).

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		Case law that says that agency doesn't have to conduct a search if they know records don't exist?	This came in by e-mail and the person was a member of the Hawaii Office of Information Practices. I called their office back directly because to try to explain the federal v. state FOIA concept to them over e-mail seemed difficult/it seemed like it might be better to explain it over the phone. I ended up leaving a message with their office because no one would answer the phone despite multiple attempts. Caller eventually called back and I explained the above to her. Caller informed me that her office was in charge of administering the Hawaii FOI law and that the Hawaii FOI law directed her agency to look to the federal statute and federal case law when there's nothing on point in their state materia/case law. Going off this, and qualifying it with the general fed law differs from state law/OIP function/etc., I directed her to the Guide, specifically FN 189 of the Procedural Section and briefly discussed that concept with her.
4			Wants information on a federal prisoner	This came in by e-mail and I responded by e-mail because this individual didn't list a phone number. I approached this carefully because I didn't know the relationship between this individual and the subject. So I just responded with our function language and then I gave her BOP's contact info as listed on FOIA.gov. in case she wanted to make a FOIA request.
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: ADF
Date: 04/12/16

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wanted a "complete background check on everything"	I went over OIP's function with Caller. Caller said that he was actually trying to make a FOIA request to the FBI for records re self and wanted to know how to do that. I explained the general FOIA process to Caller and then read him the FBI's contact info as listed on FOIA.gov.
2	(b) (6)		Caller was angry because her requests were routed somewhere and OIP is not responding	After calming Caller down, I was able to figure out that her requests were routed to EOIR. She received a letter from us telling her that, but she was confused as to what it meant. I explained that DOJ has a decentralized FOIA process/each component handles request/etc. and then gave her EOIR's contact info and informed her that she could call for status update. I told Caller to call me back if she had trouble reaching someone there.
3	(b) (6)		Quick request for main DOJ address - Caller wanted info from DOJ, but couldn't really articulate what she was looking for (per Caller) or which office would have it.	Gave Caller a quick overview of FOIA and then gave her MRU's address because she didn't know what she was looking for or where she was looking. Quick note on this call - it came in by way of a message from the front desk which couldn't make out her name. I also couldn't make out her name or even hear her very clearly, so that's why there is no name listed here. This was a very quick call and I called Caller back based on the message we received, so this is definitely her number if we need to reach her in the future.

Call	Caller's Name	Phone Number	Question	Advice / Answer
4	(b) (6)		Caller ultimately wanted to make a FOIA request	<p>Caller talked for a while about what he was looking for, but I was unable to make much sense of it. I spent a while listening while Caller went over all that he was looking for mixed with arguments about how the system is broken, etc. and how federal employees are great. There was also some mortgage fraud arguments mixed in there. I eventually told Caller OIP's function and explained the FOIA generally to him. I attempted multiple times throughout this phone call to narrow down what Caller was looking for, but Caller was very verbose. I ultimately decided to give Caller MRU's contact info, figuring that if he wrote this all down instead of trying to relay it over the phone, it might be better for all parties involved. I then e-mailed MRU's contact info to Caller b/c Caller asked me to do so and, considering that simple request took the form of a 3--4 minute dialogue, I decided that to write it down and e-mail is might be quicker.</p>
5	(b) (6)		Wanted to talk to AG Lynch and ask her to review a traffic ticket Caller received	<p>I discussed fact that DOJ is fairly large with Caller and spoke to her about the fact that there were different offices and that I couldn't transfer her to the AG. Caller wanted someone to review her traffic ticket and subsequent seizure of her car. I explained our function to Caller. Caller apparently focused on the "documents" part of my function description and said that since we handle documents, we must have been involved in issuing a statement that she saw saying that DOJ discouraged prosecution of indigent people. I again explained our function to her. She then asked if I could send her the above described document. I explained the FOIA process. At the end, Caller stated that she didn't want to make a FOIA request and wanted substantive help. I re-re-explained our function to Caller.</p>

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: April 13, 2016

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		calling for status of his FOIA appeal - (DOJ-AP-2016-000286). Caller requested a response by email.	provided status by email
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: Jessica Farace
Date: 4/14/16

Total Private Calls: 6

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Had a question about a local school matter; does FOIA apply to that?	Informed caller that our Office only concerns the Federal freedom of information act (access to records maintained by certain federal agencies) and that to the extent she was seeking local/state records, this Office would be unable to assist her.
2	(b) (6)		Left v/m; Asked if we could suggest a legal remedy for a certain suit against a Raleigh art museum.	I did not return this call as this is not a call about a FOIA matter.
3	(b) (6)		Representing a client on a civil case in litigation; needs to obtain criminal records on a deceased individual; how to go about doing that?	Informed caller we do not provide legal advice to non-gov. callers. Also informed caller about FOIA.gov; informed caller she can call FOIA requester service no. of agency/component for more detailed information, but she can provide "proof of death" if seeking records on a deceased individual.
4	(b) (6)		Caller left a v/m; indicated she received an appeal letter, but there was no client's name. What is the client's name?	No call back number was provided; unable to return call.
5	(b) (6)		Emailed about a DEA matter; asking for legal advice.	After speaking with CDT about best way to respond, emailed caller that "This Office received two emails sent by you on April 12th (including the email with the attachment). In response to your emails, this Office does not provide legal advice to private callers. You may wish to consult with your own attorney about this matter."

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: RCS
Date: 4/15/16

Total Private Calls: 5

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		Caller wanted to find out how to file a complaint about a HIPAA violation	Informed caller that this office focuses on the FOIA, but that he could consult the DOJ Action Center as an initial starting point.
2	(b) (6)		Caller wanted to submit a request about an OSHA investigation and said she was told by OSHA that they would not give her the information because the witnesses in the investigation requested confidentiality. However, the caller had not submitted a FOIA request and was told this when she said she wanted to submit a request.	I told the caller that she could still submit a FOIA request to OSHA and go through the agency's appeals process should she be unsatisfied with the response. Caller asked whether each agency had its own rules about the FOIA exemptions, and I said that the exemptions were supposed to be applied consistently across the government.
3	(b) (6)		Caller left voicemail which was unclear, as he said he was trying to get something from the NLRB under the FOIA and wanted to know if he has a letter he can sue over. He provided an OIP appeal number (AP-2014-01463) and request number OIP-14-0106-F, said that the letter he had was dated 6/4/14, and asked if "there was a statute of limitations on the letter."	Left voicemail for caller saying that I was unclear on what exactly he was seeking, but said that I was not aware of any statute of limitations associated with our appeal responses, and that those responses were the final responses to appeals of decisions on FOIA requests. Explained that if he was seeking information on a statute of limitations in another area of law, that was outside of this office's area of expertise.

**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: CMB
Date: 4/18/16

Total Private Calls: 4

Call	Caller's Name	Phone Number	Question	Advice / Answer
1			She adopted a son from S. Korea who is now applying to college, but she has misplaced his naturalization paperwork. She called a DOJ office in Texas, but the number has been disconnected.	I told her that this was OIP and that we develop FOIA guidance and assist with implementaion of FOIA law and policy. I also told here that if she is seeking to file a FOIA request to obtain information or paperwork she would likely want to contact her local USCIS.
2	(b) (6)		He called wanting to submit a FOIA request seeking trial records on Federal cases he handled.	I told him that since he is seeking Federal trial records, he should submit his FOIA request to EOUSA. I gave him the number (202-252-6020) and the email address (USAEO.FOIA.Requests@usdoj.gov).

Call	Caller's Name	Phone Number	Question	Advice / Answer
3	(b) (6)		<p>She wanted a list of the organizations pending FOIA requests at DOJ because they are doing an internal audit and would like to possibly close request they are not interested in anymore. The requests were likely filed by (b) (6) or (b) (6).</p>	<p>I talked to VRB about this and she suggest I send this inquiry to LAD. I told (b) (6) that someone from our office would call her back and that since DOJ is decentralized we would only be able to assist for the office we process for. I then sent LAD the following email: Laurie – I got a call from (b) (6) at American Bridge. She stated that American Bridge was conducting an internal audit and would like to get a log of open request for DOJ. I advised her that we are decentralized so we would not be able to account for open requests the organization has in other components, but that I would check to see what they might have open for OIP and the Senior Leadership offices. I told her someone in our office on our IR staff would get back to her.</p> <p>I searched FOIAonline for American Bridge and located 13 matters (a few are closed). But for the ones that are open, it appears she would like a log of the open requests to go through and close out any requests the organization is no longer interested in. She also mentioned that they would likely be requests submitted by (b) (6) (b) (6). All of our requests have been submitted by (b) (6).</p> <p>I talked to Vanessa about this briefly and she suggested I send this to you.</p> <p>(b) (6) phone number is (b) (6)</p>
4			<p>She inadvertently sent documents to this office at our fax number. She wanted to know if we got it because the records are sensitive.</p>	<p>I was unable to locate a fax and all admin staff departed for the day. She will be calling back tomorrow morning.</p>
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: SRO
Date: 4/19/2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		His wife is a federal employee and a local government released some of her personal information such as SSN. Was it legal for the locality to do that?	I told the caller that I cannot provide legal advice and that he should consult with an attorney. I did note that the Privacy Act pertains to bad releases by federal agencies, but he would have to check with an attorney regarding what laws might apply to a release of such information by a local government.
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Counselor: JMB
Date: April 20, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		E-mail question to DOJ.OIP.FOIA - Hi my name is (b) (6) I need to get my criminal record with the fbi ,I want to apply for citizenship and I need to check my record can you tell me how to do it and the form I need please.	JMB's response via e-mail - I have enclosed the following website link to the FBI's FOIA website which discusses how to send a FOIA request - https://www.fbi.gov/foia/requesting-fbi-records I have also enclosed the following website link to a sample FBI FOIA request letter - https://www.fbi.gov/foia/sample-fbi-foia-request-letter If you have additional questions, please contact the FBI directly at 540-868-1535, or using the information in the following website link - https://www.fbi.gov/foia/contact-the-record-information-dissemination-section-rids
2	(b) (6)		Left v/m - Caller has FOIA questions, and was trying to reach Melanie, but was forwarded to FOIA Counselor	JMB called back and left v/m seeking clarification on
3	(b) (6)		See above	JMB spoke with Caller. Caller wants to a make FOIA request to FEMA for records concerning a FEMA claim. JMB directed Caller to the following website - https://www.fema.gov/freedom-information-act - and advised Caller to call back to OIP with any additional general FOIA questions.
4	(b) (6)		E-mail question to DOJ.OIP.FOIA - I'm not looking for legal advice, per se, but for the Office of Information & Policy to instruct DEA to comply with the Order of the Court. This was a FOIA case and the DEA did not follow the Court's Order on settlement conditions. This is your responsibility to keep DOJ components in line and compliant with the FOIA.	JMB's response via e-mail - (b) (6) : OIP has no authority to compel DEA to take action in compliance with a Court Order, or follow a Court's Order on settlement conditions. Sincerely, Jonathan Breyan FOIA Counselor of the Day 202-514-3642

Office of Information Policy

FOIA Counselor Notes

Private Citizen Callers

Counselor: James Davis
Date: May 12, 2016

Total Private Calls: 1

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		She and her husband received records in response to a FOIA request to the Dep't of Labor. He had filed a suit under USERRA against his former employer, Morgan Stanley. Morgan Stanley also filed a FOIA request for records concerning her husband. The records that were released to Morgan Stanley were released with significant privacy information (including Social Security numbers) unredacted. The caller wants to know what she can read about FOIA and what should have been released under (b)(6).	Provided the caller with the URL for the DOJ Guide to the FOIA and suggested that she review the chapter on Exemption 6
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Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: James Davis
Date: May 31, 2016

Total Private Calls:

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)		requested status on her request; narrowed request (because she already had the 4/1/2016 letter to HOGGR)	provided status
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**Office of Information Policy
FOIA Counselor Notes
Private Citizen Callers**

Date	Staffer	Caller's Name	Number	Question	Answer
5/3/2016	CMB	(b) (6)		She wanted to know why she has not received a response from the AG after sending a letter dated December 21, 2015.	Based on our call, this appears to be citizen mail not a FOIA request. She was writing the AG about a zoning issue in which she sent a FOIA to the Department of Agriculture and they have not yet responded. I told her I could not give her legal advice, but that to the extent she filed a FOIA with Department of Agriculture, she needs to contact them regarding her request, not DOJ. I also told her that I did not locate a FOIA for the AG being processed under her name here. She sent her letter to the main DOJ address. I reached out to DRH/LAD to see if they have a contact number I could provide her regarding her letter to the AG.
5/3/2016	CMB			She was calling about the status of her request submitted on March 23, 2016 on her behalf by Claire Demarco at the Harvard Law Library. She wants to clarify a part of her request and prioritize parts of her request.	I looked in FOIAonline and the request is assigned to JKD. I told her that her request was assigned to an attorney in our office and that I would forward her information and he would provide her with a response to her inquiry. I then emailed JKD to provide him with the callers name, number, request for status and FOIA No. DOJ-2016-002101. I cc'd the IR staff reviewers - DRH, LAD, and VAV. I called her back to confirm that we do not have a FOIA request under her name and that I did not have an office that I could direct her to.
5/5/2016	RRK			Caller indicated she was claling from a law office and wanted to know if they coul dmake a FOIA request on behalf of a dead individual	I told the caller that a FOIA request could not be made on behalf of a dead person, however if they could show that the were the proper representative of the deceased individual and/or the estate and a FOIA request was already in process it might be different but they would have to contact the agency in question

Date	Staffer	Caller's Name	Number	Question	Answer
5/6/2016	ACS	N/A	N/A	Called noted that her brother died in 9/11 and she was looking for a copy of the Victim's Compensation Fund (VCF) award letter. She'd called the VCF already but they were rude and told her to call the FOIA Counselor line.	I reviewed the VCF website again and determined that it was the correct resource for her request. I told the caller that, while I couldn't give her legal advice on how to approach the VCF, I could forward her the information to make a FOIA request to CIV, the component that oversees the VCF. She indicated she would call the VCF again to see if she could get a different person to help her.
5/11/2016	JMB	(b) (6)		Caller seeks various records, including copies of Caller's presentencing report. Caller advised that Caller sent FOIA request to DOJ's MRU and MRU acknowledged receipt and advised that it might take the MRU 30-60 days to send R's request to the appropriate DOJ component for processing.	JMB discussed with Caller and Caller confirmed that Caller seeks records which are likely housed at BOP. JMB advised Caller that the MRU will likely forward Caller's request to the MRU. However, JMB also advised that Caller might send the same request directly to BOP (and provided Caller with e-mail address and telephone number from foia.gov).
5/11/2016	JMB			Caller seeks status update, re: DOJ-AP-2016-002284	JMB called back and advised Caller that appeal is pending supervisory review (JMB submitted for review and signature). JMB advised that Caller would likely receive response in a couple of weeks, but may call back for further status updates.
5/11/2016	JMB			Left v/m - re: seeking FOIA guidance	JMB called back and left v/m, asking Caller to call back (because Caller did not ask a specific question in Caller's voicemail)
5/11/2016	RCS			Caller left voicemail on 5/10 and 5/11 saying he had a question	Left voicemail and subsequently spoke to caller who was a government contractor who said he was a whistleblower concerning misuse of funds and that his employer wanted to seek information from him (concerning a related OIG investigation) that he and his attorney thought they should seek through the FOIA. Caller asked if he and his attorney should advise his employer to submit a FOIA request instead of asking him for the information, and I said we could not advise as to what he should say to his employer. Caller also wanted to know if I was aware of situations where private citizens releasing information would be violative of any laws generally, and I said this was outside our area of expertise as we focus on the FOIA.

Date	Staffer	Caller's Name	Number	Question	Answer
5/16/2016	TAZ	(b) (6)		<p>Received a final DRC response adjudicating the merits of a B1 withholding from an appeal back in 2008. He said that he wasn't calling to contest the merits, just the timeliness. Mentioned the statute of limitations of 6 years. And just wanted to call and make his views known that he thought that an 8-year delay was far too long.</p>	<p>I spoke with caller as he called, listened to his concerns, and thanked him for his feedback.</p>
5/16/2016	TAZ			<p>Lengthy phone call. Caller was put into her state AG's address protection program, for domestic violence reasons. She made a request to state/local government for copies of incident reports she had previously filed connected with her abuse. (Apparently for insurance purposes.) Local government refused to provide her copies of responsive records on grounds that, if they released the information to the caller, they would be forced to release it to everyone. Also refused to provide information about her to her attorney. Caller did research and looked at the FOIA and the FOIA information provided by EPIC.org (Electronic Privacy Information Center). She had a couple of questions. (See aside for details.)</p>	<p>Caller understandably doesn't want her private information broadcast publicly. She first asked me whether FOIA Exemptions 5, 6, and 7C could be used to force the state/local governments to provide information to her. I responded that 5, 6, and 7C (as described on EPIC.org) are exemptions that can justify withholding under the federal FOIA. The federal FOIA applies only to records maintained by federal agencies, not to state/local agencies, and so no federal FOIA exemptions would have any bearing on their own. Further, the federal FOIA requires release unless one of the exemptions applies, and so applying exemptions to a federal FOIA request means that the requester gets less documents, not more. I clarified that the federal FOIA does not apply to states/localities, and states/localities often have their own access laws, with different exemptions. I cannot speak to whether the state/local person was correct in saying the consequence of release to the requester. Caller said she was unaware that the federal FOIA wasn't the law she was making a request under, and that there were state/local analogues. She then asked about a hypothetical request under the federal FOIA - does the federal FOIA require release of information to the public if it's released to a requester asking for their own records. I responded that there is no requirement that the feds release records to everyone merely because they were released to a first-party requester. Caller said that she thought there might be a federal law to force the state/locality to provide the information she seeks - suggested the Violence Against Women Act. I responded that the FOIA doesn't provide such a right, and I cannot speak to whether some other federal law might provide that right. At the end of the phone call, I said that there was a place in my records to put the caller's name, but that I understood completely that, given her situation, she might be hesitant to do so, and I wanted to make clear that she didn't have to. She thanked me, and said her name was (b) (6)</p>

Date	Staffer	Caller's Name	Number	Question	Answer	
5/20/2016	ACS	(b) (6)		Email seeking additional editions of the DOJ handbook for agency guidance in fulfilling reporting requirements	Forwarded email to Bobby Talebian	
5/20/2016	ACS			Email inquiring about proper requester status classification for her request to the FBI	Sent email response noting that DOJ FOIA was decentralized, and provided FBI public liaison contact information	
5/26/2016	LMR		(b) (6)	Appeal 2016-003258. 3P request to FBI. FBI glomarized b/c requester did not provide proof of death, consent, or public interest. We affirmed on appeal and also said there was no proof of official acknowledgment. He said he has this but didn't know he could provide it. Doesn't want to go to OGIS or sue.	I discussed with appeals attorneys to see if this is the type of thing they would open for recon. All agreed that we can tell him he could submit a new request to FBI with the relevant info. He called again, and we discussed again with MH who said they would be happy to reconsider the appeal with the information he would like to provide.	
6/15/2016	Jakia Exum		(b) (6)		How to request inmate records?	Go to www.FOIA.gov
6/22/2016	JKF		(b) (6)		Had a question about a particular statute regarding contract proposals, later in conversation mentioned that she wanted to make a FOIA request.	Directed called to FOIA.gov; regarding question on statute, told caller that we do not provide legal advice to non-agency callers.
6/23/2016	MTC		(b) (6)		message forwarded from VM. Caller said he wanted to "send a FOIA to Justice" and had questions about fees, but left no telephone number at which he could be reached.	Could not return call - no contact info in message.
6/23/2016	MTC		(b) (6)		Wants to make a FOIA but has questions "about some abbreviations" on the website	Told him OIP was Office of Information Policy; told him he would need to provide a waiver, proof of death or substantial public interest.
6/24/2016	Jakia Exum		(b) (6)		Does not understand her response for her FOIA request.	Transferred to counselor on duty
6/24/2016	JKF		(b) (6)		"One of our client at the company I'm working for, is in the process of asking for a pardon regarding an incident that occur at an American border. My question is, if I need a copy of is file that you guys have on him. Do I request it like it is stated on your website, or since we are asking for it from Canada it's different."	Priscilla responded with function language and sent how to make FOIA request link.
7/5/2016	JNW		(b) (6)		She made a FOIA request and wants a tracking number	I checked FOIAonline, but didn't see her name there, so I forwarded to Priscilla since it was a status call.
7/7/2016	Jakia Exum		(b) (6)		Question about exemption 5	Transferred to counselor on duty
7/12/2016	Jakia Exum		(b) (6)		FOIA question	Transferred to counselor on duty

Date	Staffer	Caller's Name	Number	Question	Answer
7/15/2016	JKF	(b) (6)		We are preparing a presentence report on this defendant (our case C314324). He was sentenced to 120 months Fed. Prison (Waco District) on W-05-CR-142(01). We are trying to obtain his initial release date and his final release date. Mr. Duett served the 120 months and was granted supervised release, which was then revoked on 11/19/2014. If possible, we would like to obtain the dates he was physically admitted and released. Also, Nevada filed a detainer on this defendant to extradite him back. Do you have a date the extradition warrant was received by Tx.?	emailed caller that these questions are outside the jurisdiction of this office; suggested BOP.
7/15/2016	JKF		I was wondering if/when the Guide to the Freedom of Information Act will be updated to reflect the new law.	Sent him language on OIP's website about new law and rolling basis of any updates.	
7/18/2016	JNW		Wanted a status update on DOJ-AP-2016-003026	Called him back and let him know that his appeal is in the review pipeline and he should get a response by the end of July (checked with reviewer first).	
7/18/2016	JNW		Wanted a status update on AP-2015-03814. Lubna was transferred this call, but she forwarded it to me since it was transferred by mistake. He said that he was told his appeal was closed and he wanted to know if that means that he's not getting the records he requested.	I checked the system and saw that the appeal response letter was signed April 7, 2016, and that the letter would have been sent by email. He says he never got it, so I told him I would have another copy sent out. JMB offered to send it to me since I don't have access to the OIP no reply email account	
7/18/2016	Jakia Exum		Asking about medical transcripts	Try to assist her and she disconnected the call before I could further assist or transferred	
7/19/2016	RNB		How does the FOIA request process work? PRAO said his request has been transferred to OIP. What are the next steps?	Caller works for PRAO. Made a request for a report in his file. PRAO responded that request is being transferred to OIP. I told him I can't give legal advice but generally requests can be forwarded if misdirected or records can be referred if created by another component or agency. Told him he should receive a response from OIP. He asked what his next steps would be. I said there is an administrative appeal process and lawsuit option. Referred him to FOIA.gov re general procedure of requests. I asked LMR if OIP ever processes requests that don't involve OIP or leadership office records. She said there are some circumstances where we would in order to avoid conflicts of interest or the appearance of impropriety and we are processing this request.	

Date	Staffer	Caller's Name	Number	Question	Answer
7/20/2016	RNB	(b) (6)		How does the FOIA request process work? PRAO said her request has been transferred to OIP. What are the next steps?	*Similar to above. Caller works for PRAO. Made a request for a report in her file. PRAO responded that request is being transferred to OIP. I told her I can't give legal advice but generally requests can be forwarded if misdirected or records can be referred if created by another component or agency. Told her that she should receive a response from OIP. I said there is an administrative appeal process and lawsuit option. Referred her to FOIA.gov re general procedure of requests. I asked LMR if OIP ever processes requests that don't involve OIP or leadership office records. She said there are some circumstances where we would in order to avoid conflicts of interest or the appearance of impropriety and we are processing this request.
7/21/2016	Jakia Exum			FOIA status	Researched in FOIA online for status and final response letter could not locate. Transferred to conselor on duty, later found email address but it was not input into appeal details so final response letter was never actually received. It will be mailed out. TAZ - Called (b) (6) and left message, saying that we'd send out a new copy.
7/21/2016	Jakia Exum			FOIA update	Transferred to MTC
7/25/2016	JNW			FOIA status	She called me through the FOIA Counselor on 6/24 asking about a request she made to the MRU. She said there was no contact info on the email she received so she can't track her request. I gave her the contact infor for JMD's Requester Service Center.
7/26/2016	CDT			Status of remanded request	We remanded this request back to EOUSA for a further search in March 2016. When the R called EOUSA, EOUSA sent her a copy of our appeal letter. She called here and was upset her request was closed (which it was not). I called EOUSA and asked them about the status of the remanded request and asked Landis to respond directly to the R advising her of the estimated date of completion. I also asked him to make sure the remanded request didn't fall off John B's radar (who is the one handling it at EOUSA and who did send a new search request out upon receipt of the remand).
8/1/2016	JKF			wanted us to resend a letter to him (no request or appeal no provided)	spoke with CDT about this caller and informed caller to call back with appeal no. (note: caller was agitated). Davita already informed caller that he could mail letter to this office.

Date	Staffer	Caller's Name	Number	Question	Answer
8/1/2016	Jakia Exum	(b) (6)		FOIA Status	Tried to locate her appeal could not because she did not have a case No. could not locate by name either. Gave her the number to EOIR.
8/4/2016	RCS			Wanted to know how to submit a FOIA request to DOL/OSHA	Left caller voicemail with DOL's FOIA contact info
8/4/2016	Jakia Exum			MDR appeals	Tried to assist, but needed Jim or Laurie who were not available transferred to counselor on duty.
8/4/2016	RCS			Caller wanted to know the status of finding a POC for 3 ISCAP appeals/MDRs. Caller had previously been in touch w/ JKD about this inquiry, but JKD is out until 8/8.	Per CDT, forwarded the inquiry to Doug and JKD to handle as Doug handles MDRs. Per Doug, let caller know that him we searched our database and could not identify requests from him associated with the first two numbers (04-0601 and 04-0602) and that we found the third and that it appears to have been referred to the FBI and he should inquire with them. When I spoke to caller he had also been in touch with someone else from DOJ who told caller that DOJ was working on it, and that there was no need to pursue anything further on OIP's end. Informed caller that the information I shared was all that OIP had.
8/4/2016	RCS			Caller left VM inquiring about getting an "authorized criminal agency list."	Left caller voicemail explaining that this office focuses on the FOIA and that we are unfamiliar with such a list.
8/4/2016				Caller wanted information re: using a US seal on his business card.	Explained to caller that this office focuses on the FOIA and that this is outside our scope of expertise.
8/8/2016	Mick			Reporter with a Mississippi publication seeking FOIA information regarding prosecuted cases involving discrimination over sexual orientation	Referred caller to EOUSA.
8/9/2016	Jakia Exum			Wanted the status on the documents that were requested for his FOIA appeal	Transferred to counselor on duty
8/9/2016	Mick			Complaining about HHS & local law enforcement allegedly altering medical records, thinks because her/his (couldn't tell, very heavy Mississippi accent) was a former USMS, the issue should be federal. Very incoherent caller.	Initially provided caller with HHS OIG phone number. Advised the caller to contact the state AG, inquire with ACLU or Legal Aid Society about possible pro-bono assistance.
8/9/2016	Mick			Law clerk with a private law firm, had a question about procedures for submitting Confidential Requests.	Forwarded call to TAZ.
8/9/2016	Mick			Reporter from Cincinnati asking about FOIA Request sent to OIG in June.	Provided caller with OIG's FOIA phone number.
8/10/2016	Jakia Exum			FOIA Status	Transferred to counselor on duty

Date	Staffer	Caller's Name	Number	Question	Answer
8/10/2016	Mick	(b) (6)	(b) (6)	(b) (6), called on 8/10/2016 regarding a status update.	CDT states that it is under review, and should be completed in another week. Email address added to husband's contact information for reply.
8/10/2016	Mick	(b) (6)	(b) (6)	Asked about how to obtain records regarding an FTC case with settlement controlled by DOJ.	Referred caller to EOUSA.
8/10/2016	Mick	(b) (6)	(b) (6)	Called asking for a Ms. Sonia Cruz with EOUSA's FOIA Office.	Provided caller with EOUSA's FOIA Office phone number.
8/10/2016	Mick	(b) (6)	(b) (6)	Asking for an update to EOUSA Appeal.	Provided EOUSA number, sent a copy of OIP's last response.
8/11/2016	Mick	(b) (6)	(b) (6)	DOD-related call.	Referred to DOD-USAF FOIA office.
8/11/2016	Mick	(b) (6)	(b) (6)	Wanted to speak to Melanie, unhappy with Bobby or Matt.	I let Bobby know, Bobby requested the caller be transferred to him.
8/15/2016	Timothy Ziese	(b) (6)	(b) (6)	Caller calling on behalf of BOP inmate, now released, who wants his medical records from BOP.	Said that DOJ is decentralized, and that the inmate would have to authorize the release to whomever asked for records on himself, unless there is a FOIA public interest in the records (which sounded unlikely). I offered to provide information about BOP's FOIA office and how to make a request, but caller seemed frustrated that it wasn't easier, and refused the information, saying that she would make the former inmate do it himself.
8/15/2016	Mick	(b) (6)	(b) (6)	Caller from GA says he's about to get licensed as an attorney, inquiring about the ability to continue representing a client if the client moved to FL	Advised him to contact FL Bar Association.
8/15/2016	Mick	(b) (6)	(b) (6)	Called about one of his many faxes, seemed to be interested in statistics.	Informed him what he seeks is publicly available information, advised to utilize his local library for internet access. He then went on to apologize, stating he will not send OIP any more faxes. [note per CDT: will discuss with MWM]
8/15/2016	Mick	(b) (6)	(b) (6)	Needed EOUSA information.	Provided with EOUSA Number
8/16/2016	Mick	(b) (6)	(b) (6)	Called for MTC Re. Update from PA/PR	MTC was unavailable, will call back another time.
8/17/2016	Mick	(b) (6)	(b) (6)	Called for MTC Re. Update from PA/PR	Transferred call to MTC.
8/17/2016	Mick	(b) (6)	(b) (6)	Calling about CID Records from U.S. Army.	Referred to U.S. Army's FOIA office.
8/17/2016	Mick	(b) (6)	(b) (6)	Calling about FBI Appeal faxed to this office 3 weeks ago.	No sign of anyone with that name in FOIAonline, or in the G-Drive. Suggested re-sending the appeal, mentioning prior attempt to send.
8/17/2016	JNW	(b) (6)	(b) (6)	Called CDT for estimated date of completion for DOJ-AP-2016-003190.	Called back, but line just kept ringing and I couldn't leave a message.
8/18/2016	Mick	(b) (6)	(b) (6)	Calling about FBI Appeal faxed to this office overnight.	Confirmed receipt of the fax this morning.

Date	Staffer	Caller's Name	Number	Question	Answer
8/18/2016	Mick	(b) (6)		Having trouble obtaining background record.	Provided with FBI FOIA Numbers.
8/18/2016	Mick	(b) (6)		Atty taking over for (b) (6), inquiring about 3 cases, 2 of which are still open.	Forwarded email of closed file determination. Made note in the file of contact change within Ropes & Gray LLP.
8/18/2016	Mick	(b) (6)		Calling about an AG document not available online.	Provided address for the DOJ AG FOIA website.
8/18/2016	Mick	(b) (6)		DC Social Worker asking if people (like her client) who were given clemency, and are currently assigned to a halfway house are still considered to be under BOP custody.	Transferred to RCS.
8/19/2016	Jakia Exum	(b) (6)		Status on time frame to receive documents	Transferred to counselor on duty
8/19/2016	Jakia Exum	(b) (6)		Questions on why his FOIA was denied because no explanation was given.	Transferred to counselor on duty
8/23/2016	Mick	(b) (6)		Complaining about HHS, local school districts, people interfering with medical care, violating civil rights, etc.	Told caller this was not the office for such grievances, to either report any federal crimes to FBI, or obtain private legal assistance.
8/23/2016	Jakia Exum	(b) (6)		Questions about a former employee and about how to file an FOIA request	Gave her the info on how to file an FOIA and transferred to Main DOJ
8/23/2016	Mick	(b) (6)		Asked about how to find when a federal building in MO was built.	Told caller to contact GSA, as well as the agency occupying the building in question. Directed caller to FOIA.gov.
8/23/2016	Mick	(b) (6)		Asking about Appeal No. AP-2015-00833 from July 2015, remanded back to ATF.	Sent caller a copy of final response, provided ATF phone numbers.
8/23/2016	Mick	(b) (6)		Asked about how to find when a federal building in MO was built.	Referred to GSA.
8/23/2016	Mick	(b) (6)		Calling about our response letter.	Explained DOJ-FOIA function, told him DHS/TSA was the most likely agency to have such information.
8/24/2016	Mick	(b) (6)		Asking about DOI FOIA oversight.	Directed to DOI IG Office.
8/24/2016	Mick	(b) (6)		Asking about clarification about response letter.	Referred to NSD, as per OIP recommendation.
8/24/2016	Jakia Exum	(b) (6)		Had a legal question about filing a FOIA	Transferred to counselor on duty
8/24/2016	Jakia Exum	(b) (6)		Status on 2 year old FOIA requests	Tried to locate the requests in question, however could not locate in FOIA online transferred to counselor on duty.
9/8/2016	RNB	(b) (6)		submitting docs to DOJ; lawyer wants confidential treatment; is there a letter they can send with the records, like the letter for exemption 4 material, for other exemptions (records on behalf of foreign country; potential national security information)	Checked with TAZ; they can send a letter requesting confidential treatment if they want to; the Executive Order only pertains to b4 but if they want to list other exemptions they think are applicable in their letter, they can

Date	Staffer	Caller's Name	Number	Question	Answer
9/23/2016	RNB	(b) (6)		Status of appeal; wanted to discuss his appeal	He called Admin yesterday about the status of his appeal. Called him back. He was not concerned about the status of his appeal; didn't expect it to be done yet. He said that the govt came to his house, handcuffed him, and took \$10,000 of stuff but never charged him with anything. He said he wants to be made whole. Told him he should have an appeal response in a few weeks and that he can submit any additional information in writing that the attorney adjudicating the appeal can then review. He said that he already submitted a lot in writing (53 page appeal) and just wanted to talk to someone. He also said some of the records about him contained lies so I let him know that he could file a Privacy Act Amendment Request.
9/27/2016	Jessica Farace		Estimated date of completion for AP-2016-005329.	Called several times; as voicemail message did not identify requester, did not leave message; submitted appeal for review.	
9/28/2016	Jakia Exum		How to submit and how long it takes to hear a response for a FOIA.	Gave her the info on how to file an FOIA and transferred to counselor on duty.	
9/30/2016	Jakia Exum		Status of request, wanted to know how long before he receives an ACK letter	Tried to locate him in FOIA online by name no matches transferred to counselor on duty, however he does not have contact info (no email or telephone number???)	
10/5/2016	RCS		Caller wanted to know if there is an index of FOIA requests because caller wanted to know if another requester had sought records on a specific topic that caller was interested in.	Explained to caller that there is no global index of FOIA request topics across the government, but that different agencies and DOJ components sometimes make their FOIA logs publicly available. Requester explained that he was seeking correspondence of former AG Ashcroft, and I explained that OIP processes requests for this SMO and that some FOIA logs were publicly available on our website from 2012 onward. Directed caller to these logs, and said that to the extent any logs were sought were not publicly available, he would need to make a request.	
10/7/2016	TAZ		Caller wanted update on FOIA request to FBI, and to clarify that his appeal wasn't an appeal, but was a status request.	See DOJ-AP-2016-005647. I spoke with caller, as the appeal is assigned to me. Suggested he may want to contact the FBI's public liaison, and provided a phone number.	

Date	Staffer	Caller's Name	Number	Question	Answer
10/19/2016	RCS	(b) (6)		Caller stated he was a FOIA researcher writing an article on FOIA funding, and wanted to discuss the funding process.	Left voicemail for caller informing him that the Office of Public Affairs would be in touch with him directly, and left voicemail for Beverley Lumpkin at PAO alerting her to the call and sharing caller's contact information so that PAO can get in touch with the caller directly.
11/2/2016	JNW			Wants a copy of his appeal response emailed to him at dave@oct.net.	This email address is not in the background materials and was never provided as being associated with the requester. Therefore, I didn't feel comfortable sending an email copy to R.
11/28/2016	JKF			Wants information for her brother	I informed Priscilla of this, who I believe will call this private caller back. Un able to assist; did provide FBI phone number
11/28/2016	JKF			Appears caller wants to make a FOIA request	I informed Priscilla of this, who I believe will call this private caller back. PJ called 11/29 provided requester with FBI address/phone number
11/30/2016	ADF			Sent in non-FOIA complaint to main e-mail address	Wrote back to Caller with function language and sent him DOJ Action Center link
11/30/2016	ADF			Sent in complaint re specific VA request to main e-mail address	Wrote back to Caller and indicated that OIP only handles appeals from DOJ components. Let him know that he needs to talk to VA re his potential VA appeal. I also sent along the main VA FOIA office phone number as listed on FOIA.gov.
11/30/2016	ADF			Sent in a question as to whether a community hospital needs to comply with FOIA to the main OIP e-mail address.	Sent back a quick note to say that FOIA is for federal agencies and state/local entities are different. Used similar language to our appeal language on state/local entities.
11/30/2016	ADF			Sent in question re certifying television company's corporate structure. Caller is an attorney.	Wrote back quick function e-mail.
11/30/2016	ADF			Sent in an e-mail to the main OIP address asking if there was a fee waiver form that she could download.	Sent back e-mail telling Caller that FOIA is decentralized and that she should visit FOIA.gov to contact specific office that she is requesting records from.

Date	Staffer	Caller's Name	Number	Question	Answer
12/20/2016	TAZ	(b) (6)		Has a tracking number for a FOIA request to the Dep't of Labor. (He's an attorney, and from what I can glean, he probably has a client who got a submitter notice letter). Wants to know the identity of the requester. How to find out?	Suggested he may wish to make a FOIA request to the agency for a copy of the initial request for the tracking number. He said he was afraid that that would be my advice. I said that I can provide information about how to get information through FOIA, but not really many other ways. He said that he was happy to see that USG policy is that FOIA requesters' identities are generally releasable. I said yes, that's the information we have up, but it's just guidance - the end decision is made by the FOIA office, any appellate authority, and the courts if necessary.

Office of Information Policy FOIA Counselor Notes Private Citizen Callers

Counselor: CDT
Date: January 2, 2013

Total Private Calls: 3

Call	Caller's Name	Phone Number	Question	Advice / Answer
1	(b) (6)	(b) (6)	F12 0092 status - Border Protection	Received on 12/28/12 -- not yet assigned -- AP-2013-01199
2	(b) (6)	(b) (6)	Wants to obtain FOIA/PA package from 1990s	Explained to caller that we had a FOIA guide available online that was free, gave him information on how to access it
3	(b) (6)	(b) (6)	Trying to get information on her husband/fiancé who's currently in DC Jail -- also he's in the "BOP"	Explained how to make a FOIA request and that she needed to have third party fill out a waiver -- directed her to FOIA.gov and DOJ-361
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