



**Department of Veterans Affairs
FREEDOM OF INFORMATION ACT (FOIA)
REPORT FOR FISCAL YEAR 2009**

I. BASIC INFORMATION REGARDING THE REPORT

1. Point of Contact for questions regarding the report:

John Livornese, Director
FOIA Service (005R1C)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420
(202) 461-7457

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 of Administration
- b. **BVA** – Board of Veterans' Appeals
- c. **C&LA** – Office of Congressional and Legislative Affairs
- d. **CFM** – Office of Construction and Facilities Management
- e. **GC** - General Counsel
- f. **HRM** – Office of Human Resources Management
- g. **IG** - Inspector General
- h. **NCA** - National Cemetery Administration
- i. **OAL – Office of Acquisition, Logistics, and Construction** (formerly **A&MM** – Acquisition & Material Management)

- j. **OASP&IA** - Office of the Assistant Secretary for Public & Intergovernmental Affairs
- k. **ODASB** - Office of the Deputy Assistant Secretary for Budget
- l. **ODASIA** - Office of the Deputy Assistant Secretary for Intergovernmental Affairs
- m. **ODI – Office of Diversity and Inclusion** (formerly **DM&EEO** – Office of Diversity Management and Equal Employment Opportunity)
- n. **OF** - Office of Finance
- o. **OI&T** - Office of Information & Technology
- p. **Mgmt** - Office of Management
- q. **ORM** - Office of Resolution Management
- r. **OSDBU** - Office of Small and Disadvantaged Business Utilization
- s. **OSP - Office of Operations, Security, and Preparedness** (formerly **S&LE** - Security & Law Enforcement)
- t. **P&P** – Office of Policy and Planning
- u. **PA** – Office of Public Affairs
- v. **SEC** - Office of the Secretary
- w. **VACO** - Veterans Affairs Central Office
- x. **VBA** - Veterans Benefits Administration
- y. **VCS** - Veterans Canteen Service VACO
- z. **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. **Glomar Response** – An instance where the Department of Veterans Affairs will not confirm or deny the existence of the records requested.
- k. **Median Number** – the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
- l. **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.

- m. **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.
- n. **Pending Request or Pending Administrative Appeal** – a request or administrative appeal for which an agency has not taken final action in all respects.
- o. **Perfect 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.
- p. **Processed Request or Processed Administrative Appeal** – a request or administrative appeal for which an agency has taken final action in all respects.
- q. **Range in Number of Days** – the lowest and highest number of days to process requests or administrative appeals.
- r. **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. Methodology

In early Fiscal Year (FY) 2009, VA procured an electronic FOIA tracking system to enter all new FOIA requests. In the spring of 2009, the VA implemented the system and the VA's Chief FOIA Officer made it mandatory for all FOIA requests to be entered into and tracked in the system. This necessitated the reliance on two distinct data sources to prepare this year's Annual FOIA report. For requests received between October 1, 2008 through May 31, 2009, information was collected and compiled manually. For requests received between June 1, 2009 through September 30, 2009 information was collected through the electronic system. The data was then combined and consolidated to create this report.

II. Data in this Year's Report

Problems inherent with manually collecting data for last year's report impact the FY 2009 report. For instance, numbers reported in the FY 2008 report were calculated utilizing a variety of reports which required FOIA Officers to manually calculate many numbers. In some cases it is likely these reports also contained Privacy Act requests, which were not to be counted on the FY 2008 report. Also, the dynamic nature of FOIA processing generates discrepancies: after the FY 2008 reporting period closed, some requests that had not been included in the report, but should have been, were closed and counted in this report. For example, in many cases, after a Privacy Act request was processed, it became evident it should have been counted in the Annual Report (because a FOIA exemption was used). For these reasons, there are discrepancies between VA's FY 2009 and FY 2008 reports.

With the acquisition of an automated system that is being used by all VA's FOIA Officers, we are optimistic that next year's report will reflect VA's FOIA operations more accurately.

III. Editorial Notes

- Rows with gray shading indicate the Office did not receive or process any FOIA requests in FY 2009.
- The Office of Acquisition and Materiel Management (A&MM) has been renamed Office of Acquisition and Logistics (OAL).
- The Office of Security and Law Enforcement (S&LE) has been renamed the Office of Security and Preparedness (OSP).
- The Office of Diversity Management & Equal Employment Opportunity (DM&EEO) has been renamed the Office of Diversity and Inclusion (ODI).

IV. EXEMPTION 3 STATUTES

Statute	Type of Information Withheld	Case Citation	Number of Times Relied Upon per Component		Total Number of Times Relied Upon
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)	NCA	0	2022
			VACO	2	
			VBA	552	
			VHA	1468	
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 (S.D. Fla. Feb. 2, 1996)	NCA	0	60
			VACO	10	
			VBA	0	
			VHA	50	
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)	NCA	0	1932
			VACO	2	
			VBA	8	
			VHA	1922	
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. Department of Interior, 305 F.Supp.2d 21, 30 (D.D.C. 2003)	NCA	0	27
			VACO	5	
			VBA	0	
			VHA	22	
35 U.S.C. 205	Protects patient records	NA	NCA	0	3
			VACO	0	
			VBA	0	
			VHA	3	

V. FOIA REQUESTS

A. Received, Processed and Pending FOIA Requests

Component	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				
BVA	0	18	15	3
C&LA	0	4	2	2
CFM	9	65	66	8
GC	5	63	49	19
HRM	1	8	5	4
IG	2	319	303	18
Mgmt	0	7	7	0
NCA	2	287	252	37
OAL	217	204	353	68
OASP&IA				
ODASB	0	3	3	0
ODASIA				
ODI				
OF	1	6	3	4
OI&T	15	234	194	55
ORM	0	8	6	2
OSDBU				
OSP	0	10	10	0
P&P	0	2	0	2
PA				
SEC	0	6	2	4
VBA	1,245	6,845	6,094	1,996
VCS				
VHA	3,235	61,343	64,123	455
VA TOTAL	4,732	69,432	71,487	2,677

* Due to problems inherent with manually collecting data for last year's report, the number of requests pending at the start of the fiscal year are different than the number of requests pending at the end of last year's FOIA annual report.

V.B. (1) Disposition of FOIA Requests - All Processed Requests

Component	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	All Records Referred to Another Component or Agency	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper FOIA Request for Other Reason	Not Agency Record	Duplicate Request	Other *Explain in chart below B.(2)	
Admin													
BVA	6	5	0	2	1	0	0	0	1	0	0	0	15
C&LA	1	1	0	0	0	0	0	0	0	0	0	0	2
CFM	17	12	0	11	8	1	10	4	2	0	1	0	66
GC	15	4	2	4	19	0	3	1	0	0	1	0	49
HRM	3	0	1	1	0	0	0	0	0	0	0	0	5
IG	78	118	17	18	22	1	2	1	26	18	2	0	303
Mgmt	2	0	3	1	0	1	0	0	0	0	0	0	7
NCA	98	47	15	81	5	2	2	0	2	0	0	0	252
OAL	90	33	7	11	90	30	1	0	1	3	10	77	353
OASP&IA													
ODASB	2	0	0	0	0	1	0	0	0	0	0	v	3
ODASIA													
ODI													
OF	2	0	0	0	0	0	0	1	0	0	0	0	3
OI&T	58	9	2	53	14	10	2	16	17	7	6	0	194
ORM	4	1	1	0	0	0	0	0	0	0	0	0	6
OSDBU													
OSP	2	5	1	0	1	0	0	0	0	0	1	0	10
P&P	0	0	0	0	0	0	0	0	0	0	0	0	0
PA													
SEC	2	0	0	0	0	0	0	0	0	0	0	0	2

Component	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	All Records Referred to Another Component or Agency	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper FOIA Request for Other Reason	Not Agency Record	Duplicate Request	Other *Explain in chart below B.(2)	
VBA	4190	754	30	281	595	16	42	53	92	11	16	14	6094
VCS													
VHA	19222	3581	7649	12821	835	9223	809	2709	5995	702	388	189	64123
VA TOTAL	23792	4570	7728	13284	1590	9285	871	2785	6136	741	425	280	71487

V.B.(2) Disposition of FOIA Requests – "Other Reasons" from Section V.B(1)

Component	Description	Number of Times Used	Total
OAL	Unable to verify requests or no response from requestors	75	77
	4th QTR FY 08 sales info not available at time of request	2	
VBA	Need death, birth or marriage certificate to release record	13	14
	Requestor died before request was completed	1	
VHA	Subsummed by Litigation	4	189
	Medically Sensitive	109	
	Publicly Available	50	
	Patient Died	24	
	Glomar	2	
VA TOTAL			280

V.B. (3) Disposition of FOIA Requests – Number of Times Exemptions Applied

Component	Ex. 1	Ex. 2	Ex. 3	Ex. 4	Ex. 5	Ex. 6	Ex. 7(A)	Ex. 7(B)	Ex. 7(C)	Ex. 7(D)	Ex. 7(E)	Ex. 7(F)	Ex. 8	Ex. 9
Admin														
BVA	0	0	0	0	2	3	0	0	0	0	0	0	0	0
C&LA	0	0	0	0	0	1	0	0	0	0	0	0	0	0
CFM	0	0	0	10	3	10	0	0	0	0	0	0	0	0
GC	0	1	0	0	2	3	0	0	0	0	0	0	0	0
HRM	0	0	1	0	0	0	0	0	0	0	0	0	0	0
IG	0	14	12	0	15	118	5	0	31	0	1	0	0	0
Mgmt	0	0	1	1	1	0	0	0	0	0	0	0	0	0
NCA	0	1	0	6	33	16	0	0	1	0	0	0	0	0
OAL	0	0	6	30	4	18	0	0	0	0	0	0	0	0
OASP&IA														
ODASB	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ODASIA														
ODI														
OF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OI&T	0	1	4	0	0	2	0	0	0	0	0	0	0	0
ORM	0	0	0	0	0	1	0	0	1	1	0	0	0	0
OSDBU														

Component	Ex. 1	Ex. 2	Ex. 3	Ex. 4	Ex. 5	Ex. 6	Ex. 7(A)	Ex. 7(B)	Ex. 7(C)	Ex. 7(D)	Ex. 7(E)	Ex. 7(F)	Ex. 8	Ex. 9
OSP	0	2	0	0	2	3	0	0	3	0	1	0	0	0
P&P	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PA														
SEC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VBA	0	0	546	1	3	80	0	0	0	0	0	0	0	0
VCS														
VHA	0	140	3,574	96	128	7,063	118	79	1,050	9	5	7	0	0
VA TOTAL	0	159	4,144	144	193	7,318	123	79	1,086	10	7	7	0	0

**VI. ADMINISTRATIVE APPEALS OF INITIAL DETERMINATIONS OF FOIA
REQUESTS
(Processed only by the General Counsel)**

A. Number of administrative appeals received, processed, and pending

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
68	241	87	222

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
21	15	5	46	87

C. (1) Reasons for Denial on Appeal (Number of Times Exemptions Applied)

Ex. 1	Ex. 2	Ex. 3	Ex. 4	Ex. 5	Ex. 6	Ex. 7(A)	Ex. 7(B)	Ex. 7(C)	Ex. 7(D)	Ex. 7(E)	Ex. 7(F)	Ex. 8	Ex. 9
0	1	7	6	7	17	1	0	9	0	0	0	0	0

C. (2) Reasons for Denial on Appeal (Reasons Other than Exemptions)

No Records	Records Referred at Initial Request Level	Request Withdrawn	Fee-Related Reason	Records not Reasonably Described	Improper Request for Other Reasons	Not Agency Record	Duplicate Request or Appeal	Request in Litigation	Appeal Based Solely on Denial of Request for Expedited Processing	Other *Explain in chart below
9	12	2	3	0	4	2	0	0	0	25

C. (3) Reasons for Denial on Appeal "Other"

Description of "Other" Reasons for Denial on Appeal	Number of Times Relied upon	TOTAL
Initial response after appeal	20	25
Remand	5	

C. (4) Response Time for Administrative Appeals

Median Number of Days	Average Number of Days	Lowest Number of Days	Highest Number of Days
56	53	2	159

C. (5) Ten Oldest Pending Administrative Appeals

	10th Oldest Appeal	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Appeal
Date Received	02/13/08	08/21/07	08/17/07	04/20/07	04/12/07	03/05/07	02/07/07	02/07/07	09/05/06	06/07/06
# of Days Pending	292	834	838	957	965	1003	1029	1029	1184	1274

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

A. Processed Requests (Response Time for All Processed Perfected Requests)

Component	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	8.0	11.50	1	32	n/a	n/a	n/a	n/a
C&LA	46.0	46.00	39	53	n/a	n/a	n/a	n/a
CFM	16.5	27.00	1	142	n/a	n/a	n/a	n/a
GC	30.5	26.50	1	83	n/a	n/a	n/a	n/a
HRM	3.0	3.00	1	5	n/a	n/a	n/a	n/a
IG	5.5	7.00	0	20	5.0	5.00	5	5
Mgmt	15.0	14.00	13	40	3.0	3.00	3	3
NCA	10.5	16.00	0	90	n/a	n/a	n/a	n/a
OAL	352.0	354.00	1	1583	n/a	n/a	n/a	n/a
OASP&IA								
ODASB	12.0	12.00	5	19	n/a	n/a	n/a	n/a
ODASIA								
ODI								
OF	31.0	25.50	19	43	n/a	n/a	n/a	n/a
OI&T	6.0	9.25	0	62	n/a	n/a	n/a	n/a
ORM	17.0	17.25	18	49	n/a	n/a	n/a	n/a
OSDBU								
OSP	12.5	12.00	1	25	n/a	n/a	n/a	n/a
P&P	20.0	20.00	20	20	n/a	n/a	n/a	n/a
PA								
SEC	2.0	2.00	1	3	n/a	n/a	n/a	n/a
VBA	397.0	30.00	1	793	5.0	5.00	3	18
VCS								
VHA	2.0	10.00	1.00	360	1.00	1.00	1.00	136.00
VA TOTAL	55.0	36.00	1	1583	1.0	3.50	1	136

**VII.B. Processed Requests
(Response Time for Perfected Requests In Which Information Was Granted)**

Component	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	14.5	14.00	1	25	n/a	n/a	n/a	n/a
C&LA	46.0	46.00	39	53	n/a	n/a	n/a	n/a
CFM	40.0	40.50	1	77	n/a	n/a	n/a	n/a
GC	33.0	28.50	1	104	n/a	n/a	n/a	n/a
HRM	2.0	2.25	2	3	n/a	n/a	n/a	n/a
IG	6.3	8.50	1	20	5.0	5.00	5	5
Mgmt	13.3	14.00	33	33	n/a	n/a	n/a	n/a
NCA	9.0	13.00	1	75	n/a	n/a	n/a	n/a
OAL	200.0	248.00	1	1268	n/a	n/a	n/a	n/a
OASP&IA								
ODASB	12.0	12.00	5	19	n/a	n/a	n/a	n/a
ODASIA								
ODI								
OF	31.0	31.00	19	43	n/a	n/a	n/a	n/a
OI&T	13.6	15.15	1	128	n/a	n/a	n/a	n/a
ORM	19.0	19.00	18	20	n/a	n/a	n/a	n/a
OSDBU								
OSP	15.8	15.80	8	25	n/a	n/a	n/a	n/a
P&P	20.0	20.00	20	20	n/a	n/a	n/a	n/a
PA								
SEC	2.0	2.00	1	3	n/a	n/a	n/a	n/a
VBA	14.8	28.50	1	793	9.0	9.00	1	18
VCS								
VHA	5.0	11.00	1	48	1.0	1.00	1	1
VA TOTAL	28.0	32.00	1	1268	5.0	5.00	1	18

**VII.C. Processed Requests (Response Time in Day Increments)
Complex Requests***

Component	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	12	3	0	0	0	0	0	0	0	0	0	0	0	15
C&LA	0	1	1	0	0	0	0	0	0	0	0	0	0	2
CFM	40	15	8	3	0	0	0	0	0	0	0	0	0	66
GC	28	8	9	2	1	1	0	0	0	0	0	0	0	49
HRM	5	0	0	0	0	0	0	0	0	0	0	0	0	5
IG	291	12	0	0	0	0	0	0	0	0	0	0	0	303
Mgmt	3	4	0	0	0	0	0	0	0	0	0	0	0	7
NCA	192	36	17	6	1	0	0	0	0	0	0	0	0	252
OAL	127	10	4	5	0	2	0	1	0	3	9	25	167	353
OASP&IA														
ODASB	2	1	0	0	0	0	0	0	0	0	0	0	0	3
ODASIA														
ODI														
OF	1	1	1	0	0	0	0	0	0	0	0	0	0	3
OI&T	173	14	0	5	0	0	2	0	0	0	0	0	0	194
ORM	5	0	1	0	0	0	0	0	0	0	0	0	0	6
OSDBU														
OSP	9	1	0	0	0	0	0	0	0	0	0	0	0	10
P&P	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PA														
SEC	2	0	0	0	0	0	0	0	0	0	0	0	0	2
VBA	3844	951	470	198	133	96	71	42	18	55	142	65	56	6141
VCS														
VHA	53267	3414	762	311	179	128	92	65	44	222	57	12	8	58561
VA TOTAL	58001	4471	1273	530	314	227	165	108	62	280	208	102	231	65972

*This chart contains data that was combined from two separate reports.

Discrepancies are the result of technical problems merging the data from two separate systems.

VII.C. Requests Granted Expedited Processing

Component	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C&LA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CFM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HRM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IG	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mgmt	1	0	0	0	0	0	0	0	0	0	0	0	0	1
NCA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OASP&IA														
ODASB	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ODASIA														
ODI														
OF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OI&T	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORM	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OSDBU														
OSP	0	0	0	0	0	0	0	0	0	0	0	0	0	0
P&P	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PA														
SEC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VBA	14	1	3	0	0	0	0	0	0	0	0	0	0	18
VCS														
VHA	27	32	0	46	0	5	0	0	0	0	0	0	0	110
VA TOTAL	42	33	3	46	0	5	0	0	0	0	0	0	0	129

VII. D. Pending Requests (All Pending Perfected Requests)*

Component	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	0	n/a	n/a	0	n/a	n/a
C&LA	0	n/a	n/a	0	n/a	n/a
CFM	5	26.0	26.00	0	n/a	n/a
GC	3	n/a	n/a	0	n/a	n/a
HRM	0	n/a	n/a	0	n/a	n/a
IG	10	5.0	5.0	0	n/a	n/a
Mgmt	0	n/a	n/a	0	n/a	n/a
NCA	10	n/a	n/a	0	n/a	n/a
OAL	16	61.5	66.00	0	n/a	n/a
OASP&IA						
ODASB	0	n/a	n/a	0	n/a	n/a
ODASIA						
ODI						
OF	4	35.0	32.00	0	n/a	n/a
OI&T	10	9.0	9.00	0	n/a	n/a
ORM	0	n/a	n/a	0	n/a	n/a
OSDBU						
OSP	0	n/a	n/a	0	n/a	n/a
P&P	0	n/a	n/a	0	n/a	n/a
PA						
SEC	1	27.0	27.00	0	n/a	n/a
VBA	374	46.0	44.00	2	26.0	26.00
VCS						
VHA	346	16.5	22.00	3	1.0	1.00
VA TOTAL	779	16.5	29.00	3	1.0	1.00

* The Number Pending from this chart does not correspond to the Number Pending in Section V.A because the number in Section V.A represents all purported FOIA requests, both perfected and non-perfected.

VII.E. Pending Requests (Ten Oldest Pending Perfected Requests)

Component		10th Oldest Request	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
Admin	Date Received										
	# of Days Pending										
BVA	Date Received										
	# of Days Pending										
C&LA	Date Received										
	# of Days Pending										
CFM	Date Received						09/24/09	09/16/09	09/16/09	08/13/09	07/29/09
	# of Days Pending						4	10	10	33	44
GC	Date Received								09/02/09	08/25/09	08/21/09
	# of Days Pending								19	25	27
HRM	Date Received										
	# of Days Pending										
IG	Date Received	09/23/09	09/21/09	09/18/09	09/18/09	09/18/09	09/17/09	09/14/09	09/14/09	09/11/09	09/11/09
	# of Days Pending	5	7	8	8	8	9	12	12	13	13
Mgmt	Date Received										
	# of Days Pending										
NCA	Date Received	09/10/09	09/09/09	09/02/09	09/02/09	08/28/09	08/20/09	08/19/09	08/17/09	08/14/09	06/29/09
	# of Days Pending	14	15	19	19	22	28	29	31	32	65
OAL	Date Received	03/04/08	12/13/07	11/19/07	09/01/06	08/24/06	08/21/06	08/08/06	07/24/06	04/26/06	04/04/06
	# of Days Pending	397	451	468	771	777	780	789	799	862	878
OASP&IA	Date Received										
	# of Days Pending										

Component		10th Oldest Request	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
ODASB	Date Received										
	# of Days Pending										
ODASIA	Date Received										
	# of Days Pending										
ODI	Date Received										
	# of Days Pending										
OF	Date Received							09/10/09	08/24/09	07/29/09	07/28/09
	# of Days Pending							14	26	44	45
OI&T	Date Received	09/29/09	09/28/09	09/24/09	09/24/09	09/24/09	09/18/09	09/16/09	09/15/09	08/28/09	08/27/09
	# of Days Pending	1	2	4	4	4	8	10	11	22	23
ORM	Date Received										
	# of Days Pending										
OSDBU	Date Received										
	# of Days Pending										
OSP	Date Received										
	# of Days Pending										
P&P	Date Received										
	# of Days Pending										
PA	Date Received										
	# of Days Pending										
SEC	Date Received										
	# of Days Pending										
VBA	Date Received	02/20/09	02/10/09	11/24/08	07/02/08	06/30/08	06/23/08	06/17/08	06/03/08	05/27/08	02/15/08
	# of Days Pending	154	161	247	312	314	319	323	333	338	408

Component		10th Oldest Request	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
VCS	Date Received										
	# of Days Pending										
VHA	Date Received	04/29/09	04/24/09	04/14/09	04/08/09	03/26/09	03/10/09	02/23/09	01/05/09	09/05/07	05/02/05
	# of Days Pending	107	110	118	122	130	142	153	213	519	1109
VA Total	Date Received	11/19/07	09/05/07	09/01/06	08/24/06	08/21/06	08/08/06	07/24/06	04/26/06	04/04/06	05/02/05
	# of Days Pending	468	519	771	777	780	789	799	862	878	1109

VIII. REQUESTS FOR EXPEDITED PROCESSING AND REQUESTS FOR FEE WAIVER

A. Requests for Expedited Processing

Component	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate	Number Adjudicated Within Ten Calendar Days
Admin					
BVA	0	0	n/a	n/a	n/a
C&LA	0	1	1.0	1.00	1
CFM	0	0	n/a	n/a	n/a
GC	0	0	n/a	n/a	n/a
HRM	0	0	n/a	n/a	n/a
IG	1	0	1.0	1.00	1
Mgmt	2	0	1.0	1.00	2
NCA	0	0	n/a	n/a	n/a
OAL	0	0	n/a	n/a	n/a
OASP&IA					
ODASB	0	0	n/a	n/a	n/a
ODASIA					
ODI					
OF	0	0	n/a	n/a	n/a
OI&T	0	0	n/a	n/a	n/a
ORM	0	0	n/a	n/a	n/a
OSDBU					
OSP	0	0	n/a	n/a	n/a
P&P	0	0	n/a	n/a	n/a
PA					
SEC	0	0	n/a	n/a	n/a
VBA	14	2	4	13.00	4
VCS					
VHA	96	14	1.0	1.00	103
VA TOTAL	113	17	6	14	111

VIII.B. Requests for Fee Waiver

Component	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
Admin				
BVA	0	0	n/a	n/a
C&LA	0	0	n/a	n/a
CFM	3	0	3.0	3.00
GC	0	0	n/a	n/a
HRM	0	0	n/a	n/a
IG	0	0	n/a	n/a
Mgmt	1	0	1.0	1.00
NCA	1	2	3.0	3.00
OAL	1	0	1.0	1.00
OASP&IA				
ODASB	0	0	n/a	n/a
ODASIA				
ODI				
OF	0	0	n/a	n/a
OI&T	0	1	5.0	5.00
ORM	0	0	n/a	n/a
OSDBU				
OSP	0	0	n/a	n/a
P&P	0	0	n/a	n/a
PA				
SEC	0	0	n/a	n/a
VBA	11	6	1.0	3.00
VCS				
VHA	40	13	1.0	1.00
VA TOTAL	57	22	1	3

IX. FOIA PERSONNEL AND COSTS

Component	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						
BVA	0	0.00	0.00	\$0.00	\$0.00	\$0.00
C&LA	0	0.01	0.01	\$92.45	\$0.00	\$92.45
CFM	0	0.70	0.70	\$82,755.12	\$0.00	\$82,755.12
GC	1	0.79	1.79	\$89,692.00	\$0.00	\$89,692.00
HRM	0	0.00	0.00	\$0.00	\$0.00	\$0.00
IG	2	0.83	2.83	\$374,372.00	\$0.00	\$374,372.00
Mgmt	0	0.03	0.03	\$1,514.43	\$0.00	\$1,514.43
NCA	0	3.00	3.00	\$227,558.00	\$0.00	\$227,558.00
OAL	1	3.85	4.85	\$622,467.73	\$0.00	\$622,467.73
OASP&IA						
ODASB	0	0.04	0.04	\$6,000.00	\$0.00	\$6,000.00
ODASIA						
ODI						
OF	0	0.50	0.50	\$19,410.91	\$0.00	\$19,410.91
OI&T	4	0.10	4.10	\$442,069.24	\$0.00	\$442,069.24
ORM	0	0.35	0.35	\$37,800.00	\$0.00	\$37,800.00
OSDBU						
OSP	0	0.30	0.30	\$37,553.00	\$0.00	\$37,553.00
P&P	0	0.10	0.10	\$7,389.00	\$0.00	\$7,389.00
PA						
SEC	0	0.20	0.20	\$19,000.00	\$0.00	\$19,000.00
VBA	29	19.82	48.82	\$1,646,556.49	\$0.00	\$1,646,556.49
VCS						
VHA	2	172	174.00	\$10,125,217.45	\$40,101.00	\$10,165,318.45
VA TOTAL	39	202.62	241.62	\$13,739,447.82	\$40,101.00	\$13,779,548.82

X. FEES COLLECTED FOR PROCESSING REQUESTS

Component	Total Amount of Fees Collected	Percentage of Total Costs
Admin		
BVA	\$0.00	0.00%
C&LA	\$0.00	0.00%
CFM	\$1,781.27	2.15%
GC	\$0.00	0.00%
HRM	\$0.00	0.00%
IG	\$0.00	0.00%
Mgmt	\$0.00	0.00%
NCA	\$283.78	0.12%
OAL	\$2,087.30	0.34%
OASP&IA		
ODASB	\$0.00	0.00%
ODASIA		
ODI		
OF	\$0.00	0.00%
OI&T	\$542.72	0.12%
ORM	\$0.00	0.00%
OSDBU		
OSP	\$0.00	0.00%
P&P	\$0.00	0.00%
PA		
SEC	\$0.00	0.00%
VBA	\$608.37	0.04%
VCS		
VHA	\$289,282.74	2.85%
VA TOTAL	\$294,586.18	2.14%

XII. BACKLOGS, CONSULTATIONS, AND COMPARISONS

A. Backlogs of FOIA Requests and Administrative Appeals

Component	Number of Backlogged Requests as of End of Fiscal Year	Number of Backlogged Appeals as of End of Fiscal Year (processed only by the General Counsel)	
Admin		72	
BVA	0		
C&LA	0		
CFM	5		
GC	3		
HRM	0		
IG	10		
Mgmt	0		
NCA	6		
OAL	16		
OASP&IA			
ODASB	0		
ODASIA			
ODI			
OF	4		
OI&T	0		
ORM	0		
OSDBU			
OSP	0		
P&P	0		
PA			
SEC	1		
VBA	374		
VCS			
VHA	84		
VA TOTAL	503		72

XII.B. Consultations on FOIA Requests (Received, Processed, and Pending Consultations)

Component	Number of Consultations Received from Other Agencies that Were <u>Pending</u> as of <u>Start</u> of the Fiscal Year	Number of Consultations <u>Received</u> from Other Agencies During the Fiscal Year	Number of Consultations Received from Other Agencies <u>Processed</u> During the Fiscal Year	Number of Consultations Received from Other Agencies <u>Pending</u> as of <u>End</u> of the Fiscal Year
Admin				
BVA	0	0	0	0
C&LA	0	1	0	1
CFM	0	0	0	0
GC	0	1	1	0
HRM	0	0	0	0
IG	0	0	0	0
Mgmt	0	0	0	0
NCA	0	0	0	0
OAL	0	0	0	0
OASP&IA				
ODASB	0	0	0	0
ODASIA				
ODI				
OF	0	0	0	0
OI&T	0	0	0	0
ORM	0	0	0	0
OSDBU				
OSP	0	3	3	0
P&P	0	0	0	0
PA				
SEC	0	0	0	0
VBA	0	2	0	2
VCS				
VHA	0	2	1	1
VA TOTAL	0	9	5	4

**XII.C. Consultations on FOIA Requests
(Ten Oldest Pending Consultations Received from Other Agencies)**

Component		10th Oldest Consult	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consult
Admin	Date Received										
	# of Days Pending										
BVA	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
C&LA	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	08/10/09
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	36
CFM	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
GC	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
HRM	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
IG	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mgmt	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Component		10th Oldest Consult	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consult
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NCA	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OAL	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Date Received										
OASP&IA	# of Days Pending										
	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ODASB	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Date Received										
ODASIA	# of Days Pending										
	Date Received										
ODI	# of Days Pending										
	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OF	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OI&T	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Component		10th Oldest Consult	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consult
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ORM	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OSDBU	Date Received										
	# of Days Pending										
OSP	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
P&P	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
PA	Date Received										
	# of Days Pending										
SEC	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VBA	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	09/17/09	08/10/09
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	9	36
VCS	Date Received										

Component		10th Oldest Consult	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Consult
	# of Days Pending										
VHA	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	08/10/09
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	36
VA Total	Date Received	n/a	n/a	n/a	n/a	n/a	n/a	09/17/09	08/10/09	08/10/09	08/10/09
	# of Days Pending	n/a	n/a	n/a	n/a	n/a	n/a	9	36	36	36

**XII.D.1&2 Comparison of Numbers of Requests from Previous and Current Annual Report
(Requests Received, Processed, and Backlogged)**

Component	Number of Requests Received		Number of Requests Processed	
	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				
BVA	20	18	20	15
C&LA	0	4	0	2
CFM	50	65	43	66
GC	55	63	53	49
HRM	6	8	5	5
IG	173	319	210	303
Mgmt	1	7	1	7
NCA	72	287	70	252
OAL	151	204	100	353
OASP&IA				
ODASB	0	3	0	3
ODASIA				
ODI				
OF	15	6	15	3
OI&T	130	234	133	194
ORM	3	8	3	6
OSDBU				
OSP	8	10	8	10
P&P	1	2	1	0
PA				
SEC	9	6	9	2
VBA	23,076	6,845	23,213	6,094
VCS				
VHA	75,563	61,343	74,571	64,123
VA TOTAL	99,333	69,432	98,455	71,487

XII.D.3 Comparison of Numbers of Backlogged Requests from Previous and Current Annual Report

Component	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	0	0
C&LA	0	0
CFM	2	5
GC	0	3
HRM	0	0
IG	0	10
Mgmt	0	0
NCA	1	6
OAL	217	16
OASP&IA		
ODASB	0	0
ODASIA		
ODI		
OF	0	4
OI&T	15	0
ORM	0	0
OSDBU		
OSP	0	0
P&P	0	0
PA		
SEC	0	1
VBA	2,100	374
VCS		
VHA	505	84
VA TOTAL	2,840	503

XII.E.1&2 Comparison of Numbers of Administrative Appeals from Previous and Current Annual Report

Number of Appeals Received		Number of Appeals Processed	
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
157	241	230	87

XII.E.3 Comparison of Backlogged Administrative Appeals from Previous and Current Annual Report

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
68	72

XII.F - Discussion of Other FOIA Activities

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

- VA's acquisition of an electronic FOIA tracking system is enabling VA to provide more transparency into the processing of FOIA requests. FOIA requesters will be able to log on to the tracking system to monitor the status of their FOIA requests.
- In order to implement guidance from the Office of Government Information Services (OGIS), VA invited the Director of OGIS to speak to VA about the future of FOIA mediation.
- VA held 3 major training sessions for VA FOIA Officers to discuss recent developments in the FOIA. In February 2009, FOIA Officers convened to discuss FOIA Amendments that went into effect January 1, 2009, VA's General Counsel presented information about FOIA Appeals, and FOIA Officers were given a preview of the automated system VA acquired to track FOIA requests. In April 2009, VA FOIA Officers were convened to discuss the President's memo and the Attorney's General's memo on the FOIA. The Department was made aware of the President's and Secretary's open government and transparency goals. And in September 2009 to discuss preparing the FY2009 Annual FOIA report and receive training on changes to the report requirements that impact preparing the report and requests.
- VA distributed a FOIA Training DVD to all FOIA Officers. The DVD included a presentation from DOJ on the new amendments and the FOIA exemptions. FOIA Officers can view the DVD as many times as they want and on their schedule.
- VA continues to conduct Quarterly FOIA Snapshot reports. By successfully collecting and consolidating data from VA FOIA Officers on information about the number of FOIA requests they received each quarter, the number of request they have backlogged, and average processing times, VA is able to achieve a picture of what offices and programs receive a high volume of requests, and what offices struggle with backlogged FOIA requests, which help to identify where solutions are required.
- VA has been approached by other federal agencies to share its strategies for successful FOIA administration.
- VA is involved with the Association of Access Professionals to develop national certification for FOIA Officers.