



# Department of Veterans Affairs Freedom of Information Act (FOIA) Report for Fiscal Year 2010

## I. BASIC INFORMATION REGARDING REPORT

1. **Point of Contact for questions regarding the report:**  
Clay Johnson, Acting Director  
FOIA Service (005R1C)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420  
(202) 461-7476
2. The electronic address for this report on VA's World Wide Web site is:  
[http://www.foia.va.gov/FOIA\\_Reports.asp](http://www.foia.va.gov/FOIA_Reports.asp)
3. A copy of the report in paper form may be obtained by contacting the Department FOIA Officer (see I.1, above).

## II. MAKING A FOIA REQUEST

1. Names, addresses, and telephone numbers of all individual agency components that are designated to receive FOIA requests can be found at the below links:
  - ▶ [Veterans Affairs Central Office \(VACO\)](#)
  - ▶ [Veterans Benefit Administration \(VBA\)](#)
  - ▶ [Veterans Health Administration \(VHA\)](#)
  - ▶ [National Cemetery Administration \(NCA\)](#)
  - ▶ [Board of Veterans Appeals \(BVA\)](#)
2. Some requests are not granted in cases where the document requested either does not exist or cannot be found after a reasonable search or where the FOIA would prevent granting the request based on an applicable FOIA exemption. A description of each FOIA exemption category is provided in Section III.3, below.

## III. ACRONYMS, DEFINITIONS, AND EXEMPTIONS

1. Below is a list of acronyms used in this Report:
  - a. **Admin** – Office the Deputy Assistant Secretary for Administration
  - b. **BVA** – Board of Veterans Appeals
  - c. **C&LA** –Congressional and Legislative Affairs
  - d. **CFM** –Construction and Facilities Management
  - e. **GC** - General Counsel
  - f. **HRM** – Human Resources Management
  - g. **IG** - Inspector General
  - h. **Mgmt** - Office of the Assistant Secretary for Management
  - i. **NCA** - National Cemetery Administration
  - j. **OAL** – Office of Acquisition and Logistics
  - k. **OASHRA** – Office of the Assistant Secretary for Human Resources & Administration

- l. **OASP&IA** - Office of the Assistant Secretary for Public & Intergovernmental Affairs
- m. **ODASB** - Office of the Deputy Assistant Secretary for Budget
- n. **ODASIA** - Office of the Deputy Assistant Secretary for Intergovernmental Affairs
- o. **ODI** - Office of Diversity and Inclusion
- p. **OF** - Office of Finance
- q. **OI&T** - Office of Information & Technology
- r. **ORM** - Office of Resolution Management
- s. **OSDBU** - Office of Small and Disadvantaged Business Utilization
- t. **OSP** - Operations, Security, and Preparedness
- u. **P&P** - Policy and Planning
- v. **PA** - Public Affairs
- w. **SEC** - Office of the Secretary
- x. **VBA** - Veterans Benefits Administration
- y. **VHA** - Veterans Health Administration

2. The following definitions of terms used in this Report:

- a. **Administrative Appeal** - a request to a federal agency asking that it review at a higher administrative level a FOIA determination made by the agency at the initial request level.
- b. **Average Number** - the number obtained by dividing the sum of a group of numbers by the quantity of numbers in the group. For example, of 3, 7, and 14, the average number is 8.
- c. **Backlog** - the number of requests or administrative appeals that are pending at an agency at the end of the fiscal year that are beyond the statutory time period for a response.
- d. **Component** - for agencies that process requests on a decentralized basis, a "component" is an entity, also sometimes referred to as an Office, Division, Bureau, Center, or Directorate, within the agency that processes FOIA requests. The FOIA now requires that agencies include in their Annual FOIA Report data for both the agency overall and for each principal component of the agency.
- e. **Consultation** - the procedure whereby the agency responding to a FOIA request first forwards a record to another agency for its review because that other agency has an interest in the document. Once the agency in receipt of the consultation finishes its review of the record, it responds back to the agency that forwarded it. That agency, in turn, will then respond to the FOIA requester.
- f. **Exemption 3 Statute** - a federal statute that exempts information from disclosure and which the agency relies on to withhold information under subsection (b)(3) of the FOIA.
- g. **FOIA Request** - a FOIA request is generally a request to a federal agency for access to records concerning another person (i.e., a "third-party" request), or concerning an organization, or a particular topic of interest. FOIA requests also include requests made by requesters seeking records concerning themselves (i.e., "first-party" requests) when those requesters are not subject to the Privacy Act, such as non-U.S. citizens. Moreover, because all first-party requesters should be afforded the benefit of both the access provisions of the FOIA as well as those of the Privacy Act, FOIA requests also include any first-party requests where an agency determines that it must search beyond its Privacy Act "systems of records" or where a Privacy Act

exemption applies, and the agency looks to FOIA to afford the greatest possible access. All requests which require the agency to utilize the FOIA in responding to the requester are included in this Report.

Additionally, a FOIA request includes records referred to the agency for processing and direct response to the requester. It does not, however, include records for which the agency has received a consultation from another agency. (Consultations are reported separately in Section XII of this Report.)

- h. **Full Grant** - an agency decision to disclose all records in full in response to a FOIA request.
- i. **Full Denial** - an agency decision not to release any records in response to a FOIA request because the records are exempt in their entirety under one or more of the FOIA exemptions, or because of a procedural reason, such as when no records could be located.
- j. **Median Number** - the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
- k. **Multi-Track Processing** - a system in which simple requests requiring relatively minimal review are placed in one processing track and more voluminous and complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.
  - i. **Expedited Processing** - an agency will process a FOIA request on an expedited basis when a requester satisfies the requirements for expedited processing as set forth in the statute and in agency regulations.
  - ii. **Simple Request** - a FOIA request that an agency using multi-track processing places in its fastest (non-expedited) track based on the low volume and/or simplicity of the records requested.
  - iii. **Complex Request** - a FOIA request that an agency using multi-track processing places in a slower track based on the high volume and/or complexity of the records requested.
- l. **Partial Grant/Partial Denial** - in response to a FOIA request, an agency decision to disclose portions of the records and to withhold other portions that are exempt under the FOIA, or to otherwise deny a portion of the request for a procedural reason.
- m. **Pending Request or Pending Administrative Appeal** - a request or administrative appeal for which an agency has not taken final action in all respects.
- n. **Perfected Request** - a request for records which reasonably describes such records and is made in accordance with published rules stating the time, place, fees (if any) and procedures to be followed.
- o. **Processed Request or Processed Administrative Appeal** - a request or administrative appeal for which an agency has taken final action in all respects.
- p. **Range in Number of Days** - the lowest and highest number of days to process requests or administrative appeals.
- q. **Time Limits** - the time period in the statute for an agency to respond to a FOIA

request (ordinarily twenty working days from receipt of a perfected FOIA request).

3. *FOIA Exemptions.* The VA does not provide information under the FOIA if the information requested meets one of FOIA's explicit exemptions. These exemptions apply if the requested information falls within one of the following categories:
  - a. **Exemption 1:** classified national defense and foreign relations information
  - b. **Exemption 2:** internal agency rules and practices
  - c. **Exemption 3:** information that is prohibited from disclosure by another federal law
  - d. **Exemption 4:** trade secrets and other confidential business information
  - e. **Exemption 5:** inter-agency or intra-agency communications that are protected by legal privileges
  - f. **Exemption 6:** information involving matters of personal privacy
  - g. **Exemption 7:** records or information compiled for law enforcement purposes, to the extent that the production of those records (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions, or (F) could reasonably be expected to endanger the life or physical safety of any individual
  - h. **Exemption 8:** information relating to the supervision of financial institutions
  - i. **Exemption 9:** geological information on wells

## **NOTE TO READERS**

### **I. Data in this Year's Report**

The FY 2010 VA Annual FOIA report reflects carryover pending requests from FY 2009. In the FY 2009 Annual report, VA reported 2,677 pending requests at the end of the fiscal year. The FY 2010 number of requests pending at the start of the fiscal year shows 1,115 requests. The reason for the discrepancy is due to the fact that VA began using an electronic FOIA tracking system during the latter part of the fiscal year and the 1,115 count is data carried forward for that portion of the year. The total counts for the annual report were a combination of the manually collected data for the first portion of the year and the electronically collected data for the latter portion of the year.

VA reported receiving 69,432 requests in FY 2009 and 29,127 requests in FY 2010. We believe that a portion of the decrease in those numbers is due to the fact that VA moved from a manual data collection system to an electronic data collection system for annual report data. A portion of the decrease in the number of reported FOIA requests processed is due to the VA's focus on transparency and compliance with the Open Government Act. Additionally, there are accounting issues where FOIA requests were not entered into the electronic FOIA tracking system. Efforts were made to improve the accuracy and use of the electronic FOIA tracking system to ensure appropriate updating occurs in a timely manner.

### **II. Editorial Notes**

- Rows with gray shading indicate the Office did not receive or process any FOIA requests in FY 2010.
- The Veterans Canteen Service (VCS) was removed from the list of Components because it is a sub-component of the Veterans Health Administration (VHA). VCS's FOIA activity is included in VHA's data.

## IV. Exemption 3 Statutes

A. For Initial Requests				
Statute	Type of Information Withheld	Case Citation	Number of Times Relied upon per Component	Total Number of Times Relied upon by Agency
5 U.S.C. App 3 (IG Act)	Names or employees who provide information or complaints to the Inspector General.		VBA : 1	1
41 U.S.C. 253b(m)	Prohibits the release of contractor proposals submitted to an agency during the course of federal procurements of property or services.	Hornbostel v. United States Department of the Interior, 305 F. Supp. 2d 21, 30 (D.D.C. 2003)	CFM : 1 MGMT : 2 OAL : 4 VBA : 1 VHA : 28	36
38 U.S.C. 5701	Records pertaining to any claim filed with the Department for names and addresses of present and former members of the Armed Forces and their dependents.	Ashton v. VA, 1999 U.S. App. LEXIS 22957 (2d Cir. 1999)	OI&T : 2 VBA : 649 VHA : 123	774
38 U.S.C. 5705	Records created as part of a medical quality assurance program.	Schulte & Sun-Sentinel Co. v. VA, No. 86-6251, slip op. at 3-4, 12 (S.D. Fla. Feb. 2, 1996)	IG : 3 VBA : 1 VHA : 47	51
38 U.S.C. 7332	Records of the identity, diagnosis, prognosis, or treatment of any patient or subject which are maintained in connection with the performance of any patient or subject which are maintained in connection with the performance of any program or activity relating to drug abuse, alcoholism, or alcohol abuse, infection with the human immunodeficiency virus (HIV) or sickle cell anemia.	Palmer v. Derwinski, No. 91-197, slip op. at 3-4 (E.D. Ky, June 10, 1992)	IG : 1 VBA : 4 VHA : 1687	1692
35 U.S.C. 205	Federal agencies are authorized to withhold from disclosure to the public information disclosing any invention in which the Federal Government owns or may own a right, title, or interest (including a nonexclusive license) for a reasonable time in order for a patent application to be filed. Furthermore, Federal agencies shall not be required to release copies of any document which is part of an application for patent filed with the United States Patent and Trademark Office or with any foreign patent office.		VHA : 1	1

B. For Appeals				
Statute	Type of Information Withheld	Case Citation	Number of Times Relied upon per Component	Total Number of Times Relied upon by Agency
41 U.S.C. 253b(m)	Prohibits the release of contractor proposals submitted to an agency during the course of federal procurements of property or services.	Hornbostel v. United States Department of the Interior, 305 F. Supp. 2d 21, 30 (D.D.C. 2003)	GC : 4	4
38 U.S.C. 5701	Records pertaining to any claim filed with the Department for names and addresses of present and former members of the Armed Forces and their dependents.	Ashton v. VA, 1999 U.S. App. LEXIS 22957 (2d Cir. 1999)	GC : 10	10
38 U.S.C. 5705	Records created as part of a medical quality assurance program.	Schulte & Sun-Sentinel Co. v. VA, No. 86-6251, slip op. at 3-4, 12 (S.D. Fla. Feb. 2, 1996)	GC : 1	1

## V. FOIA REQUESTS

A. Received, Processed and Pending FOIA Requests				
	Number of Requests Pending as of Start of Fiscal Year	Number of Requests Received in Fiscal Year	Number of Requests Processed in Fiscal Year	Number of Requests Pending as of End of Fiscal Year
Admin	-	1	1	-
BVA	2	19	20	1
C&LA	2	5	7	-
CFM	5	100	81	24
GC	5	40	36	9
HRM	4	10	2	12
IG	14	232	245	1
MGMT	-	9	9	-
NCA	22	290	288	24
OAL	38	176	171	43
OASHRA	-	3	3	-
OASP&IA	-	1	1	-
ODASB	-	-	-	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	4	37	39	2
OI&T	12	175	170	17
ORM	1	23	24	-
OSDBU	-	5	1	4
OSP	-	7	7	-
P&P	1	2	3	-
PA	-	1	1	-
SEC	2	16	11	7
VBA	568	9872	9940	500
VHA	435	18103	17797	741
<b>AGENCY OVERALL</b>	<b>1115</b>	<b>29127</b>	<b>28857</b>	<b>1385</b>

Although VA indicated in its FY 2009 Annual Report that there were 2,677 requests pending at the end of the fiscal year, the figure denoted in this chart is correct. The difference is attributed to the following: 1) in some instances the office did not show requests that were in fact completed in FY 2009 as completed in VA's FOIA tracking system until after the FY 2009 report was finalized; 2) there were some discrepancies in accounting; and 3) requests were opened in the FOIA tracking system solely for the purpose of electronically assigning action to a Regional or Field Office were not counted in prior reports, but are counted here and will be included in future reports.

**B.(1) Disposition of FOIA Requests – All Processed Requests**

	Number of Full Grants	Number of Partial Grants/ Partial Denials	Number of Full Denials Based on Exemptions	Number of Full Denials Based on Reasons Other than Exemptions						TOTAL
				No records	Request withdrawn	Fee-related reason	Records not reasonably described	Duplicate Request	Other *Explain in chart below	
Admin	-	-	-	1	-	-	-	-	-	1
BVA	7	1	1	6	-	-	1	-	4	20
C&LA	-	-	-	7	-	-	-	-	-	7
CFM	13	32	2	13	1	7	1	4	8	81
GC	11	14	4	4	-	2	-	-	1	36
HRM	2	-	-	-	-	-	-	-	-	2
IG	67	110	19	12	5	1	-	3	28	245
MGMT	2	3	-	2	1	1	-	-	-	9
NCA	79	32	67	104	2	-	-	-	4	288
OAL	83	44	6	14	16	1	1	2	4	171
OASHRA	3	-	-	-	-	-	-	-	-	3
OASP&IA	-	-	-	-	-	-	-	-	1	1
ODASB	-	-	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-	-	-
OF	25	10	1	-	-	-	2	-	1	39
OI&T	15	18	1	60	9	3	17	5	42	170
ORM	11	9	1	3	-	-	-	-	-	24
OSDBU	-	1	-	-	-	-	-	-	-	1
OSP	-	5	1	1	-	-	-	-	-	7
P&P	-	1	2	-	-	-	-	-	-	3
PA	-	-	-	-	-	-	-	-	1	1
SEC	8	2	-	1	-	-	-	-	-	11
VBA	4415	3775	97	392	37	70	64	19	1071	9940
VHA	7067	2974	6071	771	178	92	58	86	500	17797
<b>AGENCY OVERALL</b>	<b>11808</b>	<b>7031</b>	<b>6273</b>	<b>1391</b>	<b>249</b>	<b>177</b>	<b>144</b>	<b>119</b>	<b>1665</b>	<b>28857</b>

<b>B.(2) Disposition of FOIA Requests – “Other” Reasons for “Full Denials Based on Reasons Other than Exemptions”</b>		
<b>Component</b>	<b>Description of “Other” Reasons for Denials from Chart B (1) &amp; Number of Times Those Reasons Were Relied upon</b>	<b>TOTAL</b>
BVA	Referrals 1 Not a proper FOIA request for some other reason 2 Not an agency record 1	4
CFM	Referrals 1 Not a proper FOIA request for some other reason 4 Not an agency record 3	8
GC	Not a proper FOIA request for some other reason 1	1
IG	Referrals 7 Not a proper FOIA request for some other reason 10 Not an agency record 11	28
NCA	Referrals 2 Not a proper FOIA request for some other reason 2	4
OAL	Referrals 3 Not a proper FOIA request for some other reason 1	4
OASP&IA	Not a proper FOIA request for some other reason 1	1
OF	Referrals 1	1
OI&T	Not a proper FOIA request for some other reason 29 Not an agency record 13	42
PA	Referrals 1	1
VBA	Referrals 881 Not a proper FOIA request for some other reason 180 Not an agency record 6 Requestor died before request was completed 4	1071
VHA	Referrals 40 Not a proper FOIA request for some other reason 410 Not an agency record 11 Requestor died before request was completed 30 Glomar Response 4 Subsumed by Litigation 5	500

<b>B.(3) Disposition of FOIA Requests – Number of Times Exemptions Applied</b>														
	(b)(1)	(b)(2)	(b)(3)	(b)(4)	(b)(5)	(b)(6)	(b)(7)(A)	(b)(7)(B)	(b)(7)(C)	(b)(7)(D)	(b)(7)(E)	(b)(7)(F)	(b)(8)	(b)(9)
Admin	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BVA	-	-	-	-	2	2	-	-	-	-	-	-	-	-
C&LA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CFM	-	-	1	15	2	25	-	-	1	-	-	-	-	-
GC	-	2	-	-	9	9	-	-	-	-	-	-	-	-
HRM	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IG	-	7	4	1	8	117	4	-	27	-	2	-	-	-
MGMT	-	1	2	2	-	-	-	-	-	-	-	-	-	-
NCA	-	-	-	5	-	91	-	-	-	-	-	-	-	-
OAL	-	1	4	39	11	10	-	-	-	-	-	-	-	-
OASHRA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OASP&IA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODASB	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OF	-	3	-	-	-	9	-	-	2	-	-	-	-	-
OI&T	-	8	2	7	6	9	-	-	-	-	-	-	-	-
ORM	-	-	-	-	-	9	-	-	5	-	-	-	-	-
OSDBU	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OSP	-	-	-	-	2	6	-	-	1	-	-	-	-	-
P&P	-	-	-	1	1	1	-	-	-	-	-	-	-	-
PA	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SEC	-	-	-	-	-	2	-	-	-	-	-	-	-	-
VBA	-	19	654	1	7	3173	3	1	18	-	2	2	-	-
VHA	-	68	1847	146	109	6888	65	11	1311	6	7	18	-	-
AGENCY OVERALL	-	109	2514	217	157	10351	72	12	1365	6	11	20	-	-

## VI. ADMINISTRATIVE APPEALS OF INITIAL DETERMINATIONS OF FOIA REQUESTS

A. Received, Processed and Pending Administrative Appeals				
	Number of Appeals Pending as of Start of Fiscal Year	Number of Appeals Received in Fiscal Year	Number of Appeals Processed in Fiscal Year	Number of Appeals Pending as of End of Fiscal Year
Admin	-	-	-	-
BVA	-	-	-	-
C&LA	-	-	-	-
CFM	-	-	-	-
GC	156	231	185	202
HRM	-	-	-	-
IG	-	-	-	-
MGMT	-	-	-	-
NCA	-	-	-	-
OAL	-	-	-	-
OASHRA	-	-	-	-
OASP&IA	-	-	-	-
ODASB	-	-	-	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	-	-	-	-
OI&T	-	-	-	-
ORM	-	-	-	-
OSDBU	-	-	-	-
OSP	-	-	-	-
P&P	-	-	-	-
PA	-	-	-	-
SEC	-	-	-	-
VBA	-	-	-	-
VHA	-	-	-	-
AGENCY OVERALL	156	231	185	202

Although VA indicated in its FY 2009 Annual Report that there were 222 appeals pending at the end of the fiscal year, the figure denoted in this chart is correct. The difference is attributed to the following: 1) in some instances the office did not show requests that were in fact completed in FY 2009 as completed in VA's FOIA tracking system until after the FY 2009 report was finalized; and 2) there were some discrepancies in accounting.

B. Disposition of Administrative Appeals – All Processed Appeals					
	Number Affirmed on Appeal	Number Partially Affirmed & Partially Reversed/Remanded on Appeal	Number Completely Reversed/Remanded on Appeal	Number of Appeals Closed for Other Reasons	TOTAL
Admin	-	-	-	-	-
BVA	-	-	-	-	-
C&LA	-	-	-	-	-
CFM	-	-	-	-	-
GC	33	35	15	102	185
HRM	-	-	-	-	-
IG	-	-	-	-	-
MGMT	-	-	-	-	-
NCA	-	-	-	-	-
OAL	-	-	-	-	-
OASHRA	-	-	-	-	-
OASP&IA	-	-	-	-	-
ODASB	-	-	-	-	-
ODASIA	-	-	-	-	-
ODI	-	-	-	-	-
OF	-	-	-	-	-
OI&T	-	-	-	-	-
ORM	-	-	-	-	-
OSDBU	-	-	-	-	-
OSP	-	-	-	-	-
P&P	-	-	-	-	-
PA	-	-	-	-	-
SEC	-	-	-	-	-
VBA	-	-	-	-	-
VHA	-	-	-	-	-
AGENCY OVERALL	33	35	15	102	185

C.(1) Reasons for Denial on Appeal – Number of Times Exemptions Applied														
	(b)(1)	(b)(2)	(b)(3)	(b)(4)	(b)(5)	(b)(6)	(b)(7)(A)	(b)(7)(B)	(b)(7)(C)	(b)(7)(D)	(b)(7)(E)	(b)(7)(F)	(b)(8)	(b)(9)
GC	-	1	15	6	16	60	-	-	16	-	-	-	-	-

C.(2) Reasons for Denial on Appeal – Reasons Other than Exemptions							
	No records	Request withdrawn	Fee-related reason	Records not reasonably described	Duplicate Request or Appeal	Other *Explain in chart below	TOTAL
GC	40	4	1	-	-	57	102

C.(3) Reasons for Denial on Appeal – “Other” Reasons		
Component	Description of “Other” Reasons for Denials from Chart C (2) & Number of Times Those Reasons Were Relied upon	TOTAL
GC	Referrals 5 Not a proper FOIA request for some other reason 2 Not an agency record 1 Appeal Based Solely on Denial of Request for Expedited Processing (For use by General Counsel Only) 1 Initial Response After Appeal (For use by General Counsel Only) 31 Remand (For Use by General Counsel Only) 17	57

C.(4) Response Time for Administrative Appeals				
	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
Admin	-	-	-	-
BVA	-	-	-	-
C&LA	-	-	-	-
CFM	-	-	-	-
GC	138	180.26	1	997
HRM	-	-	-	-
IG	-	-	-	-
MGMT	-	-	-	-
NCA	-	-	-	-
OAL	-	-	-	-
OASHRA	-	-	-	-
OASP&IA	-	-	-	-
ODASB	-	-	-	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	-	-	-	-
OI&T	-	-	-	-
ORM	-	-	-	-
OSDBU	-	-	-	-
OSP	-	-	-	-
P&P	-	-	-	-
PA	-	-	-	-
SEC	-	-	-	-
VBA	-	-	-	-
VHA	-	-	-	-
AGENCY OVERALL	138	180.26	1	997

C.(5) Ten Oldest Pending Administrative Appeals										
	10th Oldest Appeal and Number of Days Pending	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Appeal and Number of Days Pending
GC	03/26/2009 382	03/16/2009 390	03/13/2009 391	02/11/2009 412	02/02/2009 419	12/22/2008 446	12/15/2008 451	10/29/2008 482	08/18/2008 532	08/17/2007 783

## VII. FOIA REQUESTS: RESPONSE TIME FOR PROCESSED AND PENDING REQUESTS

A. Processed Requests – Response Time for All Processed Perfected Requests								
	COMPLEX				EXPEDITED PROCESSING			
	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
Admin	143	143	143	143	-	-	-	-
BVA	25	39.2	<1	191	-	-	-	-
C&LA	20	55	<1	175	-	-	-	-
CFM	31	47.52	2	306	-	-	-	-
GC	55	68.44	<1	285	-	-	-	-
HRM	138.5	138.5	26	251	-	-	-	-
IG	15	13.18	<1	24	-	-	-	-
MGMT	22	29.78	2	131	-	-	-	-
NCA	15	21.2	<1	318	-	-	-	-
OAL	12.5	59.8	<1	571	21	21	21	21
OASHRA	17	15.67	10	20	-	-	-	-
OASP&IA	58	58	58	58	-	-	-	-
ODASB	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-
OF	9	18.28	<1	105	-	-	-	-
OI&T	4	11.13	<1	158	-	-	-	-
ORM	14	19.75	<1	77	-	-	-	-
OSDBU	36	36	36	36	-	-	-	-
OSP	13	13.71	<1	24	-	-	-	-
P&P	175	160	125	180	-	-	-	-
PA	<1	<1	<1	<1	-	-	-	-
SEC	44	47.09	3	186	-	-	-	-
VBA	7	19.96	<1	397	13.5	36.88	<1	121
VHA	2	10.12	<1	379	1.5	7.5	<1	72
AGENCY OVERALL	4	14.23	<1	571	3	15.52	<1	121

B. Processed Requests – Response Time for Perfected Requests in Which Information Was Granted								
	COMPLEX				EXPEDITED PROCESSING			
	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days	Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
Admin	-	-	-	-	-	-	-	-
BVA	25.5	43.12	<1	191	-	-	-	-
C&LA	-	-	-	-	-	-	-	-
CFM	76	69.09	2	306	-	-	-	-
GC	60	76.08	<1	285	-	-	-	-
HRM	138.5	138.5	26	251	-	-	-	-
IG	15	13.63	<1	24	-	-	-	-
MGMT	22	19	2	38	-	-	-	-
NCA	12	19.31	<1	151	-	-	-	-
OAL	9	46.13	<1	571	21	21	21	21
OASHRA	17	15.67	10	20	-	-	-	-
OASP&IA	-	-	-	-	-	-	-	-
ODASB	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-
OF	10	19.94	1	105	-	-	-	-
OI&T	18	32.82	<1	158	-	-	-	-
ORM	14	20.35	<1	77	-	-	-	-
OSDBU	36	36	36	36	-	-	-	-
OSP	19	18	11	24	-	-	-	-
P&P	125	125	125	125	-	-	-	-
PA	-	-	-	-	-	-	-	-
SEC	38	33.2	3	57	-	-	-	-
VBA	6	19.98	<1	397	8	24.86	<1	100
VHA	2	9.76	<1	358	1.5	7.5	<1	72
AGENCY OVERALL	4	14.9	<1	571	2.5	12	<1	100

**C. Processed Requests – Response Time in Day Increments**

Complex Requests															
	< 1 Day	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	TOTAL
Admin	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
BVA	3	6	5	3	-	1	-	-	1	-	1	-	-	-	20
C&LA	1	3	1	-	-	-	-	1	-	1	-	-	-	-	7
CFM	-	26	18	5	16	12	1	2	-	-	-	-	1	-	81
GC	2	7	6	6	2	3	5	1	2	1	-	1	-	-	36
HRM	-	-	1	-	-	-	-	-	-	-	-	1	-	-	2
IG	10	220	15	-	-	-	-	-	-	-	-	-	-	-	245
MGMT	-	4	4	-	-	-	-	1	-	-	-	-	-	-	9
NCA	3	193	68	14	3	1	1	1	1	-	1	-	2	-	288
OAL	7	89	19	10	4	2	7	6	2	1	3	18	1	1	170
OASHRA	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3
OASP&IA	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
ODASB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OF	1	31	2	1	1	1	2	-	-	-	-	-	-	-	39
OI&T	15	132	12	5	2	1	1	1	1	-	-	-	-	-	170
ORM	1	14	6	1	2	-	-	-	-	-	-	-	-	-	24
OSDBU	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
OSP	1	4	2	-	-	-	-	-	-	-	-	-	-	-	7
P&P	-	-	-	-	-	-	-	1	-	2	-	-	-	-	3
PA	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
SEC	-	3	2	5	-	-	-	-	-	-	1	-	-	-	11
VBA	2269	4778	1341	572	394	243	129	80	46	26	16	34	4	-	9932
VHA	6253	9394	1308	245	160	116	87	55	47	40	32	33	5	-	17775
AGENCY OVERALL	8567	14907	2811	868	584	380	233	149	101	71	54	87	13	1	28826

Requests Granted Expedited Processing															
	< 1 Day	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	TOTAL
Admin	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BVA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
C&LA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CFM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HRM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MGMT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NCA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OAL	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
OASHRA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OASP&IA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODASB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ODI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OF	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OI&T	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ORM	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OSDBU	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
OSP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
P&P	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SEC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
VBA	3	2	-	1	-	1	-	1	-	-	-	-	-	-	8
VHA	9	11	1	-	1	-	-	-	-	-	-	-	-	-	22
AGENCY OVERALL	12	13	2	1	1	1	-	1	-	-	-	-	-	-	31

D. Pending Requests – All Pending Perfected Requests						
	COMPLEX			EXPEDITED PROCESSING		
	Number Pending	Median Number of Days	Average Number of Days	Number Pending	Median Number of Days	Average Number of Days
Admin	-	-	-	-	-	-
BVA	1	103	103	-	-	-
C&LA	-	-	-	-	-	-
CFM	24	40	44	-	-	-
GC	9	33	40	-	-	-
HRM	12	174	169	-	-	-
IG	1	0	0	-	-	-
MGMT	-	-	-	-	-	-
NCA	24	9	9	-	-	-
OAL	37	63	84	-	-	-
OASHRA	-	-	-	-	-	-
OASP&IA	-	-	-	-	-	-
ODASB	-	-	-	-	-	-
ODASIA	-	-	-	-	-	-
ODI	-	-	-	-	-	-
OF	1	21	21	-	-	-
OI&T	17	42	63	-	-	-
ORM	-	-	-	-	-	-
OSDBU	4	115	119	-	-	-
OSP	-	-	-	-	-	-
P&P	-	-	-	-	-	-
PA	-	-	-	-	-	-
SEC	6	100	113	-	-	-
VBA	485	30	57	1	104	104
VHA	730	15	44	-	-	-
AGENCY OVERALL	1351	20	51	1	104	104

**E. Pending Requests – Ten Oldest Pending Perfected Requests**

	10th Oldest Request and Number of Days Pending	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request and Number of Days Pending
Admin	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BVA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	05/05/2010 103
C&LA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CFM	07/12/2010 57	07/08/2010 59	06/24/2010 68	06/17/2010 73	06/16/2010 74	06/14/2010 76	06/14/2010 76	06/08/2010 80	05/27/2010 87	04/28/2010 108
GC		09/29/2010 1	09/13/2010 13	09/08/2010 16	08/30/2010 22	08/13/2010 33	08/03/2010 41	08/03/2010 41	07/28/2010 45	03/02/2010 149
HRM	07/16/2010 53	05/13/2010 97	04/19/2010 115	03/03/2010 148	12/15/2009 200	10/21/2009 237	10/06/2009 247	09/08/2009 267	09/02/2009 270	06/17/2009 324
IG	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	09/30/2010 0
MGMT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NCA	09/15/2010 11	09/14/2010 12	09/14/2010 12	09/13/2010 13	09/13/2010 13	09/10/2010 14	09/10/2010 14	09/08/2010 16	08/27/2010 23	08/20/2010 28
OAL	03/26/2010 131	03/15/2010 140	03/12/2010 141	03/03/2010 148	01/27/2010 172	11/13/2009 221	11/05/2009 226	11/03/2009 228	11/02/2009 229	09/22/2009 257
OASHRA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OASP&IA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODASB	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODASIA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OF	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	08/31/2010 21
OI&T	08/13/2010 33	08/02/2010 42	07/25/2010 47	07/23/2010 48	07/23/2010 48	05/28/2010 86	03/15/2010 140	02/17/2010 158	01/15/2010 179	12/22/2009 195
ORM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OSDBU	N/A	N/A	N/A	N/A	N/A	N/A	09/22/2010 6	09/16/2010 10	11/16/2009 220	10/14/2009 242
OSP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
P&P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SEC	N/A	N/A	N/A	N/A	09/20/2010 8	07/29/2010 44	05/19/2010 93	04/29/2010 107	03/01/2010 150	08/19/2009 280
VBA	10/20/2009 238	10/15/2009 241	10/06/2009 247	09/29/2009 252	09/10/2009 265	09/03/2009 269	08/19/2009 280	07/28/2009 296	07/27/2009 297	07/23/2009 299
VHA	07/20/2009 302	07/16/2009 304	06/26/2009 317	05/20/2009 343	04/30/2009 357	04/29/2009 358	04/14/2009 369	04/08/2009 373	03/05/2009 397	01/05/2009 438
AGENCY OVERALL	07/16/2009 304	06/26/2009 317	06/17/2009 324	05/20/2009 343	04/30/2009 357	04/29/2009 358	04/14/2009 369	04/08/2009 373	03/05/2009 397	01/05/2009 438

Some requests listed in this chart were not reported in previous reports because they had not been entered into the FOIA tracking system until after the report period had closed.

## VIII. REQUESTS FOR EXPEDITED PROCESSING AND REQUESTS FOR FEE WAIVER

A. Requests for Expedited Processing					
	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate	Number Adjudicated Within Ten Calendar Days
Admin	-	-	-	-	-
BVA	-	-	-	-	-
C&LA	-	-	-	-	-
CFM	-	-	-	-	-
GC	-	-	-	-	-
HRM	-	1	1	1	1
IG	-	-	-	-	-
MGMT	-	-	-	-	-
NCA	-	-	-	-	-
OAL	-	2	1	1	2
OASHRA	-	-	-	-	-
OASP&IA	-	-	-	-	-
ODASB	-	-	-	-	-
ODASIA	-	-	-	-	-
ODI	-	-	-	-	-
OF	-	-	-	-	-
OI&T	-	2	4.5	4.5	2
ORM	-	-	-	-	-
OSDBU	-	-	-	-	-
OSP	-	-	-	-	-
P&P	-	-	-	-	-
PA	-	-	-	-	-
SEC	-	-	-	-	-
VBA	5	-	1	9	3
VHA	22	35	1	5.1	48
AGENCY OVERALL	27	40	1	5.2	56

B. Requests for Fee Waiver				
	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
Admin	-	-	-	-
BVA	-	-	-	-
C&LA	-	-	-	-
CFM	-	-	-	-
GC	-	1	-	1
HRM	-	-	-	-
IG	-	-	-	-
MGMT	-	-	-	-
NCA	-	-	-	-
OAL	1	3	1.5	4
OASHRA	1	-	1	1
OASP&IA	-	-	-	-
ODASB	-	-	-	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	1	-	105	105
OI&T	-	1	1	1
ORM	-	-	-	-
OSDBU	-	-	-	-
OSP	-	-	-	-
P&P	-	-	-	-
PA	-	-	-	-
SEC	1	-	1	1
VBA	200	3	1	2.6
VHA	278	18	46	49.9
AGENCY OVERALL	482	26	3	30.3

## IX. FOIA PERSONNEL AND COSTS

PERSONNEL			COSTS			
	Number of Full-Time FOIA Employees	Number of Equivalent Full-Time FOIA Employees"	Total Number of "Full-Time FOIA Staff"	Processing Costs	Litigation-Related Costs	Total Costs
Admin	0	0.01	0.01	\$9,128.00	\$0.00	\$9,128.00
BVA	0	0.30	0.30	\$32,853.00	\$0.00	\$32,853.00
C&LA	0	0.10	0.10	\$10,871.00	\$0.00	\$10,871.00
CFM	0	0.70	0.70	\$72,710.00	\$0.00	\$72,710.00
GC	8	0.00	8.00	\$655,971.00	\$41,481.00	\$697,452.00
HRM	0	0.25	0.25	\$24,484.00	\$0.00	\$24,484.00
IG	1	1.10	2.10	\$255,384.60	\$0.00	\$255,384.60
MGMT	0	0.15	0.15	\$11,250.00	\$0.00	\$11,250.00
NCA	0	3.00	3.00	\$237,786.00	\$0.00	\$237,786.00
OAL	2	0.95	2.95	\$277,854.76	\$0.00	\$277,854.76
OASHRA	0	0.10	0.10	\$11,221.00	\$0.00	\$11,221.00
OASP&IA	0	0.06	0.06	\$7,329.58	\$0.00	\$7,329.58
ODASB	0	0.01	0.01	\$1,227.00	\$0.00	\$1,227.00
ODASIA	0	0.02	0.02	\$1,500.17	\$0.00	\$1,500.17
ODI	0	0.10	0.10	\$0.00	\$0.00	\$0.00
OF	0	0.60	0.60	\$71,152.00	\$0.00	\$71,152.00
OI&T	6	0.25	6.25	\$2,041,500.86	\$0.00	\$2,041,500.86
ORM	0	0.35	0.35	\$40,000.00	\$0.00	\$40,000.00
OSDBU	0	0.10	0.10	\$9,587.00	\$0.00	\$9,587.00
OSP	0	0.25	0.25	\$19,953.00	\$0.00	\$19,953.00
P&P	0	0.10	0.10	\$1,200.00	\$0.00	\$1,200.00
PA	0	0.10	0.10	\$1,200.00	\$0.00	\$1,200.00
SEC	0	0.25	0.25	\$25,226.00	\$0.00	\$25,226.00
VBA	37	20.27	57.27	\$3,051,105.91	\$0.00	\$3,051,105.91
VHA	3	185.06	188.06	\$5,344,033.60	\$0.00	\$5,344,033.60
<b>AGENCY OVERALL</b>	<b>57.00</b>	<b>214.18</b>	<b>271.18</b>	<b>\$12,214,528.48</b>	<b>\$41,481.00</b>	<b>\$12,256,009.48</b>

## X. FEES COLLECTED FOR PROCESSING REQUESTS

	Total Amount of Fees Collected	Percentage of Total Costs
Admin	\$0.00	-
BVA	\$0.00	-
C&LA	\$0.00	-
CFM	\$479.19	0.66
GC	\$0.00	-
HRM	\$50.00	0.20
IG	\$38.70	0.02
MGMT	\$0.00	-
NCA	\$0.00	-
OAL	\$677.00	0.24
OASHRA	\$0.00	-
OASP&IA	\$0.00	-
ODASB	\$0.00	-
ODASIA	\$0.00	-
ODI	\$0.00	-
OF	\$1,681.21	2.36
OI&T	\$327.34	0.02
ORM	\$0.00	-
OSDBU	\$0.00	-
OSP	\$0.00	-
P&P	\$0.00	-
PA	\$0.00	-
SEC	\$0.00	-
VBA	\$2,043.10	0.07
VHA	\$12,142.62	0.23
AGENCY OVERALL	\$17,439.16	0.14

## XI. FOIA Regulations

Information on the Department of Veterans Affairs FOIA Regulations, including Fee Schedules, is provided at the following URL: [http://www.foia.va.gov/FOIA\\_Regulations\\_and\\_Policies.asp](http://www.foia.va.gov/FOIA_Regulations_and_Policies.asp)

## XII. BACKLOGS, CONSULTATIONS, AND COMPARISONS

A. Backlogs of FOIA Requests and Administrative Appeals		
	Number of Backlogged Requests as of End of Fiscal Year	Number of Backlogged Appeals as of End of Fiscal Year
Admin	-	-
BVA	1	-
C&LA	-	-
CFM	14	-
GC	6	185
HRM	12	-
IG	-	-
MGMT	-	-
NCA	1	-
OAL	31	-
OASHRA	-	-
OASP&IA	-	-
ODASB	-	-
ODASIA	-	-
ODI	-	-
OF	2	-
OI&T	11	-
ORM	-	-
OSDBU	2	-
OSP	-	-
P&P	-	-
PA	-	-
SEC	5	-
VBA	252	-
VHA	311	-
AGENCY OVERALL	648	185

**B. Consultations on FOIA Requests – Received, Processed, and Pending Consultations**

	Number of Consultations Received from Other Agencies that Were Pending at Your Agency as of Start of the Fiscal Year	Number of Consultations Received from Other Agencies During the Fiscal Year	Number of Consultations Received from Other Agencies that Were Processed by Your Agency During the Fiscal Year	Number of Consultations Received from Other Agencies that Were Pending at Your Agency as of End of the Fiscal Year
Admin	-	-	-	-
BVA	-	-	-	-
C&LA	1	-	1	-
CFM	-	-	-	-
GC	-	-	-	-
HRM	-	-	-	-
IG	-	-	-	-
MGMT	-	-	-	-
NCA	-	-	-	-
OAL	-	-	-	-
OASHRA	-	-	-	-
OASP&IA	-	-	-	-
ODASB	-	-	-	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	-	-	-	-
OI&T	-	-	-	-
ORM	-	-	-	-
OSDBU	-	-	-	-
OSP	-	4	4	-
P&P	-	-	-	-
PA	-	-	-	-
SEC	-	-	-	-
VBA	2	2	4	-
VHA	1	6	6	1
AGENCY OVERALL	4	12	15	1

**C. Consultations on FOIA Requests – Ten Oldest Consultations Received from Other Agencies and Pending at Your Agency**

	10th Oldest Consultation and Number of Days Pending	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consultation and Number of Days Pending
Admin	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
BVA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
C&LA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CFM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
HRM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
IG	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
MGMT	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NCA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OAL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OASHRA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OASP&IA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODASB	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODASIA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ODI	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OF	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OI&T	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ORM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OSDBU	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
OSP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
P&P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SEC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VBA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
VHA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	08/10/2009 287
AGENCY OVERALL	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	08/10/2009 287

**D. Comparison of Numbers of Requests from Previous and Current Annual Report – Requests Received, Processed, and Backlogged**

	NUMBER OF REQUESTS <u>RECEIVED</u>		NUMBER OF REQUESTS <u>PROCESSED</u>	
	Number Received During Fiscal Year from Last Year's Annual Report	Number Received During Fiscal Year from Current Annual Report	Number Processed During Fiscal Year from Last Year's Annual Report	Number Processed During Fiscal Year from Current Annual Report
Admin	-	1	-	1
BVA	18	19	15	20
C&LA	4	5	2	7
CFM	65	100	66	81
GC	63	40	49	36
HRM	8	10	5	2
IG	319	232	303	245
MGMT	7	9	7	9
NCA	287	290	252	288
OAL	204	176	353	171
OASHRA	-	3	-	3
OASP&IA	-	1	-	1
ODASB	3	-	3	-
ODASIA	-	-	-	-
ODI	-	-	-	-
OF	6	37	3	39
OI&T	234	175	194	170
ORM	8	23	6	24
OSDBU	-	5	-	1
OSP	10	7	10	7
P&P	2	2	-	3
PA	-	1	-	1
SEC	6	16	2	11
VBA	6845	9872	6094	9940
VHA	61343	18103	64123	17797
AGENCY OVERALL	69432	29127	71487	28857

	Number of Backlogged Requests as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Requests as of End of the Fiscal Year from Current Annual Report
Admin	-	-
BVA	-	1
C&LA	-	-
CFM	5	14
GC	3	6
HRM	-	12
IG	10	-
MGMT	-	-
NCA	6	1
OAL	16	31
OASHRA	-	-
OASP&IA	-	-
ODASB	-	-
ODASIA	-	-
ODI	-	-
OF	4	2
OI&T	-	11
ORM	-	-
OSDBU	-	2
OSP	-	-
P&P	-	-
PA	-	-
SEC	1	5
VBA	374	252
VHA	84	311
AGENCY OVERALL	503	648

**E. Comparison of Numbers of Administrative Appeals from Previous and Current Annual Report – Appeals Received, Processed, and Backlogged**

	NUMBER OF APPEALS <b>RECEIVED</b>		NUMBER OF APPEALS <b>PROCESSED</b>	
	Number Received During Fiscal Year from Last Year's Annual Report	Number Received During Fiscal Year from Current Annual Report	Number Processed During Fiscal Year from Last Year's Annual Report	Number Processed During Fiscal Year from Current Annual Report
<b>GC</b>	241	231	87	185

	Number of Backlogged Appeals as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Appeals as of End of the Fiscal Year from Current Annual Report
<b>GC</b>	<b>72</b>	<b>185</b>

## **F. Discussion of Other FOIA Activities (Optional)**

The VA undertook several initiatives to improve FOIA administration and increase transparency:

### **Governance**

- Finalized updates to VA's FOIA regulations (the revised regulations are currently open for public comment at <http://www.regulations.gov/search/Regs/home.html#documentDetail?R=0900006480b6ef0b>).
- The Chief FOIA Officer provides the Executive Leadership Board updates about VA's FOIA operations.

### **Transparency**

- Expanded the FOIA Section of VA's Open Government Plan, which is available at [http://www4.va.gov/OPEN/docs/open\\_govt\\_plan](http://www4.va.gov/OPEN/docs/open_govt_plan). The portion concerning VA's FOIA operations is found on pages 16 through 18.
- Required each FOIA office to provide a list of its frequently requested records, which is posted at [http://www.foia.va.gov/FOIA\\_Frequently\\_Requested\\_Docs.asp](http://www.foia.va.gov/FOIA_Frequently_Requested_Docs.asp).
- The Secretary of VA issued a letter to all employees discussing VA's commitment to the principles of transparency and openness.
- Redesigned the VA FOIA website to improve requestor access to information and provide a more useful educational tool and knowledge resource for agency FOIA Officers (<http://www.foia.va.gov/>).
- Created a FOIA hotline where requesters can inquire about the status of their request and receive instructions on how to file a request.

### **Training and Outreach**

- The Chief FOIA Officer encouraged and supported training activities and directly communicated with VA's 271 FOIA Officers.
- Created a FOIA Awareness pamphlet that is included in New Employee orientation packages.

### **Inter-Agency Collaboration**

- Hosted the Director of the Office of Government Information Services (OGIS), to speak to VA's FOIA Workgroup about FOIA mediation efforts.
- Hosted the first Dispute Resolution Skills Training for VA FOIA Officers. This training provided tools for working with FOIA requesters and VA program offices using mediation techniques.
- VA continues to be approached by other federal agencies to share its strategies for successful FOIA administration

### **Using Technology to Improve Performance**

- Provided additional licenses to ensure all VA's FOIA Officers had access to the department-wide tracking system.