FOIA Analyst Meeting
Room G120, WHR Building
January 4, 2017
10:30 a.m.

I.   Welcome/Roll Call (b) (6)

II. Discussions

    A. Interim process until the new manager arrives (b) (6)

    B. Privacy Act vs. FOIA processing (b) (6)

    C. FOIA Liaison email issues (b) (6)

    D. Filing (b) (6)

    E. Page count tracking (b) (6)

    F. Administrative Matters *(Keisha Mahoney-Jones)*

III. Questions (b) (6)

IV. Next Meeting: 1<u>st</u> <u>Wednesday of Every Month </u>– February 1st

FOIA Analysts Meeting
Room G120, WHR Building
February 1, 2017
10:30 a.m.

I. Welcome/Roll Call (b) (6)

II. Discussions

    A. Numident/SS-5 Fee Updates (b) (6)

    B. SS-5 requests for newer applications – (b) (7)(E)   (b) (6)

    C. Template language updates / suggestions (b) (6)

    D. Peer Review *(MC),* Senior Analyst Review *(MC)*, Case Summary *(MC)*, Redactions (b) (6)

    E. Case folder updates – What is management looking for? (b) (6)
        a. Organization
        b. New tabs
        c. Cover sheets
        d. Case summary

    F. Administrative Matters: *(Monica)*
        1. Weekly report
        2. WebTA

III. Questions (b) (6)

IV. Next Meeting: 1st Wednesday of Every Month – March 1st

FOIA Analysts Meeting
Room G120, WHR Building
March 1, 2017
10:00 a.m.

I.   Welcome/Roll Call (b) (6)

II. Discussions

    A. Interesting FOIA Cases

        a. (b) (6)   - Anti-harassment tracking system/pending SORN
          (b) (6)

        b. (b) (6) – Open Access DMF Requests (b) (6)

    B. Administrative Matters: *(Monica)*

        a. *Green Complex Coversheet Update*

III. Questions (b) (6)

IV. Next Meeting: <u>1st Wednesday of Every Month </u>– April 5th

FOIA Analysts Meeting
Room G120, WHR Building
April 5, 2017
10:00 a.m.

I.   Welcome/Roll Call (b) (6)

II. Discussions

    A. Administrative Matters: *(Monica)*

    B. Department of Interior FOIA Templates (b) (6)   (b) (6) *)*

    C. Complex Form Updated:

        Complex (Green
        Form) 072613.xlsx

    D. New Form SSA-3288 (11-2016) and when to use it *(Monica):*

        https://www.ssa.gov/forms/ssa-3288.pdf

    E. For future reference:

        a. DD-214 (Certificate of Release or Discharge from Active Duty) – can be requested from the National Archives, via the Official Military Personnel File

        b. Citizenship records (such as the status of an individual at time of death) – can be requested from U.S. Citizenship and Immigration Services (either via their Genealogy or FOIA programs)

III. Questions

IV. Next Meeting: 1st Wednesday of Every Month – May 3rd

FOIA Analysts Meeting
Room G120, WHR Building
April 5, 2017
10:00 a.m.

I. Welcome/Roll Call: (b) (6)

Monica, (b) (6)

(b) (6)   Keisha

II. Discussions:

A. Quick Update: SORN 60-0380 has been published: (b) (6)

   a. SORN 60-0380 : Anti-Harassment & Hostile Work Environment Case Tracking and Records System

   b. Link to Final Rule: https://www.federalregister.gov/documents/2017/04/05/2017-06719/anti-harassment-and-hostile-work-environment-case-tracking-and-records-system

B. Administrative Matters: *(Monica)*

   a. Litigation: if you have processed any FOIA cases that have been in litigation, please pull the case files and give to Monica. They must be stored in a central location.

   b. (b) (7)(E) Is a tool used to review large volumes of documents such as emails. We need knowledgeable members of the staff to train the rest of our staff on how to use it. Monica will reach out to (b) (6). Monica is going to find out if there are licensing issues.

c. Wednesday is our core day. (b) (2) ███████████████
████████████████ Monica will make small edits as needed to keep cases moving.

C. Department of Interior FOIA Templates: (b) (6) ██████████

(b) (6) provided link to other templates to see if we could pull any of the language. (b) (6) ██████████ reviewed the site and determined that most information was Dept. of Interior specific but it's good to have sample language and templates.

D. Complex Top Sheet Updated:

Complex (Green Form) 072613.xlsx

E. New Form SSA-3288 (11-2016) and when to use it: *(Monica)*

a. https://www.ssa.gov/forms/ssa-3288.pdf

b. You can still accept old version of the SSA-3288 as long as it meets the requirements set forth in
(b) (2) ████████████████████████████

c. (b) (7)(E) ████████████████████████████
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Direct your request for claims record information to the office that services Mr. /Ms. XXX's mailing ZIP code. Please visit our website at www.socialsecurity.gov/locator to locate Mr. /Ms. XXX local office.

    F. For future reference:

        a. DD-214 (Certificate of Release or Discharge from Active Duty) – can be requested from the National Archives, via the Official Military Personnel File

        b. Citizenship records (such as the status of an individual at time of death) – can be requested from U.S. Citizenship and Immigration Services (either via their Genealogy or FOIA programs)

III.   Questions:

IV. Next Meeting: <u>1st Wednesday of Every Month </u> – May 3rd

Note to OPD: local servicing offices handle the claimant's request to access his or her own social security file. The local offices should forward other types of requests to OPD for processing.

FOIA Analysts Meeting
Room G120, WHR Building
May 3, 2017
10:00 a.m.

I. Welcome/Roll Call (b) (6)

II. Discussions

    A. Administrative Matters: *(Monica)*
        a. FOIAonline training
        b. FOIA Push Day

    B. New Privacy Act Request Templates: *(Keisha)*

        a. Social Security Statement
        b. Benefit Verification Letters
        c. Earnings Requests
        d. Referring a Requester to the FO
        e. Referring the Request to the FO
        f. Power of Attorney Language
        g. Identity Theft
        h. Inadequate Authorization Language

    C. Interesting FOIA Cases:

        a. AQ1141 – (b) (6) – VSR Requests (b) (6)
        b. AR1400 – (b) (6))

III. Questions

IV. Next Meeting: 1ˢᵗ Wednesday of Every Month – June 7ᵗʰ

FOIA Analysts Meeting Notes
Room G120, WHR Building
May 3, 2017
10:00 a.m.

I. Welcome/Roll Call at 10:05am (b) (6)

Monica, (b) (6)

II. Discussions

    A. Administrative Matters: *(Monica)*

        a. FOIAonline training – Mandatory training for all OPD staff next week from Monday to Wednesday. Please contact (b) (6) if you need your assigned day changed.

        b. FOIA Push Day – scheduled for May 16th. Keisha will be coordinating the efforts.

    B. New Privacy Act Request Templates on OPD Library: *(Keisha)*

        a. Referring a requester to their local field office

            o We generally refer a 1st party requester to their local office if they have requested documents from their claims folder; even when they have not provided enough information to identify the records sought or enough information about themselves for the local office to take any action.

        b. Referring the request to the local field office and accompanying Fax Cover Sheet for Referring a request to the local field office

            o We generally refer the request to the local office when the request is from a 3rd party and the consent appears to be sufficient or the number holder (NH) has provided enough identifying information about the records sought and enough info identifying himself/herself for the FO to take a requested action.

                ▪ A copy of SSA's response should be sent to the requester.

- The fax cover sheet, a copy of the incoming inquiry and accompanying documentation, and a copy of the SSA's response to the requester should be faxed to the local office.

c. 2 revised templates: These templates now include language that refers the requester to the record holder's local field office via the SSA FO locater rather than refer the 3rd party requester to his/her local office or the true local office of the NH.

   o Inadequate Medical Authorization 24.46a
   o Inadequate General Authorization 24.46

- Earnings Requests

   o the record holder,
   o a 3rd party requester without valid consent; and
   o the request is for the earnings record of a deceased individual.

- Benefit Letters
- Social Security Statements
- Identity Fraud
- 3rd party requester alleges Power of Attorney

   o The requester provided a copy of the POA documentation and it doesn't meet our consent requirements
   o The requester did not provide a copy of the POA documentation but alleges the relationship in the request

C. Interesting FOIA Cases:

   a. AQ1141 – (b) (6)   – VSR Requests (b) (6)
   b. AR1400 – (b) (6)

III. Questions

IV. Next Meeting: <u>1st Wednesday of Every Month</u> – June 7th

Adjourned 10:25am

FOIA Analysts Meeting
Room G120, WHR Building
June 7, 2017
10:00 a.m.

I.   Welcome/Roll Call (b) (6)

II. Discussions

    A. Administrative Matters: *(Monica)*

        a. FOIAonline Implementation

        b. FOIA Push Day Outcome

        c. FOIA.Public.Liaison@ssa.gov

    B. Subpoenas and Court Orders (b) (6)

    C. SS-5/Numident First-Party Requests (b) (6)

    D. SS-5/Numident Appeals Guidance (b) (6)

III. Questions

IV. Next Meeting: 1ˢᵗ Wednesday of Every Month – July 5ᵗʰ

FOIA Analysts Meeting
Room G120, WHR Building
June 7, 2017
10:00 a.m.

I. Meeting Start 10:02am: Welcome/Roll Call (b) (6)

Monica, Pam, (b) (6)

Welcome Back, (b) (6)!

II. Discussions

   A. Administrative Matters: *(Monica)*

      a. FOIAonline Implementation

         Management has been pleased with the implementation process and
         recognizes there is an adjustment period as people get used to the new
         system. It will ultimately increase efficiency. Please use the user manual
         for questions. We are still looking into specialization.

         Remember FOIAonline only accepts certain file types such as .docx and
         .pdf. You may need to update your templates to the latest file formats to
         upload successfully into FOIAonline.

         No new cases are being entered in eFOIA. You still may receive new case
         assignments in eFOIA that were pending development prior to the
         implementation of FOIAonline. Please track all of your assigned cases in
         both systems.

      b. FOIA Push Day Outcome

         Keisha has the exact figures but I estimate we closed approximately 75
         cases. Great job!

c. FOIA.Public.Liaison@ssa.gov

   FOIA.PA.Officers@ssa.gov has been decommissioned. Please make sure
   all of our response letters use the FOIA Public Liaison email address.

   Undeliverable email notifications from FOIAonline are sent to the FOIA
   Public Liaison box. Senior Analysts will be monitoring the box and
   notifying the analyst when this occurs so they can take appropriate
   action.

B. Subpoenas and Court Orders (b) (6)

   Subpoenas and Court orders will continue to be processed by the Disclosure
   Division. If the request is from a law enforcement agency, federal court, or state
   prosecutor, it should not be entered into FOIAonline, but be given to (b) (6) to
   create a Control and directed to Division 1 (the Disclosure Division). An analyst
   assigned the control for Division 1 will work with the Regional Office in
   processing the request. The RCCS handle the subpoenas and court orders issued
   by the federal courts. If the request is from a civil court, it should be entered
   into FOIAonline. If there is question about where the case should be tracked,
   please see Keisha or (b) (6).

C. SS-5/Numident First-Party Requests (b) (6)

   We have the same process as before. SS-5 and Numident requests will be input
   into FOIAonline and assigned to the Privacy division for processing. If the case is
   ready for processing by DEBS (with fee payment), we will send a letter to the
   requester notifying them that we are transferring the request to DEBS. Then we
   will send all the case file information (including payment, original letter, and
   transfer letter) to DEBS via interoffice mail. If the requester did not provide
   adequate information or fee payment for processing, we will respond with our
   template letter for them to resubmit their request with fee payment directly to
   DEBS.

D. SS-5/Numident Appeals Guidance (b) (6)

   If this is a second correspondence from the requester (e.g. they are appealing
   the denial of the parents' names) treat it as an appeal.

   If this is a request for certification that they have already paid for but did not
   receive, treat it as a re-opening of the original request (initial).

III.   Questions

- inForm is the link everyone should be using to provide the up to date versions of all SSA forms. Link: (b) (2)

- For Fraud Claims cases, CDI Reports are available in (b) (7)(E) Monica has access if you do not.

- SkillsConnect Detailees will be starting next week. FOIAonline training is scheduled for Tuesday, June 13th from 12:30-4:30pm. If you would like to attend this training as a refresher, please contact (b) (6)

- Please schedule a recurring bi-weekly meeting with Monica for a half hour to discuss Oldest Pending Cases with Monica.

IV. Next Meeting: 1st Wednesday of Every Month – July 5th

Meeting Adjourned: 10:32am

FOIA Analysts Meeting
Room G120, WHR Building
July 5, 2017
10:00 a.m.

I.   Welcome/Roll Call (b) (6)

II. Discussions

    A. Administrative Matters: (b) (6)

        a. No dates on draft letters – only final letters

        b. Acknowledgement letters – FOIAonline does not auto populate acknowledgement letter dates in the "Submission Details" section under "Request Handling" – please review your case file to determine if an acknowledgment email was successfully emailed via FOIAonline and update the date under "Request Handling." Otherwise, you will need to create and mail an acknowledgement letter and add the mailed date accordingly.

        C. Fee waiver denial template language for FOIAonline

III. Questions

IV. Next Meeting: 1ˢᵗ Wednesday of Every Month – August 2ⁿᵈ

FOIA Analysts Meeting Notes
Room G120, WHR Building
July 5, 2017
10:00 a.m.

I. Welcome/Roll Call (b) (6)

(b) (6)

II. Discussions

    A. Administrative Matters: (b) (6)

        a. No dates on draft response letters – only date final letters that have been sent to the requester. You can use a placeholder such as, "Date," on draft letters.

        b. Acknowledgement letters – FOIAonline does not auto populate an acknowledgement letter date in the "Submission Details" section under "Request Handling" – please review your case file to determine if an acknowledgment email was successfully emailed via FOIAonline (in Correspondence) and add the correct date under "Request Handling." Otherwise, you will need to create and mail an acknowledgement letter and add the mailed date accordingly. The template for acknowledgement letters is available on the SharePoint library.

        C. Fee Waiver and Expedited Processing Tasks in FOIAonline – We still use template language and need to upload an official letter with SSA letterhead and a signature in FOIAonline and send our response to the requester. Tasks for FOIA requests need to go to Senior Analysts for review. Tasks for PA requests go to Monica for review.

III.   Questions/Reminders

    a. Citations need to be stay on one line in response letters.

    b. FOIA case numbers ending in 0-3 go to ████ **(b) (6)** for review. FOIA requests ending in 4-6 go to ████ **(b) (6)**. FOIA requests ending in 7-9 go to ████ **(b) (6)**. PA requests go to ████ **(b) (6)** if they require review. All subpoenas and court orders should go to Keisha Mahoney-Jones/████ **(b) (6)** for review.

IV. Next Meeting: <u>1st Wednesday of Every Month</u> – August 2nd

Adjourned 10:15am.

FOIA Analysts Meeting
Room G120, WHR Building
April 4, 2018
10:00 a.m.

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2)
2. Enter your Moderator Passcode: (b) (2)

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2)
2. Enter the Participant Passcode: (b) (2)

- Welcome/Roll Call (b) (6)

- Administrative matters (Monica)

- FOIA Case Standards Summary (b) (6)

- Interesting Cases

- Questions

1

FOIA Analysts Meeting
Room G120, WHR Building
August 11, 2017
10:00 a.m.

I. Welcome/Roll Call (b) (6)

    a. In-Person: Monica, (b) (6)
    (b) (6)

    b. Conference Call Line: (b) (6)
    (b) (6)

II. Discussions

    A. Administrative Matters:

        a. (b) (7)(E) *(Monica)*

            i. Will be rolled out after the holidays
            ii. Similar to (b) (7)(E) :

                 W

                 (b) (7)(E)
                 G   es

            iii. Training to come in January 2018
            iv. (b) (2)

        b. The "Attached Supporting Files" section can be seen by the requester with a FOIAonline account. Do not use this section to upload draft documents or background materials. Use the "Case Responsive Records" or the "Restricted Materials" sections.

        c. Upon receipt of a new case in FOIAonline

            i. Review "Request Details" (e.g. does the requester have a FOIAonline account and an email address?)

ii. Update "Request Handling" information (e.g. Request Track, Fee Category, Perfected Date, Acknowledgment Sent Date)

d. Perfected Date in FOIAonline

   i. How do we determine the perfected date?

      1. Is Additional clarification needed?

         a. Yes – Perfected date is the day clarification is received by OPD. Allow 5 business days to respond and one follow up.

         b. No – Perfected date is the "Submitted Date," which is the date OPD received the original request

   ii. Components can't upload responsive records to Tasks without a perfected date

   iii. Per Monica, all OPD analysts must update their FOIAonline cases with perfected dates immediately and backdate them accordingly if they are perfected.

e. Important Reminder: Mark applicable Exemptions under "Case Responsive Records" for each document. This captures data for annual reporting.

f. Handling Fees in FOIAonline

   i. Create two separate Tasks: One for the Fee Estimate and One for the Record Search

      1. Fee Estimate Task: Ask the component to give an estimate for hours and GS-level based on the fee category of the requester:

         a. Other (Most Requesters): Charge for Search only (first two hours free)

> b. Commercial: Charge for Search and Review
> c. News Media: Charge for duplication only (if applicable)
> d. Educational/Scientific Institution: Charge for duplication only (if applicable)

ii. If you send a fee notice to the requester, use "Stop the Clock" when waiting for the fee payment. New template letters with a deadline to be put on SharePoint. "Start the Clock" when you receive payment and then proceed with your case processing and create the second Task "Search Pending" for the record search and assign it to the component.
   1. SSA requires payment upfront for any requests over $250.
   2. We will not charge when the fee is $50 and under.

iii. New fee notice templates: If requester does not provide payment within 10 business days from the date of the fee notice, administratively close the request. You do not need to send a separate closeout letter.

g. Assigning Tasks for Record Searches

   i. Best Practice: Assign to the Component instead of the individual

   ii. Always select "No" on "Allow task recipient(s) to edit metadata."

   iii. Go back into the "Assigned Tasks" section and check notification box and click Save notifications.

h. Processing Checks at Case Close-Out (b) (6)

   i. Hold checks/credit card payments until the end of the case

   ii. Tell (b) (6) what to do with the check – mail back or process.

i. Best Practice: Use email when referring a FOIA request to an SSA component/RO/FO for direct response and upload copy into FOIAonline. Template will be uploaded into the library to replace the Fax to FO template.

    i. Use DOORS for email addresses to transfer a case to the a Regional Office or Field Office for direct response

    ii. Use (b) (2) ███████████ for earnings requests

    iii. Use (b) (2) ███████████ for FOIA requests

j. Approved Keywords for "Short Description" Section (b) (6) ████

Approved keywords.docx (also available on SharePoint)

k. Approved language for the bottom of our email correspondence in FOIAonline: (b) (6) ████

Please do not reply to this email correspondence. If you have an account with FOIAonline, you can correspond directly with us by logging into your account. If you need to correspond with us regarding your FOIA request but do not have an account with FOIAonline, please send your correspondence to FOIA.Public.Liaison@ssa.gov. Please include your FOIA tracking number in your email.

Sincerely,

The FOIA Team
Social Security Administration

For Privacy Act requests, replace "FOIA request" with "Privacy Act" request in the above language.

III.   Questions/Comments (b) (6) ████

a. The new link for the SORN page is www.ssa.gov/privacy/sorn.html. This link should be updated in all template letters and any guidance that refers an individual to our SORNs. See (b) (6) ████ for questions.

b. This meeting is mandatory for Division 3. Please email Monica if you have any scheduling conflicts.

c. Please reach out to (b) (6) ████████ if you are interested in moderating this meeting for 3-4 months until (b) (6) returns to the office.

IV. Next Meeting: 1ˢᵗ Wednesday of Every Month – September 6ᵗʰ

Meeting adjourned 10:45am.

FOIA Analysts Meeting
Room G120, WHR Building
September 6, 2017
10:00 a.m.

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2)
2. Enter your Moderator Passcode: (b) (2)

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2)
2. Enter the Participant Passcode: (b) (2)

   I.   Welcome/Roll Call (b) (6)

   II. Discussions

        A. Administrative Matters *(Monica)*

            a. Where do we obtain Investigative reports?

            b. Using the templates

            c. Leave notification for case assignments

        B.

 III.   Questions (b) (6)

   IV. Next Meeting: <u>1st Wednesday of Every Month</u> – October 4th

FOIA Analysts Meeting Notes
Room G120, WHR Building
September 6, 2017
10:00 a.m.

I.   Welcome/Roll Call (b) (6)

Monica, (b) (6)

II. Discussions

    A. Administrative Matters *(Monica)*

        a. Where do we obtain investigative reports?

            1.   OIG – for fraud allegations
            2.   EEOC – Harassment Prevention Officers – for allegations of harassment in the workplace
            3.   ODAR – DQS (Division of Quality Service) – for allegations of misconduct by ODAR employees

        b. Using the templates

        Templates are continuously being updated on the OPD SharePoint site. Please use these for the foundation of your request responses and personalize the letters to the specific request.

        c. Leave notification for case assignments

        Please notify Monica and (b) (6) when you are taking leave over three business days so they can adjust case assignments as possible. However, please know we are limited based on our workload and number of employees and you may still receive assignments. Shout out to our Skills Connect detailees for all of their help.

d. PA requests should take 3-5 business days to process.

e. (b) (6), (b) (5) ██████████████████████████

f. (b) (6) ██████ will be moderating the October, November, and possibly the December FOIA Analysts meeting in (b) (6) ██████ absence.

g. (b) (6) gave kudos to (b) (6) ██████ for (b) (6) representation of SSA/OPD at the Chief FOIA Officer Presentation in DC.

III. Questions (b) (6) ██████

No questions.

IV. Next Meeting: 1st Wednesday of Every Month – Moved to October 11th for the OPD staff meeting.

Meeting adjourned 10:15am.

FOIA Analysts Meeting
Room G120, WHR Building
October 11, 2017
10:00 a.m.

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2)
2. Enter your Moderator Passcode: (b) (2)

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2)
2. Enter the Participant Passcode: (b) (2)

   I.   Welcome/Roll Call (b) (6)

   II.   Discussions

        A. Administrative Matters (b) (6)

        B. Replacement Social Security Cards (b) (6)

           a. "My Social Security" online account

           b. 24 participating states, plus the District of Columbia

           c. (b) (2)

        C. Case Processing (b) (6)

           a. Dated Response Letters in FOIAonline

           b. Unusual Circumstances and 10-Day Extension Letters

           c. When to cash the check

           d. Incoming case information

        D. DOJ OIP – FOIA Program Assessment Toolkit (b) (6)

        E. 800 Number Call Retention Information (b) (6)

   III. Questions (b) (6)

   IV. Next Meeting: 1st Wednesday of Every Month – November 1st

FOIA Analysts Meeting
Room G120, WHR Building
October 11, 2017
10:00 a.m.

I. Welcome/Roll Call (b) (6)

(b) (6)

II. Discussions

    A. Administrative Matters (b) (6)

        1. Skills Connect – OPD requested to extend the detail for 6 more months due to loss of personnel and an increase in workload.

        2. Remember to email managers regarding leave requests/flexing out.

    B. Replacement Social Security Cards (b) (6)

        1. Obtain replacement cards with a "My Social Security" online account at https://www.ssa.gov/myaccount/ - Add info to response letters if requester resides in a participating state.

        2. 24 participating states, plus the District of Columbia

        3. See (b) (2)

    C. Case Processing (b) (6)

        1. Dated Response Letters in FOIAonline – Dated final letters must be uploaded to FOIAonline.

        2. Unusual Circumstances and 10-Day Extension Letters – Remember to send the 10-Day Extension Letter when initially assigned a new request if it. appears complex. Task yourself a reminder within FOIAonline to send the Unusual Circumstances Letter at the 30-day mark.

        3. When to cash the check – Be sure to double check if the requester sent a payment in before closing a request.

        4. Incoming case information – (b) (6) will enter the Submission Details info (eg, Request Perfected date, Request Track, Fee Category, Short Description, etc.) Because the perfected date will already be entered, if the request needs clarification, you must select Fee Related when Stopping the Clock. Be sure to leave a Comment regarding the action.

D. DOJ OIP – FOIA Program Assessment Toolkit (b) (6)

   1. OIP has created a Toolkit to assist agencies in conducting self-assessments of their FOIA programs. The Toolkit is composed of thirteen modules corresponding to various stages of the FOIA process. Each module contains several milestones to guide agencies through a critical self-assessment.

      a. Not an OGIS evaluation – Can identify and resolve issues in-house; a thermometer to check the health of the program.

      b. Allows for improvements and provides the ability to have backup when looking for management support for programmatic/ training/operational improvements.

      c. Grades on a 1-4 scale so you can shoot for a FOIA Program Average (FPA) like a 3.5, 4.0 etc.

   2. Toolkit is found at https://www.justice.gov/oip/blog/foia-self-assessment-toolkit-now-available

E. 800 Number Call Retention Information (b) (6)

   1. Calls between a beneficiary and an SSA rep in a Field Office – We do not record.

   2. National 800 Number:

      a. Beginning August 2016, we record 100% of incoming calls.

      b. 10% of those calls will include all the screens used by the agent.

      c. We retain the call recording for 60 days.

      d. On the 61st day, calls that were not service observed, or were flagged as compliant or non-threatening, are deleted.

      e. Calls with the flag or service observation are retained IAW the records management policy.

      f. We also transcribe 10% of the recorded calls into searchable records to analyze data or key phrases. Those are also deleted after 60 days.

   3. Contact information for 800 Number requests: (b) (6)

III. Questions (b) (6) – (b) (6) asked for the point of contact info regarding the 800 number records (see E.3. above).

IV. Next Meeting: 1st Wednesday of Every Month – November 1st

Meeting adjourned 10:15am.

FOIA Analysts Meeting
Room G120, WHR Building
November 1, 2017
10:00 a.m.

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2) ██████████
2. Enter your Moderator Passcode: (b) (2) ████████

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2) ████████████
2. Enter the Participant Passcode: (b) (2) ████████

I.   Welcome/Roll Call

II. Introduce (b) (6) ██████████████████

III. Discussions

    A. Administrative Matters:
        a. Standardize naming convention and file organization in
            FOIAonline (b) (6) ████████
        b. SkillsConnect Detailees (b) (6) ████████████████
        c. New SkillsConnect Project (b) (6) ████████████

    B. Annual report: Highlights (b) (6) ████████████

    C. Sensitive/High-profile FOIA requests (Monica)
        a. Media requests
        b. Information about the ACOSS
        c. Information about our budget or appropriations
        d. Data or reports compiled by Disability Case Processing System
            (formerly known as ODD)
        e. Information about the President or his family

    D. Interesting FOIA cases
        a. SSA-2017-001594 – ERISA case (b) (6) ████████

E. Approved Keywords List for "Short Description" Section (Monica)

Approved keywords.docx (also available on SharePoint)

IV. Questions

FOIA Analysts Meeting November 1, 2017 – Meeting Notes

Attendees:

(b) (6)

We had a brief introduction of (b) (6) who joined our office on a detail effective (b) (6)

(b) (6)   (b) (5)

Monica announced that we have a new Skills Connect project starting up that will assist OPD with outreach and communication issues. (b) (6) will head this project.

The Skills Connect participants and detailees have been a big help to OPD over the last few months. Since we went to FOIAonline, they have closed 17% of our cases.

Annual Report Highlights - Last year OPD closed almost 4000 FOIA and Privacy Act (PA) cases. Our overall numbers are decreasing because of FOIAonline's ability to separate the PA cases. Since we started using FOIAonline, we have processed 898 PA cases. Our backlog went down some from last year so even with the staff shortages we are still headed in the right direction.

Monica needs us to inform her when we receive certain sensitive or high-profile cases. Please let her know if you get any of the following requests:

   a. Media requests
   b. Information about the ACOSS
   c. Information about our budget or appropriations
   d. Data or reports compiled by Disability Case Processing System (formerly known as ODD)
   e. Information about the President or his family

We held off on discussing the ERISA case mentioned in the agenda until (b) (6) can attend the next meeting.

<div align="center">

FOIA Analysts Meeting
Room G120, WHR Building
December 6, 2017
10:00 a.m.

</div>

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2)
2. Enter your Moderator Passcode: (b) (2)

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2)
2. Enter the Participant Passcode: (b) (2)

- Welcome/Roll Call (b) (6)

- Administrative matters (Monica)
    o Case assignments
    o Average case closed count per analyst since May 29
    o Media or Sensitive Requests
        ➢ Task Mark Hinkle
    o Mailing Response Letters when Requester Does Not Have an Email Address
        ➢ Create a comment before closing the case that states that they physically mailed the response letter *or* in the closeout email that is generated, maybe the analyst can write, "physically mailed response letter; no email address provided." This will ensure that it is clear that the response was manually mailed via the postal service.

- Analyst reminders (b) (6)

    o Outgoing attachments – Click on the attachments to make sure that they open. I have received numerous messaged in the FLMB from requesters stating they cannot open documents.
    o Comments Tab – Make sure you review all comments, often they hold important case direction or other important information.
    o Restricted Documents Tab – You can use this tab for anything e.g. background material related to the case that will not be sent to the requester.

- New SkillsConnect project and detailees (b) (6)

- Recent Training

    o How to use your Dispute Resolution Skills when processing FOIAs
      (b) (6)

      slides 16 nov 2017   OIP Part of Good
      FINAL.pptx   Communications Clas

- Interesting Cases

    o AP2415 – Non-responsive info within a doc that **is** responsive –
      (b) (6)

        ➢ If a document is responsive we must release the entire
          document with applicable redactions and cannot remove
          portions we consider non- responsive. As a result of the
          D.C. Circuit's ruling in *AILA*, it will be important for
          agencies to carefully define what they consider to be the
          "records" responsive to any given FOIA request. Once they
          determine that something is a "record" they must process it
          in its entirety for exemption applicability. Only those
          portions of the record that are exempt can be redacted. After
          the court's decision in *AILA* it is not permissible to redact
          information within a record as "non-responsive."

        ➢ Here is the link to the full guidance:
          https://www.justice.gov/oip/oip-
          guidance/defining_a_record_under_the_foia

    o SSA-2017-001594 – ERISA case (Sarah)

    o AS0674 – Investigations – Interview videos (b) (6)

    o Odd SS-5 Reprints (b) (6)

- Questions

- Welcome/Roll Call (b) (6)

  Monica, (b) (6)

- Administrative matters (Monica)

  o Case assignment – management takes into account scheduled leave and complexity of cases as best they can. The benchmark for Privacy Act Requests and simple FOIAs is 3-5 business days.
  o Average case closed count per analyst between June and September 2017 is 33 cases. Keep up the good work!
  o Media or Sensitive Requests
    ➢ Task Mark Hinkle in FOIAonline
  o Referral letters – do not include appeal language or OGIS paragraph - only FOIA Public Liaison contact information
  o Mailing Response Letters when Requester Does Not Have an Email Address
    ➢ Create a comment before closing the case that states that you physically mailed the response letter *or* in the closeout email that is generated, the analyst can write, "physically mailed response letter; no email address provided." This will ensure that it is clear that the response was manually mailed via the postal service.

- Analyst reminders (b) (6)

  o Outgoing attachments – Click on the attachments to make sure that they open. I have received numerous messaged in the FLMB from requesters stating they cannot open documents. Convert documents to pdf and it should alleviate this issue.
  o Comments Tab – Make sure you review all comments, often they hold important case direction or other important information.
  o Restricted Documents Tab – You can use this tab for anything e.g. background material related to the case that will not be sent to the requester. Everyone should have access to the Restricted Materials section for their own office. Access is based on their Actual Agency. You cannot see files uploaded the Restricted Materials tab for other Actual Agencies. For example, if I am SSA/OGC and I upload a file to the Restricted Materials tab, only users that have SSA/OGC as an Actual Agency will be able to see the file.

- New SkillsConnect project and detailees (b) (6)

  o One-year project which began December 4th with three detailees. One will work on Mondays and the other two will work on Fridays.
  o Projects to include:
    ➢ Sunshine week
    ➢ General inquiries line
    ➢ Internal and External FOIA website
    ➢ History of SS-5 and Numident suggestion was made

- Recent Training – (b) (6) provided overview

  o How to use your Dispute Resolution Skills when processing FOIAs (b) (6)

slides 16 nov 2017   OIP Part of Good
FINAL.pptx   Communications Clas

- Interesting Cases

  o Non-responsive information within a document that is responsive –
    AP 2415 (b) (6)
    ➢ If a document is responsive we must release the entire document with applicable redactions and cannot remove portions we consider non-responsive. As a result of the D.C. Circuit's ruling in *AILA*, it will be important for agencies to carefully define what they consider to be the "records" responsive to any given FOIA request. Once they determine that something is a "record" they must process it in its entirety for exemption applicability. Only those portions of the record that are exempt can be redacted. After the court's decision in *AILA* it is not permissible to redact information within a record as "non-responsive."
    ➢ Here is the link to the full guidance: https://www.justice.gov/oip/oip-guidance/defining_a_record_under_the_foia

  o SSA-2017-001594 – ERISA case (b) (6)
    ➢ The Employee Retirement Income Security Act of 1974 (ERISA)
    ➢ Back and forth with OCO and PBGC
    ➢ Request was for a copy of Schedule SSA (Annual Registration Statement Identifying Separated Participants with Deferred Vested

Benefits) for the 1996, 1997, and 1998 Plan Years for the UCB, Inc. Defined Benefit Pension Plan (the "Plan").

➢ Reach out to (b) (6) in Region 3 for Retirement Calculator requests

- o AS0674 – Investigations – Interview videos (b) (6)
  - ➢ (b) (5)

- o FOIA request on CSRS offset

  FOIA requests on the CSRS-Offset info.msg
  - ➢

- o Odd SS-5 reprints (b) (6)
  - ➢ Samples:

    (b) (6)　　　(b) (6)

    - ➢ Boyers doesn't know what the documents are.
    - ➢ Do not give receipts or non-SS-5 documents – Provide requester with the numident only

- Questions
- Meeting adjourned at 10:43am

FOIA Analysts Meeting
Room G120, WHR Building
January 3, 2018
10:00 a.m.

Cancelled.

FOIA Analysts Meeting
Room G120, WHR Building
February 7, 2018
10:00 a.m.

Cancelled.

FOIA Analysts Meeting
Room G120, WHR Building
March 7, 2018
10:00 a.m.

Cancelled.

FOIA Analysts Meeting
Room G120, WHR Building
April 4, 2018
10:00 a.m.

Moderator Dialing Instructions
1. Dial your Access Number: (b) (2)
2. Enter your Moderator Passcode: (b) (2)

Participant Dialing Instructions
1. Dial the Moderator's Access Number: (b) (2)
2. Enter the Participant Passcode: (b) (2)

- Welcome/Roll Call (b) (6)

- Administrative matters (Monica)

- FOIA Case Standards Summary (b) (6)

- Interesting Cases

- Questions