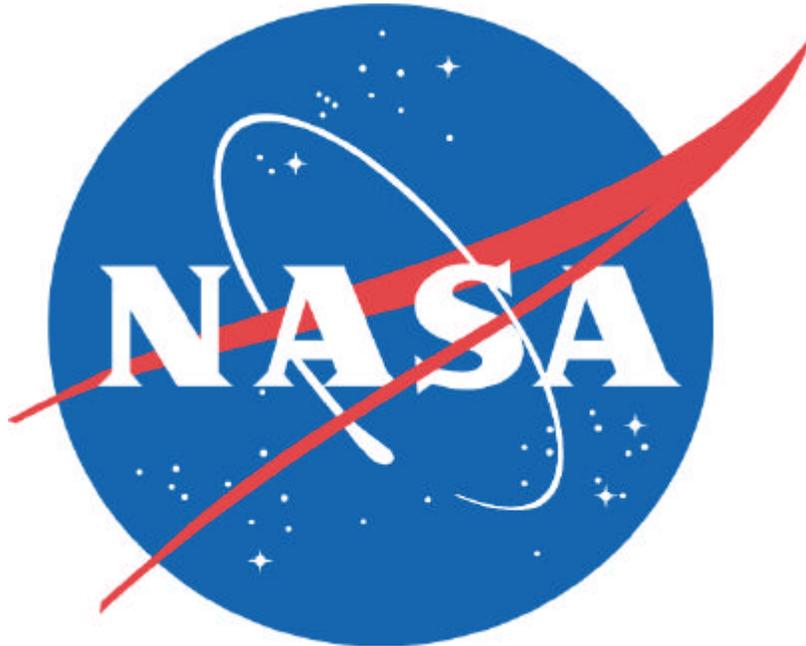


Responsible Office: Code P

Subject: Respond to Freedom of Information and Public Inquiries



Code P, Office of Public Affairs

Office Work Instruction

Respond to Freedom of Information and Public Inquiries

Original Approved by: _____

Margaret C. Wilhide
Associate Administrator

_____ Date

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DOCUMENT HISTORY LOG

<u>Status</u> <u>(Baseline/</u> <u>Revision/</u> <u>Canceled)</u>	<u>Document</u> <u>Revision</u>	<u>Effective</u> <u>Date</u>	<u>Description</u>
Baseline		1/10/00	

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1.0 Purpose

The purpose of this OWI is to document the procedure of processing Freedom of Information Act (FOIA) requests received by the HQ FOIA Office (Release or Deny Agency Records Available to Members of the Public) and the processing of inquiries made by the general public concerning NASA's mission.

2.0 Scope and Applicability

- 2.1** This work instruction for FOIA Requests and Public Inquiries applies to the NASA Public Affairs Office, Public Services Division (Code PO). The FOIA procedure is produced by the FOIA Office, Public Services Division as defined in the Federal Register, Volume 64, Number 140, July 22, 1999.
- 2.2** The Division Director, Code PO, is responsible for maintaining this document. The controlled version of this OWI is available on the NASA intranet via the HQ ISO 9001 Document Library at **Error! Bookmark not defined..** Any printed version of the OWI is uncontrolled (reference: HCP 1400.1, Document and Data Control).

3.0 Definitions

3.1	Action Office	Code that maintains the record requested
3.2	FOIA	Freedom of Information Act
3.3	F/A	FOIA Assistant
3.4	F/O	FOIA Officer
3.5	FR	Federal Register
3.6	F/S	FOIA Specialist
3.7	Legal	An attorney in the Office of General Counsel
3.8	P/I	Public Inquiry
3.9	P/P	Public Inquiry Processor
3.10	R/I	Request/Inquiry
3.11	Redact	To remove information from a record (i.e. social security number, age, addresses, classified information, etc.)

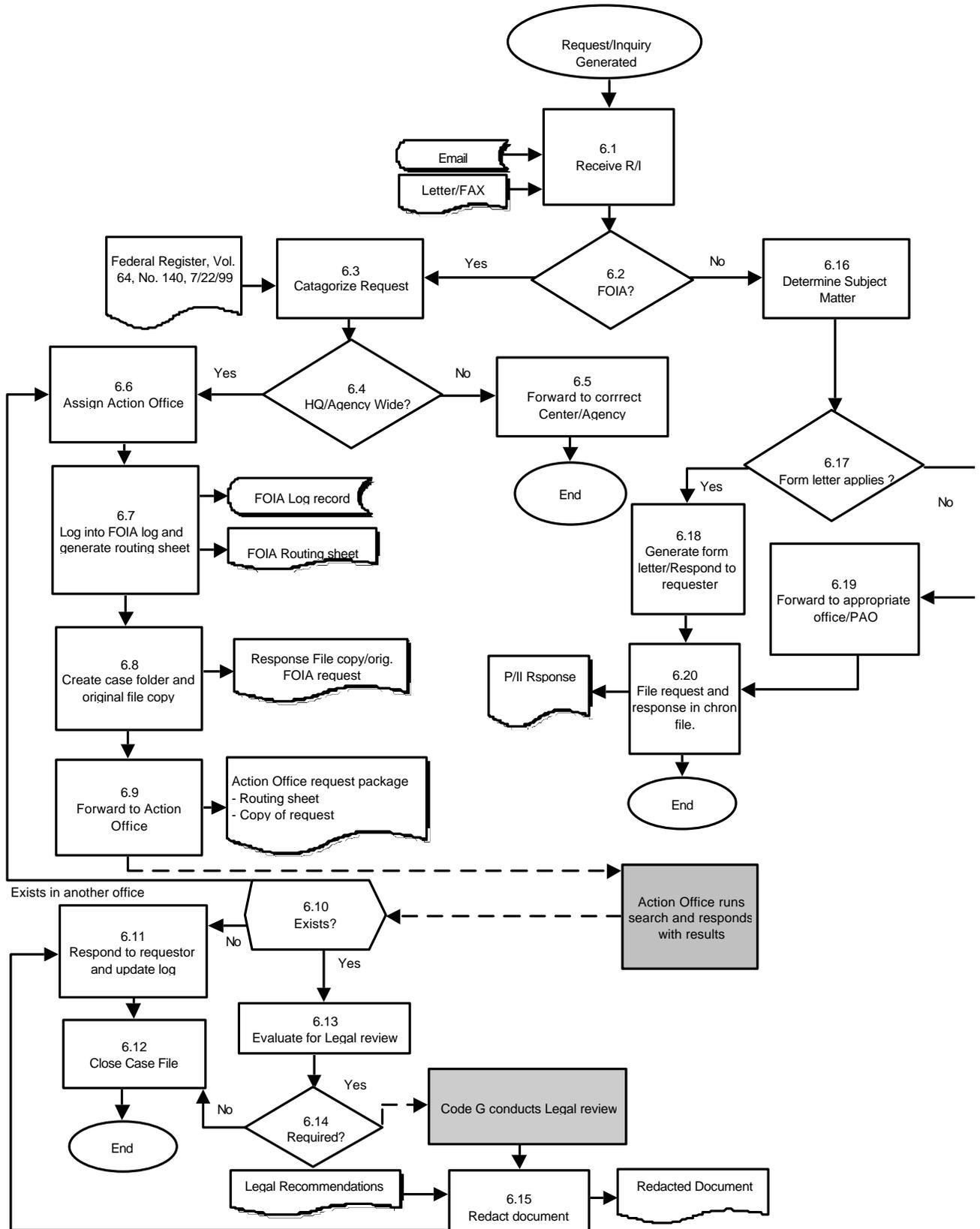
4.0 References

4.1	E-FOIA	Electronic Freedom of Information Act, 1997
4.2	FOIA	Freedom of Information Act, Federal Register, Vol. 64, Number 140, July 22, 1999
4.3	NPG 1000.3	NASA Organization Handbook

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5.0 Flowchart



CHECK THE MASTER LIST at <http://www.foia.gov>
 TO VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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5.0 Procedure

<u>Step</u>	<u>Actionee</u>	<u>Action</u>
6.1	F/O, F/S, F/A, P/P	<i>Receive request</i> (either by mail, fax or electronic mail)
6.2	F/O, F/S, F/A, P/P	<i>Is the request a FOIA?</i> If yes, go to step 6.3, if no, go to 6.17.
6.3	F/O, F/S, F/A	<i>Categorize request.</i> Read request and determine if HQ, Center or other Government Agency should process it. Using the information from the NASA mission statement and the HQ Directory, we will determine if the information would be located within NASA HQ. When the subject of a request is outside of NASA's mission, we use our general knowledge of the Federal Government to make inquiries in order to locate the appropriate Agency.
6.4	F/O, F/S, F/A	<i>Agency Wide request?</i> Using the information from the NPG 1000.3 and the HQ Directory, we will determine if the information would be located within NASA HQ. If yes, go to 6.6, If no, go to 6.5.
6.5	F/O, F/S, F/A	<i>Forward to correct Center/Agency.</i>
6.6	F/O, F/S, F/A	Assign HQ Action Office.
6.7	F/O, F/S, F/A	<i>Log into FOIA log and generate routing sheet.</i> Run orange Routing Sheet and copy of routing sheet.
6.8	F/O, F/S, F/A	<i>Create case folder and original file copy.</i> Set up folder, copy request, staple copy of routing sheet to left side of folder and place original letter in folder, type label with FOIA log number, requester name and affiliation, file in top drawer of FOIA 2 drawer cabinet, staple copy of letter to routing sheet. Hand carry request to Action Office.
6.9	F/O, F/S, F/A	<i>Forward to Action Office.</i> Package forwarded includes a copy of the request and the routing sheet.
6.10	F/O, F/S, F/A	<i>Do documents exist?</i> If no go to 6.11, if yes, go to 6.13, if it needs to be rerouted to another office, go to 6.6.
6.11	F/O, F/S, F/A	<i>Respond to requestor and update log.</i> Prepare response to requester (if F/S prepares package, F/O reviews and signs or returns for changes – if F/O prepares response F/S reviews doc/doc's and returns to F/O). Final package is sent out to requester by whoever (F/S or F/O) updates electronic log.
6.12	F/O, F/S, F/A	<i>Close case file,</i> and file folder in secure files.
6.13	F/O, F/S, F/A	<i>Evaluate for Legal review.</i> The positions require an extensive knowledge of the FOIA. Documents provided by Action Office – FOIA Office reviews document(s)/evaluate response for legal review.
6.14	F/O, F/S, F/A	<i>Is Legal review required?</i> If yes, go to 6.15, If no, go to 6.12.
6.15	F/O, F/S, F/A	<i>Forward to Code G.</i> Hand deliver to Legal and update log. When package is returned from Legal, FOIA Office reviews recommendations from Legal.
6.16	P/P	<i>Determine subject matter</i> of public inquiry. Determine if it should be processed by HQ, Center, or other Government agency. Using the information from the

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<u>Step</u>	<u>Actionee</u>	<u>Action</u>
		NASA mission statement and the HQ Directory, determine if the information would be located within NASA HQ. When the subject of a request is outside of NASA's mission, we use our general knowledge of the Federal Government to make inquiries in order to locate the appropriate Agency.
6.17	P/P	<i>Form letter applies?</i> If yes, go to 6.18, if no, go to 6.19.
6.18	P/P	<i>Generate form letter</i> based on subject matter identified in the public inquiry.
6.19	P/P	<i>Forward to the appropriate office/Public Affairs Officer</i> for response.
6.20	P/P	<i>File request and response in chron file.</i> File copy of forwarded request or generated request and response in chron file.

7.0 Quality Records

<u>Record ID</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media</u>	<u>NPG 1441.1 Schedule and Item Number</u>	<u>Retention/Disposition</u>
E-mail	Code PO	Secure Server	Electronic	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Letter	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Fax	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
FOIA Log Record	Code PO	Secure server	Electronic	Schedule 1, Item 53.A	Destroy 6 years after date of last entry
FOIA Routing Sheet	Code PO	Secure file cabinet	Hard copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Response file - copy/orig. FOIA request	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 49.A	Destroy 2/6 years after date of final determination by agency
Action Office request package maintained by FOIA Office	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Legal Recommendations	Code PO	Secure file cabinet	Hard Copy	Schedule 1, 53.A	Destroy 2/6 years after date of last entry
P/I Response	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 55	Destroy when 3 months old or when no longer needed

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<u>Record ID</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media</u>	<u>NPG 1441.1 Schedule and Item Number</u>	<u>Retention/Disposition</u>
E-mail	Code PO	Secure Server	Electronic	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Letter	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
Fax	Code PO	Secure file cabinet	Hard Copy	Schedule 1, Item 53.A	Destroy 2/6 years after date of last entry
					whichever is sooner.