

ANNUAL PEACE CORPS FOIA REPORT

October 1, 2005 to September 30, 2006

I. Basic Information Regarding Report:

- A. If you have any questions about the Freedom of Information Act (FOIA) Annual Report, contact Marianne Manheim, FOIA Officer/Public Liaison, at 800-424-8580.
- B. To find this report on the World Wide Web, you may find it at <http://www.peacecorps.gov/policies/foia.cfm>
- C. You may obtain a copy of the report in paper form by writing to:

Peace Corps
FOIA Officer/Public Liaison
1111 20th St., NW
Washington, DC 20526

II. How to Make a FOIA Request:

Peace Corps FOIA request procedures are located in the FOIA Reference Guide, which is electronically linked to our World Wide Web Site: <http://www.peacecorps.gov>

- A. FOIA Requests are received in the Office of:

Peace Corps
FOIA Officer/Public Liaison
1111 20th St., NW
Washington, DC 20526

- B. Peace Corps response time ranges from two days to ten or more days.
- C. Some requests cannot be granted because the records have been destroyed pursuant to Peace Corps' records schedule.

III. Definitions of Terms and Acronyms

- A. Agency specific acronyms or other terms. N/A
- B. Basic terms, expressed in common terminology.
 - 1. **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 (PA) 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.)

2. **Initial Request** – a request to a federal agency for access to records under the Freedom of Information Act.
3. **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.
4. **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.
5. **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).
6. **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.
7. **Simple request** – a FOIA request that an agency using multitrack processing places in its fastest (nonexpedited) track based on the volume and/or simplicity of records requested.
8. **Complex request** – a FOIA request that an agency using multitrack processing places in a slower track based on the volume and/or complexity of records requested.
9. **Grant** – an agency decision to disclose all records in full in response to a FOIA request.
10. **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 entirety, but to withhold others in whole or in part.
11. **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).

12. **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).
13. **“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.
14. **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).
15. **Median number** – the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
16. **Average number** – the number obtained by dividing the sum 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 the agency during the current fiscal year.
 1. Brief description of type of information withheld under each statute: N/A
 2. Statement of whether a court has upheld a use of each statute. If so, then cite example: N/A

V. Initial FOIA/PA Requests

- A. Number of Initial Requests
 1. Number of requests pending as of end of preceding fiscal year = 62
 2. Number of requests received during the current fiscal year = 6432
 3. Number of requests processed during current fiscal year = 6437

4. Number of requests pending as of end of fiscal year = 57

B. Disposition of initial requests

1. Number of total grants = 6,326

2. Number of partial grants = 25

3. Number of denials = 15

a. Number of times each FOIA exemption used:

1. Exemption 1 = 0

2. Exemption 2 = 0

3. Exemption 3 = 0

4. Exemption 4 = 2

5. Exemption 5 = 8

6. Exemption 6 = 14

7. Exemption 7a = 0

8. Exemption 7b = 0

9. Exemption 7c = 1

10. Exemption 7d = 0

11. Exemption 7e = 0

12. Exemption 7f = 0

13. Exemption 8 = 0

14. Exemption 9 = 0

4. Other reasons for nondisclosure: 71

a. no records = 53

b. referrals = 5

c. request withdrawn = 3

d. fee-related reason = 0

e. records not reasonably described = 0

f. not a proper FOIA request for some other reason = 4

g. not an agency record = 1

h. duplicate request = 0

i. other (specify) = 5, PA records denied under PA Exemption K(5), Reference Summary sent instead.

VI. Appeals of Initial Denials to FOIA/PA Requests

A. Number of appeals:

1. Number of appeals received during the fiscal year = 4

2. Number of appeals processed during fiscal year = 4

B. Disposition of appeals:

1. Number completely upheld = 4

2. Number partially reversed = 0

3. Number completely reversed = 0

a. Number of times each FOIA exemption used:

1. Exemption 1 = 0

2. Exemption 2 = 0

3. Exemption 3 = 0

4. Exemption 4 = 0

5. Exemption 5 = 3

6. Exemption 6 = 2

7. Exemption 7a = 0

8. Exemption 7b = 0

9. Exemption 7c = 0

10. Exemption 7d = 0

11. Exemption 7e = 0

12. Exemption 7f = 0

13. Exemption 8 = 0

14. Exemption 9 = 0

4. Other reasons for nondisclosure = 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 = 6436

b. median number of days to process = 5.5

2. Complex requests

a. number of requests processed = 0

b. median number of days to process = N/A

3. Requests accorded expedited processing

a. Number of requests processed = 1

b. Median number of days to process = 14

B. Status of pending requests

1. Number of requests pending as of end of current fiscal year = 57

2. Median number of days that such requests were pending as of end of current fiscal year = 15

VIII. Comparisons with Previous Years (optional)

A. Comparison of number of requests received = In FY 2006, 6432, while in FY 2005, 6832.

B. Comparison of number of requests processed = In FY 2006, 6437, while in FY 2005, 6996.

C. Comparison of median number of days requests were pending as of end of fiscal year = N/A

D. Other statistics significant to the agency = In FY 2006, Received 1 request for expedited processing and 1 granted. In FY 2005, Received 0 requests for expedited processing and granted 0.

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

Training given during New Employee Orientation every two weeks, training provided during Overseas Training Fair twice a year for employees working in offices abroad, and training provided internationally.

IX. Costs/FOIA and PA Staffing

A. Staffing levels

1. Number of full-time FOIA/PA personnel = 5.0

2. Number of personnel with part-time or partial FOIA/PA duties = 2.0

3. Total number of personnel (in work-years) = 7.0

B. Total Costs (including staff and all resources).

1. FOIA processing (including appeals) = \$ 391,062
2. Litigation-related activities = N/A
3. Total Costs = \$ 391,062
4. Comparison with previous year (FY 2005) = \$8,910 decrease

X. Fees

- A. Total Amount collected by agency for processing requests = \$367.64
- B. Percentage of total costs = 1%

XI. FOIA Regulations (Including Fee Schedule)

Please consult the federal regulations <http://www.peacecorps.gov/index.cfm?shell=pchq.policies.docs> and attached fee schedule regarding FOIA.

XII. Report on Executive Order 13,392 Implementation.

On December 14, 2005, the President issued Executive Order 13,392, entitled "Improving Agency Disclosure of Information," which established a "citizen-centered" and "results-oriented" approach to administration of the Freedom of Information Act. The Executive Order required each agency to conduct a review of its FOIA operations, to develop an agency-specific plan to improve its administration of the Act, and to include in its annual FOIA report a description of its progress in meeting the milestones and goals established in its improvement plan.

This section of the annual FOIA report contains the Peace Corps' description of its progress in implementing the milestones and goals of the Department's FOIA Improvement Plan, including highlights of each component's achievements. The reporting period for Section XII is different from that used for the rest of this report, which is based on data compiled for Fiscal Year 2006. The reporting period for this section concerning Executive Order implementation activities includes progress made by components through January 2007.

Peace Corps – Entire Agency

The Peace Corps' processing of Freedom of Information Act/Privacy Act (FOIA/PA) requests includes the FOIA/Privacy Act Office, Office of the

Inspector General, Volunteer Financial Operations, Office of Medical Services, and the Center for Field Assistance and Applied Research.

Peace Corps' Executive Order implementation activities address the FOIA processing improvement efforts for all those Offices.

A. Description of supplementation/modification of agency improvement plan (if applicable)

Not applicable

B. Report on agency implementation of its plan, including its performance in meeting milestones, with respect to each improvement area

The Peace Corps has met nearly all of the goals and milestones established in the report it submitted on June 14, 2006, in response to Executive Order 13,392, that were to be completed for this reporting period. Peace Corps accomplished a series of improvements in the area of developing and providing training for all employees throughout the agency, including FOIA and Privacy training at international posts, and departments throughout the agency. We provided training to new employees at least twice per month, and to specific operating groups at headquarters every month. Peace Corps' FOIA Office created training materials for international training. We presented training in-person at two offices, Honduras and Jamaica in September 2006. During the training, we learned about the level of knowledge about FOIA among employees and used this information to redesign the training to be most helpful to international posts. A privacy review was also conducted at each office, to determine the types of records being maintained and how they are safeguarded.

Updated training materials were created. Teleconference training was provided to regional offices. We identified the information that will be covered in intranet based training for all employees and have taken steps to produce the materials. Newsletters were posted bi-monthly for all employees. Powerpoint presentations have been created.

We have enjoyed some success in moving towards electronic FOIA requests. We began updating the Federal Regulations necessary to create electronic requests forms, and decided to go with an electronic mailbox. This milestone is on schedule to be completed by May 2007.

We have succeeded in website improvements, with a more user-friendly webpage with helpful information to visitors on what to include in their requests, and who to contact. We hope to have more information on the website once our Manual Sections and updated information about records management are updated with our target date of December 31 2007.

We have succeeded in providing more training to FOIA personnel through training from the Department of Justice and the American Society of Access Professionals. We are now fully staffed with FOIA/Privacy expertise on-board.

We have contacted the Office of General Counsel about reducing backlog at the agency.

We have attained success in achieving the necessary cooperation from agency personnel. We have worked with the Office of the CIO to improve FOIA/Privacy guidance and assistance throughout the agency, updating our databases and helping them to add privacy impact assessments to their system initiation process. Our Account Representative from the Office of the CIO also assists us with new training software to help train employees, and helps the Office of the CIO to prioritize projects related to FOIA and Privacy. We have a productive relationship with the Office of General Counsel, and are now in the process of updating all regulations and Manual Sections.

C. Identification and discussion of any deficiency in meeting plan milestones (if applicable)

There have been some deficient results in identifying new materials to place online. This milestone will take more time as some of the manual sections and regulations that need to be uploaded are in the process of being revised. This has become a priority shared by the FOIA/Privacy Office and the Office of General Counsel. We will upload the documents with the help of the Office of Communications when the documents are final.

D. Additional narrative statements regarding other executive order-related activities (optional)

Not Applicable.

E. Concise descriptions of FOIA exemptions

The nine exemptions to the FOIA authorize federal agencies to withhold information covering: (1) classified national defense and foreign relations information; (2) internal agency rules and practices; (3) information that is prohibited from disclosure by another federal law; (4) trade secrets and other confidential business information; (5) inter-agency or intra-agency communications that are protected by legal privileges; (6) information involving matters of personal privacy; (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; (8) information relating to the supervision of financial institutions; and (9) geological information on wells.

F. Additional Statistics:

1. Time range of requests pending, by date of request (or, where applicable, by date of referral from another agency).

August 2, 2004 to January 26, 2007

2. Time range of consultations pending with other agencies at this time.

Not Applicable.

G. Attachment: Agency improvement plan:

The FOIA Improvement Plan for the Peace Corps is attached.

Peace Corps FOIA Office Fee Chart*

| FP▶ Step▼ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|--------------|------|------|------|------|------|------|------|------|------|
| 1 | \$62 | \$50 | \$40 | \$33 | \$27 | \$24 | \$21 | \$19 | \$17 |
| 2 | \$63 | 51 | 42 | 34 | 27 | 24 | 22 | 20 | 17 |
| 3 | \$65 | 53 | 43 | 35 | 28 | 25 | 22 | 20 | 18 |
| 4 | \$67 | 54 | 44 | 36 | 29 | 26 | 23 | 21 | 19 |
| 5 | \$69 | 56 | 45 | 37 | 30 | 27 | 24 | 21 | 19 |
| 6 | \$71 | 58 | 47 | 38 | 31 | 27 | 25 | 22 | 20 |
| 7 | \$73 | 60 | 48 | 39 | 32 | 28 | 25 | 23 | 20 |
| 8 | \$76 | 61 | 50 | 40 | 33 | 29 | 26 | 23 | 21 |
| 9 | \$78 | 63 | 51 | 41 | 34 | 30 | 27 | 24 | 21 |
| 10 | \$80 | 65 | 53 | 43 | 35 | 31 | 28 | 25 | 22 |

* Pursuant to 22 CFR §303.10 and §303.13, the above calculations for search and review time are based on the 2005 salary rate for Peace Corps employees performing the search and/or review, plus 16%. Prices listed above are per hour; charges for search and review time less than a full hour will be billed by quarter-hour segments. The charge for duplication by paper copy is \$.10 per page.

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(Previous Editions Obsolete PC-2070)

**PEACE CORPS FOIA PLAN
UNDER EXECUTIVE ORDER 13,392**

A. NATURE OF PEACE CORPS' FOIA OPERATIONS

The Peace Corps' FOIA Office processes Freedom of Information Act/Privacy Act (FOIA/PA) requests for records maintained by all offices at Peace Corps, except for the Office of the Inspector General, Volunteer Financial Operations, and Volunteer Medical Files. Peace Corps is an agency with 1,082 employees worldwide and more than 182,000 former and current volunteers. Peace Corps received 6823 FOIA/PA requests in Fiscal Year 2005 and processed 6,996 FOIA/PA throughout the agency. These requests are processed by the FOIA Office staff, which consists of an officer who oversees one specialist, as well as one temporary administrative assistant. Many of the PA requests are processed by the Office of Medical Services and the Office of Volunteer Financial Operations. The FOIA officer has official authority to deny or partially deny any requests and oversees policies in the other offices that process PA requests.

While the Office of Inspector General (OIG) independently services FOIA and Privacy Act requests related to its System of Records and other documents, it does so in close coordination with the agency. This includes a public record access information reference to OIG record requests on the agency website. OIG currently has no backlog of FOIA or Privacy Act requests and will work with the agency to implement the agency plan of improvement being submitted.

B. AREAS SELECTED FOR REVIEW

Peace Corps reviewed the following potential improvement areas:

- Training program for employees
- Electronic FOIA/requests and responses
- Overall FOIA Website improvements
- Improvement of FOIA Reference Guide
- Affirmative Disclosure
- Process by which necessary cooperation is obtained from agency personnel
- Purchasing of new equipment to ensure privacy
- Backlog reduction
- Additional training for FOIA office employees
- Increased Staffing

C. NARRATIVE STATEMENT SUMMARIZING RESULTS OF REVIEW

After an extensive review of the areas identified in Part B, above, Peace Corps determined that although the processing of FOIA/PA requests is working well, there is room for improvement.

One of the first areas we carefully reviewed was training. Training is essential to the office's success. The FOIA Office plans and executes training sessions, assists with privacy matters throughout the agency, and familiarizes employees with the necessities of complying with each Act. Currently, new employees are trained during new employee orientation every two weeks. Training, by department, is conducted when requested. Our newsletter, *Management Update*, is issued bi-monthly and email quizzes are posted electronically as topics arise. However, training remains necessary on a global level and at regional offices. We will provide in-person training at some international offices, and we will examine how the offices conduct their records management responsibilities. It is essential to our training program that we implement improvement ideas provided by field personnel which we gather through training activities. An Electronic Annual Training program is also planned to provide scheduled training each year for office employees.

In addition, we examined how requests are currently submitted, which is only via mail and facsimile. Since we have experienced public interest in adding electronic request capabilities, we plan to move towards electronic FOIA submissions and responses. Our record for responding to requests within the statutory 20 days is excellent. A letter is sent to notify requesters of initial receipt. When needed, we also send a request for an additional 10 working days. The office contacts requesters regularly for more information when working on requests and maintains a good working relationship with requesters. When we move to electronic submissions and responses, our response speed may even increase, but we are primarily making the move to provide better customer service and convenience.

In the area of website improvements, we examined where our website/reference guide is located and what is in the reading room. The FOIA website is fairly easy to locate from the Peace Corps main page. There is sufficient information found on the website to make a request and answer basic questions. The FOIA Office has a superb track record for submitting Annual Reports on time each year and posting them on the website immediately. The link is www.peacecorps.gov. Improving the website by adding more information in our FOIA Reference Guide is also essential to our electronic enhancements. We are also currently in the process of increasing the number of publicly available documents on the Peace Corps FOIA website.

A major goal of the Office of Inspector General is to place its public reports on the Peace Corps public website to facilitate access to the public. In addition, it will be working with the agency to enhance its request processing software to provide better tracking and servicing of FOIA and Privacy Act requests and otherwise seek improvements consistent with the agency plan.

To accomplish many of these improvements, the FOIA Office will continue to work with other offices, such as General Counsel, the Office of the Chief Information Officer (CIO), Communications, and the Office of Records Management, to update the Manual Sections and Code of Federal Regulations. Interaction with other offices in the agency is essential to accomplish changes, such as placing more documents on the FOIA webpage and determining how to format electronic request forms.

Through our review, we learned that our customer service is excellent, with a fast and friendly response time, but other improvements can be implemented to make FOIA more user-friendly. A line will be added to our office's FOIA acknowledgement card indicating the expected, or no later than, response date. To provide better customer service and safeguard personal information, the FOIA Office will request its own printer/fax/scanner. .

We also reviewed our files and found that we have two FOIA cases in backlog. Our review shows that we need to resolve these cases immediately and work to prevent any backlog from accruing in the future. We plan to work with the Office of General Counsel to resolve these cases.

In late 2004, the FOIA and Privacy Act Offices combined and, as a result, FOIA employees need a wider range of knowledge on FOIA, privacy and records. In recent months, employees working in the FOIA Office attended Department of Justice and American Society of Access Professionals training events to become more knowledgeable in these areas. FOIA employees will be receiving more training to handle questions arising in the privacy and records management areas to provide the best customer service. With more training, we will be able to provide well-rounded training on all issues and questions that arise.

In the area of staffing, we have a very knowledgeable staff of two permanent employees and one temporary assistant when it comes to FOIA matters. In response to merging of the FOIA and Privacy Offices, we will be hiring an employee with a privacy and records background to help support the types of requests and training our office handles.

D. AREAS CHOSEN AS IMPROVEMENT AREAS FOR PLAN

- Training for employees throughout the agency
- Electronic Requests
- Website improvements
- More training for FOIA personnel in Privacy and Records
- Backlog reduction
- Process by which necessary cooperation is obtained from agency "personnel"

E. IMPROVEMENT AREAS PLAN

1. Training for employees throughout the agency

Goal: The FOIA/Privacy Office will conduct more in-person (non-electronic) training throughout the agency. **Target completion: 1-1-2008.**

Steps

- Attend annual Country Director conference(s). Visit a Peace Corps international post and conduct training, while also gathering information to be implemented in future international trainings. Create updated training program for international employees. **To be completed by 9-1-2007.**
- Provide video and Tele-conference training from Washington, DC. Provide in-person training to employees, by department, at headquarters, regional offices, and at conferences with training material specific to their jobs, and participate in overseas staff training at headquarters. **To be completed by 1-1-2007 (and continuing thereafter).**

Goal: Annual FOIA/Privacy training will also be initiated through an online training program. **Target completion: 1-1-2007.**

Steps

- Create PowerPoint presentations that are found on the intranet for employees. Training exams will be conducted annually from online PowerPoint materials. Initiate mandatory FOIA/Privacy training at the agency. **To be completed by 1-1-2007.**
- Newsletters, such as our Management Update, will continue to be posted online. Emailed quizzes devised to improve employee awareness of FOIA responsibilities will also be used. **To be completed by 9-30-2006.**
- Institute online training program for all employees. **To be completed by 1-1-2007.**

2. Electronic Requests

Goal: Allow the public to make FOIA requests through an online form and receive electronic responses. **Target completion: 5-1-2007.**

Steps

- Work with the Office of General Counsel to update the applicable Code of Federal Regulations and Manual Sections. **To be completed by 4-1-2007.**
- Work with the CIO to design a form and update current webpage on a regular basis. Create an electronic FOIA request form. **To be completed by 3-1-2007.**
- Update information and FOIA Reference Guide on the website to reflect the electronic form request capabilities. **To be completed by 3-1-2007.**
- Post the electronic FOIA request form online. Report on success in Annual FOIA report. **To be completed by 5-1-2007.**

- Respond to requests with electronic information as often as possible. The FOIA office will be able to quantify the number of FOIA online requests and will also have fewer emails and phone calls about the FOIA/Privacy Act request process. **To be completed by 5-1-2007.**

3. Website Improvements

Goal: Enhance the FOIA electronic reading room by adding more available information/records and making it more user-friendly. **Target completion: 12-31-2007.**

Steps

- Identify the most commonly requested documents/records. Work with the different departments involved to decide what will be uploaded. **To be completed by 3-1-2007**
- Create a more user-friendly main webpage with easy-to-find link to FOIA. The online guide will emphasize the importance of including a telephone number and/or e-mail to expedite follow up on requests. Create an electronic customer satisfaction survey card or suggestion box for customer feedback. Analyze customer feedback. **To be completed by 1-1-2007.**
- Create a more complete FOIA and Privacy Act Reference Guide on the website. **To be completed by 1-1-2007.**
- Add information on the website about what constitutes an agency record and how long they are retained. Add more documents to website, such as Manual sections and other documents identified by departments. **To be completed by 1-1-2007.**
- Work with the Office of Communications, the CIO's office and General Counsel to decide on which documents to place online and how. **To be completed by 1-1-2007.**
- Work with Communications and the CIO to identify how many visitors we receive at the website and how many requests for more types of information we receive. Meet with Communications and the CIO Office regularly to discuss changes to the FOIA webpage and discuss possible documents to upload. Review the website monthly. **To be completed by 12-31-2007.**

4. More training for FOIA personnel in Privacy and Records

Goal: Provide more training for employees in the FOIA Office regarding privacy and Information Technology needs. **Target completion: 12-01-2007.**

Steps

- Hire an employee in the FOIA Office with privacy expertise who will also provide training and advice to FOIA personnel. **To be completed by 9-1-2006.**
- Support FOIA employees by providing training possibilities each year in this subject matter, especially NARA trainings, privacy, Information Technology (IT) concerns, and Privacy Impact Assessments. **To be completed by 9-1-2006.**
- Peace Corps FOIA Employees will attend training at least once per year. **To be completed by 12-31-2007, 12-31-2008.**
- FOIA employees will participate in more IT activities taking place, at the agency, by including employees in the Internal Review Board process and adding FOIA/Privacy signed approval before completing the designated form/system process. **To be completed by 4-1-2007.**

5. Backlog Reduction

Goal: There are two outstanding FOIA requests that must be resolved. **Target completion: 12-31-2006.**

Steps

- Contact the requester and ask whether they would like to continue to pursue a response to the request. **To be completed by 6-15-2006.**
- We will either administratively close the case and let the requester know that it has been erroneously neglected, or respond to the request with responsive documents. **To be completed by 9-1-2006.**
- Contact the Office of General Counsel for their guidance. **To be completed by 6-15-2006.**
- We will ensure that requests do not remain outstanding in the future and the FOIA Office will contact the Office of General Counsel for advice in complying with the statutory time limit when the danger arises. **To be completed by 12-31-2006, 12-31-2007, 12-31-2008.**

6. Process by which necessary cooperation is obtained from agency “personnel.”

Goal: Foster a good working relationship within the agency and improve communication between departments so that projects progress. **Target completion: 12-31-2007.**

Steps

- Work with other departments at Peace Corps to prioritize projects related to FOIA and Privacy. One such project will be to help departments gain a better understanding of the records schedule for materials that can be requested under FOIA. Another project will be to work with departments to identify systems that

contain privacy information and Privacy Act system notices still need to be published in the Federal Register. **To be completed by 12-31-2006, 6-30-2007, 12-31-2007, 6-30-2008 (and ongoing thereafter).**

- Work with the Office of General Counsel to update Manual Section, which will result in the FOIA Office implementing electronic project plans. **To be completed by 12-31-2006.**
- Perform training quarterly at different departments. Collect information about who keeps and disseminates what information for FOIA/Privacy requests. **To be completed by 8-30-2006, 11-30-2006, 2-30-2007, 5-30-2007, 8-30-2007, 11-30-2007, 2-30-2008, 5-30-2008, 8-30-2008 (and continuing thereafter).**
- The CIO's Office will provide technical upgrades and assistance to proceed with other plans of the FOIA Office. Their latest database upgrades help our office run efficiently at reporting time. **To be completed by 12-31-2006.**
- Meet quarterly with the CIO Office to discuss ongoing projects held in common with the FOIA Office that have privacy interests. **To be completed by 9-30-2006, 12-30-2006, 3-30-2007, 6-30-2007, 9-30-2007, 12-30-2007, 3-30-2008, 6-30-2008, 9-30-2008 (and continuing thereafter).**
- Create a current guide to departments and what they supply to the public. For FOIA purposes, offices will be asked to keep better records of the number of requests. Work with each office to identify this information on a yearly basis. **To be completed by 8-31-2007.**