

**Corporation for National and Community Service  
Freedom of Information Act Report  
for  
(October 1, 2005 – September 30, 2006)  
Pursuant to 5 U.S.C. 552(e)(1)**

**I. Basic Information Regarding Report:**

A. Name, title, address, and telephone number of person(s) to be contacted with questions about the report:

Austin A. Holland / Corporation FOIA Disclosure Officer  
1201 New York Avenue, N.W., Room 10606  
Washington, DC 20525

Phone: (202) 606-6671

B. Electronic address for report on the World Wide Web:

<http://www.nationalservice.gov/home/foia/index.asp>

C. How to obtain a copy of the report in paper form.

A copy of this report can be obtained by writing to the Corporation FOIA Disclosure Officer, or by downloading a copy from the Internet site listed in subparagraph (B) above.

**II. How to Make a FOIA Request:**

A. Name, address, and telephone number of all individual agency components and offices that receive FOIA requests:

Corporation for National and Community Service  
Attn: Austin A. Holland / Corporation FOIA Disclosure Officer  
1201 New York Avenue, N.W., Room 10606  
Washington, DC 20525

Phone: (202) 606-6671

B. Brief description of the agency's response-time ranges:

The Corporation's response time (by average number) to FOIA requests is 10 working days.

The Corporation does not use a multiple tracking system for monitoring FOIA requests. The requests are received and processed through a centralized system and are maintained in one location.

### III. Definitions of Terms and Acronyms Used in This Report:

#### A. Agency-specific acronyms or other terms.

**Working days** – actual days counted to determine the Corporation’s processing time (excluding weekends and legal holidays).

#### B. Basic Terms used in this report.

**FOIA/PA request** -- Freedom of Information Act/Privacy Act request. A FOIA request is generally a request for access to records concerning a third party, an organization, or a particular topic of interest. A Privacy Act request is a request for records concerning oneself; such requests are also treated as FOIA requests. (All requests for access to records, regardless of which law is cited by the requester, are included in this report.)

**Initial Request** -- a request to a federal agency for access to records under the Freedom of Information Act.

**Appeal** -- a request to a federal agency asking that it review at a higher administrative level a full denial or partial denial of access to records under the Freedom of Information Act, or any other FOIA determination such as a matter pertaining to fees.

**Processed Request or Appeal** -- a request or appeal for which an agency has taken a final action on the request or the appeal in all respects.

**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 in each track are processed on a first-in/first out basis. A requester who has an urgent need for records may request expedited processing (see below).

**Expedited processing** -- an agency will process a FOIA request on an expedited basis when a requester has shown an exceptional need or urgency for the records which warrants prioritization of his or her request over other requests that were made earlier.

**Simple request** -- a FOIA request that an agency using multi-track processing places in its fastest (nonexpedited) track based on the volume and/or simplicity of records requested.

**Complex request** -- a FOIA request that an agency using multi-track processing places in a slower track based on the volume and/or complexity of records requested.

**Grant** -- an agency decision to disclose all records in full in response to a FOIA request.

**Partial grant** -- an agency decision to disclose a record in part in response to a FOIA request, deleting information determined to be exempt under one or more of the FOIA's exemptions; or a decision to disclose some records in their entireties, but to withhold others in whole or in part.

**Denial** -- an agency decision not to release any part of a record or records in response to a FOIA request because all the information in the requested records is determined by the agency to be exempt under one or more of the FOIA's exemptions, or for some procedural reason (such as because no record is located in response to a FOIA request).

**Time limits** -- the time period in the Freedom of Information Act for an agency to respond to a FOIA request (ordinarily 20 working days from proper receipt of a "perfected" FOIA request).

**"Perfected" request** -- a FOIA request for records which adequately describes the records sought, which has been received by the FOIA office of the agency or agency component in possession of the records, and for which there is no remaining question about the payment of applicable fees.

**Exemption 3 statute** -- a separate federal statute prohibiting the disclosure of a certain type of information and authorizing its withholding under FOIA subsection (b)(3).

**Median number** -- the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.

**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.

#### **IV. Exemption 3 Statutes:**

- A. List of Exemption 3 statutes relied on by agency during current fiscal year: 0.

**V. Initial FOIA/PA Access Requests:**

A. Number of initial requests:

1. Number of requests pending as of end of preceding fiscal year: 0.
2. Number of requests received during current fiscal year: 42.
3. Number of requests processed during current fiscal year: 42.
4. Number of requests pending as of end of current fiscal year: 0.

B. Disposition of initial requests:

1. Number of total grants: 31
2. Number of partial grants: 5
3. Number of denials: 0

a. Number of times each FOIA exemption used (counting each exemption once per request)

Exemption 1: 0.	Exemption 7(A): 2.	Exemption 8: 0.
Exemption 2: 0.	Exemption 7(B): 0.	Exemption 9: 0.
Exemption 3: 0.	Exemption 7(C): 2.	
Exemption 4: 1.	Exemption 7(D): 0.	
Exemption 5: 1.	Exemption 7(E): 0.	
Exemption 6: 2.	Exemption 7(F): 0.	

4. Other reasons for nondisclosure (total): 6.

- a. No records: 3.
- b. Referrals: 0.
- c. Request withdrawn: 1.
- d. Fee-related reason: 0.
- e. Records not reasonably described: 0.
- f. Not a proper FOIA request for some other reason: 2.
- g. Not an agency record: 0.
- h. Duplicate request: 0.
- i. Other (specify): 0

**VI. Appeals of Initial Denials of FOIA/PA Requests:**

A. Numbers of appeals: 0.

1. Number of appeals received during fiscal year: 0.
2. Number of appeals processed during fiscal year: 0.

B. Disposition of appeals:

1. Number completely upheld: 0.
2. Number partially reversed: 0.
3. Number completely reversed: 0.

a. number of times each FOIA exemption used (counting each exemption once per appeal)

Exemption 1: 0.	Exemption 7(A): 0.	Exemption 8: 0.
Exemption 2: 0.	Exemption 7(B): 0.	Exemption 9: 0.
Exemption 3: 0.	Exemption 7(C): 0.	
Exemption 4: 0.	Exemption 7(D): 0.	
Exemption 5: 0.	Exemption 7(E): 0.	
Exemption 6: 0.	Exemption 7(F): 0.	

4. Other reasons for nondisclosure (total): 0.

- a. no records: 0.
- b. referrals: 0.
- c. request withdrawn: 0.
- d. fee-related reason: 0.
- e. records not reasonably described: 0.
- f. not a proper FOIA request for some other reason: 0.
- g. not an agency record: 0.
- h. duplicate request: 0.
- i. other (specify): 0.

**VII. Compliance with Time Limits/Status of Pending Requests**

A. Median processing time for requests processed during the year.

1. Simple requests:

- a. number of requests processed: 42.
- b. median number of days to process: 10.

2. Complex requests: 0.

- a. number of requests processed: 0.
- b. median number of days to process: 0.

3. Requests accorded expedited processing: 0.

- a. number of requests processed: 0.
- b. median number of days to process: 0.

B. Status of pending requests:

1. Number of requests pending as of end of current fiscal year: 0.
2. Median number of days that such requests were pending as of that date: 0.

**VIII. Comparisons with Previous Year(s):**

A. Comparison of numbers of requests received:

50 requests were received in Fiscal Year 2005  
42 requests were received in Fiscal Year 2006 – 16 % decrease.

B. Comparison of numbers of requests processed:

50 requests were processed by the close of Fiscal Year 2005  
42 requests were processed by the close of Fiscal Year 2006 – 16% decrease.

C. Comparison of median number of days requests were pending as of end of fiscal year:

0 requests were pending at the close of Fiscal Year 2005; median number of days: 0

0 request was pending at the close of Fiscal Year 2006; median number of days: 0.

D. Other statistics significant to agency: 0 request for expedited processing received; 0 granted.

E. Other narrative statements describing agency efforts to improve timeliness of FOIA performance and to make records available to the public:

FOIA requests are scanned and forwarded to the office(s) of record electronically, contributing to a decrease in response time. Use of the Corporation's Internet web site has made more information be available to the public, thus eliminating the need for a submission of a formal written FOIA request for processing by the FOIA Disclosure Officer.

**IX. Costs/FOIA Staffing:**

A. Staffing levels:

1. Number of full-time FOIA personnel: 0.
2. Number of personnel with part-time or occasional FOIA duties: .55.
3. Total number of personnel (in work-years): .55.

B. Total costs (including staff and all resources):

1. FOIA processing (including appeals): \$39,568.30.
2. Litigation-related activities (estimated): 0.
3. Total costs: \$39,568.30.
4. Comparison with previous year(s): 15.68 % decrease.

**X. Fees:**

- A. Total amount of fees collected by agency for processing requests: \$125.75.
- B. Percentage of total costs: .3 % of total FOIA processing cost was collected during Fiscal Year 2006

**XI. FOIA Regulations:**

<http://www.cns.gov/home/foia/index.asp>

A copy of the Corporation's FOIA regulation (45 CFR Part 2507) is not attached, but is available for viewing/downloading from the FOIA Internet site listed above.

**XII. Report on FOIA Executive Order Implementation:**

A. The Corporation for National and Community Service did not supplement or modify its improvement plan.

B. The Corporation is pleased to report that it has met all of its milestones. The milestones are as follows:

1. Affirmative/Proactive Disclosure – Consulted with the agency webmaster and determined that we need to identify more clearly an electronic reading room and to improve the organization of resources posted in the electronic reading room. The FOIA Disclosure Officer also adopted a systematic process to identify frequently-requested records. The FOIA Disclosure Officer implemented a procedure to review the types of FOIA requests received on a quarterly basis. At the end of each quarter the FOIA Disclosure Officer reviews the electronic FOIA log and highlights the frequently-requested records. These documents are added to the electronic reading room. The FOIA Disclosure Officer reports to the Chief FOIA Officer the results of the previous quarter's activity and identifies any documents that have been posted in the electronic reading room. We implemented this procedure beginning the first quarter of fiscal year 2007.

2. Overall Website Improvement - The FOIA Disclosure Officer worked with the agency webmaster to clearly identify the Corporation for National and Community Service's electronic reading room and has substantially improved the website by December 31, 2006. Improvements to the organization of resources in the electronic reading room have been verified by the Chief FOIA Officer.

3. Additional Training needed - The FOIA Disclosure Officer and FOIA Counsel attended and completed FOIA training in 2006 which the Agency Chief FOIA Officer verified. The following are the courses completed:

- Freedom of Information Act for Attorneys and Access Professionals/Privacy Act, July 18-20, 2006, sponsored by the U.S. Department of Justice. (FOIA Disclosure Officer and FOIA Counsel)
- Introduction to the Freedom of Information Act, August 22, 2006, sponsored by the U.S. Department of Justice. (FOIA Disclosure Officer)
- The Annual Symposium & Training Conference on FOIA/Privacy Act, September 26-27, 2006, sponsored by the American Society of Access Professionals. (FOIA Disclosure Officer)

C. The Corporation for National and Community Service did not have a deficiency in meeting its planned milestones.

D. The Corporation for National and Community Service does not have a narrative statement regarding other executive order-related activities.

E. Concise description of FOIA exemptions:

1. **Exemption 4** – Treatment of trade secrets and other confidential commercial or financial information submitted by businesses to agencies was redacted from 1 FOIA request in accordance with 5 U.S.C. § 552(b)(4).
2. **Exemption 5** – Documents that are pre-decisional were redacted from 2 FOIA requests in accordance with 5 U.S.C. § 552(b)(5).
3. **Exemption 6** - Personal privacy interests were redacted from 2 documents, thus the Privacy Act applied 5 U.S.C. § 552(b)(6)
4. **Exemption 7(A)** - References to open and ongoing investigations were redacted from 1 document in accordance with FOIA Section 7(A), 5 U.S.C. § 552(b)(7)(A).
5. **Exemption 7(C)** - Personally identifying information was redacted from 2 FOIA requests based on considerations of personal privacy in accordance with FOIA Section 7(C), 5 U.S.C. § 552(b)(7)(C).

F. The Corporation for National and Community Service does not have additional statistics to provide. **The Corporation has no backlog of requests and requests are processed within statutory guidelines.**



## G. Agency Improvement Plan

1. Improve organization and presentation of FOIA Reference Guide
2. FOIA Disclosure Officer adds table of contents or index to aid readers. FOIA Disclosure Officer, in consultation with FOIA Counsel, makes edits to improve clarity.
3. December 31, 2007 – Complete improvements.
4. Chief Agency FOIA Officer verifies that Reference Guide has been improved, by comparing the current Guide to the revised one.