Chief FOIA Officer's Annual Report

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The guiding principle underlying the Department of Justice's 2009 FOIA Guidelines is the presumption of openness. Describe the steps your agency has taken to ensure that the presumption of openness is being applied to all decisions involving the FOIA. Include any additional information that illustrates how your agency is working to apply the presumption of openness.

FOIA Training

1. **Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend any substantive FOIA training or conference during the reporting period such as that provided by the Department of Justice?**

   USAID's FOIA professionals attended FOIA training during the reporting period, to include courses and sessions provided by USAID, the U.S. Department of Justice (DOJ), and the American Society for Access Professionals (ASAP) 9th Annual National Conference on FOIA and the Privacy Act.

2. **If yes, please provide a brief description of the type of training attended or conducted and the topics covered.**

   Records Management and FOIA Access Training
   This is a dynamic, week-long training course led by USAID records management and FOIA professionals that delivers key aspects of USAID's Records Management and FOIA programs. The key objective for the course is to inform USAID staff whose work involves records management responsibilities and FOIA activities on the relevant statutory and regulatory requirements, as well as related agency business practices and policies. Moreover, this course provides the fundamentals in records management principles and bridges its relationship with the access law (FOIA). For FOIA, in particular, the course provides an overview of the FOIA Improvement Act of 2016, in addition to describing how to scope a request, conduct a search for responsive records in response to a FOIA request, provide release recommendations, and the importance of administrative records, to help ensure compliance. USAID FOIA professionals served as instructors for the course and were also participants.

   The Freedom of Information Act for Attorneys and Access Professionals
   This two-day course led by the Department of Justice provides a comprehensive overview of the FOIA, in areas such as: the FOIA's procedural requirements and expectations; the nine FOIA Exemptions; the life cycle of FOIA processing from cradle-to-grave; the FOIA's proactive disclosure requirements; and the interface between FOIA and the Privacy Act.

   ASAP 9th Annual National Conference on FOIA and the Privacy Act
   This conference, coordinated by the American Society for Access Professionals (ASAP), spans five (5) days and comprises of various instructor-led sessions that take a deep-dive into the FOIA. From breakout sessions addressing each of the nine (9) FOIA Exemptions, to sessions on

fee assessments, to how to tackle a FOIA backlog, to addressing key FOIA procedural elements, in addition to the FOIA and Privacy Act interface, the ASAP conference provides quality face-to-face instructor-led educational sessions for FOIA professionals.

3. **Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.**

   One hundred percent (100%) of USAID's Government Information Specialists (FOIA Specialists) attended substantive FOIA training.

4. **OIP has directed agencies to "take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year." If your response to the previous question is less than 80% of your FOIA professionals attended training, please explain your agency's plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year.**

   Not applicable.

Outreach

5. **Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA?**

   USAID FOIA professionals attended the FOIA Advisory Committee meeting, hosted by the National Archives and Records Administration, Office of Government Information Services (NARA/OGIS) to create a dialog between FOIA professionals and the requester community to improve FOIA administration and proactive disclosures.

Other Initiatives

6. **Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA.**

   In 2017, USAID offered nine (9) Records Management and FOIA Access Training courses worldwide. The training was open to all USAID employees. In addition to this instructor-led training, other briefings and information sessions were conducted to inform USAID employees at all levels, regardless of labor category, of their FOIA responsibilities.

   More recently, in 2018, USAID promulgated a mandatory records management online course for all of its employees. It is an overview of the federal records management framework, in

general, and more specifically USAID records management policy and responsibilities. Recognizing the interdependency of records management and FOIA, the mandatory course also includes an overview of the FOIA and the responsibilities of agency staff in the FOIA process.

7. **If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here.**

USAID continues to ensure the presumption of openness is applied to all release determinations. USAID recognizes that some of the FOIA exemptions are discretionary, such as FOIA Exemption (b)(5) which protects the internal deliberative process. In the interest of transparency, all FOIA Specialists collaborate with USAID's Bureaus, Independent Offices and Missions to ensure all release recommendations comport with the foreseeable harm standard codified in the FOIA Improvement Act of 2016.

II. Steps Taken to Ensure that Your Agency Has an Effective System in Place for Responding to Requests

The Department of Justice's FOIA Guidelines emphasize that "[a]pplication of the proper disclosure standard is only one part of ensuring transparency. Open government requires not just a presumption of disclosure, but also an effective system for responding to FOIA requests." It is essential that agencies effectively manage their FOIA program.

Describe the steps your agency has taken to ensure that the management of your FOIA program is effective and efficient. Include any additional information that describes your agency's efforts in this area.

1. **For Fiscal Year 2017, what was the average number of days your agency reported for adjudicating requests for expedited processing?** **Please see Section VIII.A. of USAID's Fiscal Year 2017 Annual FOIA Report.**

   The average number of days to adjudicate requests for expedited processing is 3.32 days.

2. **If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less.**

   Not applicable.

3. **During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, etc.**

   USAID routinely conducts self-assessments of its FOIA program. In 2017, USAID conducted its self-assessment through various methods such as the following:

- Reviewing annual report metrics;
- Updating the FOIA regulations;
- Revising Agency FOIA policy;
- Updating response templates; and
- Enhancing Agency FOIA training materials.

4. **The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency's FOIA Public Liaison during FY 2017 (please provide a total number or an estimate of the number).**

   In 2017, fewer than five (5) requesters have sought assistance from USAID's FOIA Public Liaison.

5. **If there are any steps your agency has undertaken to ensure that your FOIA system operates efficiently and effectively, such as improving search processes, eliminating redundancy, etc., please describe them here.**

   USAID assesses its overall FOIA program to identify and implement greater efficiencies. Throughout the year, each FOIA Specialists' caseload is assessed to apply focused attention to backlogged and complex requests (e.g., requests for email; requests that require a search of multiple offices; pre-date USAID's existence in 1961; require language translation, etc.), while addressing incoming new requests. In addition, USAID has procured tools and continues to improve on its software to streamline electronic searches and processing. USAID has also secured contract staff to support both processing and e-discovery efforts, including deduplication of electronic records, and carrying-out 508 compliance for proactive disclosure.

III. Steps Taken to Increase Proactive Disclosures

The Department of Justice has long focused on the need for agencies to work proactively to post information online without waiting for individual requests to be received.

Please answer the following questions to describe the steps your agency has taken to increase the amount of material that is available on your agency websites. In addition to the questions below, you should also describe any additional steps taken by your agency to make and improve proactive disclosures of information.

1. **Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material.**

   USAID proactively discloses information in response to recent media coverage on topics such as the responses to Hurricane Irma and famine and conflict in South Sudan, Somalia, Nigeria and Yemen:

   - Hurricane Irma and Maria (https://www.usaid.gov/irma)

- Responding to Famine in South Sudan, Somalia, Nigeria and Yemen (https://www.usaid.gov/fighting-famine)
- Fact Sheet: Additional U.S. Assistance for Yemen (https://www.usaid.gov/news-information/press-releases/dec-12-2017-fact-sheet-additional-us-assistance-yemen)

2. **Did your agency use any means to publicize or highlight important proactive disclosures for public awareness? If yes, please describe these efforts.**

USAID evaluations are available to the public on the Development Experience Clearinghouse (DEC) website (https://dec.usaid.gov/dec/home/Default.aspx) as highlighted in the Agency's 2017 Financial Report (https://www.usaid.gov/results-and-data/progress-data/agency-financial-report). Additionally, the Agency provides the Financial Report's archives back to 1998, providing context for USAID's stewardship for taxpayer funds and steps the organization has taken to demonstrate transparency.

The Agency also posts all Regional or Country Development Cooperation Strategy (CDCS) on its public access web site (https://www.usaid.gov/results-and-data/planning/country-strategies-cdcs). The CDCS plays crucial roles both internal and external to the Agency. Internally, it serves as a roadmap for decision-making throughout the strategy implementation period–from project design and learning and adapting–and brings all relevant stakeholders to a common understanding of priorities. Externally, the strategy development process creates opportunities to engage local stakeholders and partners and harmonize United States Government efforts with other actors.

In addition, when USAID publishes new datasets regarding numerous projects and results to the Development Data Library, it continues to issue a notification via its Agency-wide Twitter handle with over 665,000 followers to raise public awareness of the posting.

USAID also proactively provides data to Dollars to Results (https://results.usaid.gov). Dollars to Results is the only place where USAID systematically and publicly reports on the impact of its work by linking fiscal year results to fiscal year disbursements (spending).

Lastly, every quarter USAID reports data to Foreign Aid Explorer (FAE) (explorer.usaid.gov), the International Aid Transparency Initiative (IATI) (https://iatiregistry.org/dataset?q=&publisher_source_type=&secondary_publisher=&organization=usaid&publisher_country=&publisher_organization_type=&country=&filetype=), and ForeignAssistance.gov (beta.foreignassistance.gov). USAID has emphasized reporting project documents and information, results, and sector codes as priority data needs for users.

USAID is investing in data quality improvements and looking into ways to make data more useable. USAID successfully completed a pilot effort in Bangladesh in Spring 2017 to import automatic IATI data to developing countries' Aid Information management Systems and is exploring expanding the process to other operating units.

USAID is also exploring how existing reporting can be used to report to the Financial Tracking System (FTS) to meet the international Grand Bargain commitment and streamline official humanitarian reporting.

3. **Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website?**

USAID Open was established as a function in Washington, D.C. to respond to inquiries received from the general public, with the exception of Freedom of information Act (FOIA) requests. USAID Open, though the public e-mail address (open@usaid.gov) and the public inquiries phone line (202-712-4810), responds to public inquiries by directing the public to information already available on the usaid.gov website, or forwarding queries to the appropriate bureau or independent office to obtain relevant information for an accurate response.

In addition, through the use of social media (i.e., Facebook and Twitter), USAID posts information for public consumption to these channels on a regular basis. These platforms provide a way for the public to engage with the agency on a variety of subjects. In addition, the public can sign-up for newsletters and other types of updates. USAID maintains a number of mailing lists you can join for updates on USAID activities (https://www.usaid.gov/stayconnected). Additionally, USAID's captivating storytelling experience (https://stories.usaid.gov/) conveys the stories of individuals, families and communities in transformation.

Further, USAID announced the updates to Dollars to Results through targeted external communications, including on social media. Furthermore, USAID included an update on its IATI progress in the Agency's 2017 Financial Report (https://www.usaid.gov/sites/default/files/documents/1868/USAIDFY2017AFR.pdf) and in USAID's Open Government Plan 4.0 (https://www.usaid.gov/sites/default/files/documents/1868/USAID_OpenGovPlan2016.pdf).

4. **If yes, please provide examples of such improvements.**

In addition to the above efforts, the Agency also put emphasis on featuring USAID's various reports and datasets in a prominent position on the home page (https://www.usaid.gov/reports-and-data) and also recently revamped Dollars to Results (https://results.usaid.gov/results) with a more graphically dynamic portrayal of operations and results, allowing displays of information by country or sector delimiters.

In Fiscal Year 2017, USAID tripled the number of countries displayed on Dollars to Results to include over 140 countries (from 44). In addition, USAID gave the website a new look, which reduced the number of clicks to access data. All data remains available for download in machine readable format.

Through Fiscal Year 2017, USAID focused on improved data quality for key IATI fields. USAID also streamlined its internal processes for removing sensitive information prior to publication and ensured it applied consistent redactions across public websites. In April 2017, USAID started a pilot to become an individual publisher to IATI, allowing more flexibility and capability to improve data quality and upgrade reporting consistent with the IATI standard. During this

time, USAID also began publishing in version 2.02, which includes a humanitarian extension. The upgrade includes the tagging of humanitarian data and other vital fields, and enhancing data quality. USAID plans to support further integration with humanitarian reporting to fulfill more 2.02 fields in Fiscal Year 2018.

5. **If there are any other steps your agency has taken to improve proactive disclosures, please describe them here. For example, has your agency engaged requesters in determining how and what to post? Has your agency used web analytics to inform your proactive disclosures?**

USAID regularly reviews both web and social media analytics to evaluate effectiveness of content delivery and reach of information provided.

IV. Steps Taken to Greater Utilize Technology

A key component of FOIA administration is using technology to make information more accessible. In addition to using the internet to make proactive disclosures, agencies should also be exploring ways to utilize technology in responding to requests.

Please answer the following questions to describe how your agency is utilizing technology to improve its FOIA administration and the public's access to information. You should also include any additional information that describes your agency's efforts in this area.

1. **Has your agency identified any best practices to leverage technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents? If yes, please describe the best practices, the types of technology used and the impact on your agency's processing.**

USAID has moved its cradle-to-grave FOIA processing system to the vendor-hosted cloud. Moving to the cloud has led to more timely system upgrades that contribute more complete and accurate processing and reporting, better system reliability, less service disruptions, and improved technical support.

Additionally, USAID has improved its search capabilities through the use of e-discovery, using key words and search terms on electronically maintained documents. E-discovery permits more efficient and timely digital searches versus manual searches of paper files in file cabinets and record retirement boxes.

USAID has further enhanced its e-discovery efforts with software to assist with de-duplicating email communications. In this era of immense electronic communications, the preponderance of responsive documents to FOIA requests is email. The de-duplicating tool has improved the ability to more quickly discern responsiveness of emails and eliminate duplicates contained in threaded emails, in addition to reducing the amount of pages to be reviewed and improve FOIA response times.

2. **Did your agency successfully post all four quarterly reports for Fiscal Year 2017?**

    USAID successfully posted all four (4) of its quarterly reports.

3. **If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2018.**

    Not applicable.

4. **The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2016 Annual FOIA Report and, if available, for your agency's Fiscal Year 2017 Annual FOIA Report.**

    USAID's 2016 Annual FOIA Report is located here:
    https://www.usaid.gov/sites/default/files/documents/1868/USAID.FY16.Final_.pdf.

    USAID's 2017 Annual FOIA Report is located here:
    https://www.usaid.gov/foia-requests/foia-annual-reports-old

5. **If there are any other steps your agency has taken to improve use of technology in FOIA, please describe them here.**

    See the response to Question 1 under Section IV above.

V. Steps Taken to Improve Timeliness in Responding to Requests and Reducing Backlogs

The Department of Justice has emphasized the importance of improving timeliness in responding to requests. This section of your Chief FOIA Officer Report addresses both time limits and backlog reduction. Backlog reduction is measured both in terms of numbers of backlogged requests or appeals and by looking at whether agencies closed their ten oldest requests, appeals, and consultations. For the figures required in this Section, please use the numbers contained in the specified sections of your agency's 2017 Annual FOIA Report and, when applicable, your agency's 2016 Annual FOIA Report.

Simple Track

Section VII.A of your agency's Annual FOIA Report, entitled "FOIA Requests – Response Time for All Processed Requests," includes figures that show your agency's average response times for processed requests. For agencies utilizing a multi-track system to process requests, there is a category for "simple" requests, which are those requests that are placed in the agency's fastest (non-expedited) track, based on the low volume and/or simplicity of the records requested.

1. **Does your agency utilize a separate track for simple requests?**

Yes.

2. **If so, for your agency overall in Fiscal Year 2017, was the average number of days to process simple requests twenty working days or fewer?**

   The average number of days to process simple requests was 10.78 in FY 2017.

3. **Please provide the percentage of requests processed by your agency in Fiscal Year 2017 that were placed in your simple track.**

   USAID placed 2.71% of the Agency's processed requests in the simple track.

4. **If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer?**

   Not Applicable.

Backlogs

Section XII.A of your agency's Annual FOIA Report, entitled "Backlogs of FOIA Requests and Administrative Appeals" shows the numbers of any backlogged requests or appeals from the fiscal year. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2016 and Fiscal Year 2017 when completing this section of your Chief FOIA Officer Report.

<u>*Backlogged Requests*</u>

5. **If your agency had a backlog of requests at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016?**

   While the total backlog of requests did not decrease as compared with the backlog reported at the end of Fiscal Year 2016, the annual backlog decreased by 48% or 154 requests. Additionally, to be as responsive as possible, interim releases are provided on a rolling production basis to the requesters until such time the request is completed.

6. **If not, explain why and describe the causes that contributed to your agency not being able reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:**

   - **An increase in the number of incoming requests.**
   - **A loss of staff.**
   - **An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.**
   - **Any other reasons—please briefly describe or provide examples when possible.**

Factors contributing the backlog include the following:

- **Staffing**. There were three (3) FOIA vacancies over a period of several months.

- **Complexity**. FOIA requests and corresponding responsive records have increased in complexity. USAID, in accordance with DOJ guidelines, maintains simple, complex and expedited tracks for requests. The majority of all requests submitted to USAID are complex. By their nature, complex requests are those which involve voluminous records, for which numerous consultations are required, or which involve sensitive records. For example, USAID operates in high-threat and non-permissive environments where safety and security are paramount concerns. Therefore, extraordinary care is exercised in the review of many requested records and necessitates the coordination and collaboration of internal and external stakeholders. In addition, many of the requests USAID receives seek records that contain confidential and commercial information. Thus, as required by Executive Order 12600, USAID must routinely solicit business submitter comment on releasability of their confidential commercial information. And, as a result, USAID frequently invokes 5 U.S.C. 552(b)(4) to protect certain submitter proprietary information that could cause competitive harm if it were to be released. Overall, this process of liaising with submitters requires additional processing days for coordination, deliberation, and ultimately, redaction of confidential information.

  The "any and all records" requests require broad and extensive collaboration with requesters in an attempt to more specifically pinpoint agency records sought. FOIA staff will often communicate with the requestor to better define the scope, after which collaboration with the appropriate USAID office(s) often occurs. This often includes various offices in Washington and around the globe, as well as communication with internal and external stakeholders, contributing to significant processing time.

- **Volume**. Electronic searches often times yield massive pages in response to a single FOIA request, each requiring a page-by-page, line-by-line review to determine responsiveness and releasability.

- **World-wide Events**. Requests driven by unforeseen or unplanned events that often times also become matters in the media (e.g., earthquake in Mexico, and Hurricanes Irma and Maria, etc.) increase public interest and the need to collaborate/coordinate internationally. Requesters in these circumstances often seek and are granted expedited treatment in processing. Focusing attention on these time-sensitive requests can delay the processing of other existing requests.

- **Open Data Initiative/Congressional Inquiries**. USAID's FOIA professionals have an expanded role in opining on the release of data in response to the Open Data Initiative and processing documents in response to time-sensitive Congressional inquiries. With regard to Open Data, the FOIA professionals play an integral role in the established agency review process for data sets published publicly. With regard to Congressional inquiries, FOIA professionals are engaged to apply expertise on transparency and records access to inform USAID's decision-making process that leads to information-sharing.

USAID will continue to assess its backlog and develop strategies to eliminate the backlog.

7. **If you had a request backlog please report the percentage of requests that make up the backlog out of the total number of requests received by your agency in Fiscal Year 2017.**

    The percentage of requests that make up the backlog out of the total number of requests received by USAID in Fiscal Year (FY) 2017 is 100%. While the total number of backlogged requests is 100% of the total number of requests received, this does not reflect the percentage of backlogged requests closed in FY 2017. More specifically, 48% of the 318 backlogged requests at the start of FY 2017 were closed. USAID remains committed to eliminating its backlogged requests year-over-year.

    <u>*Backlogged Appeals*</u>

8. **If your agency had a backlog of appeals at the close of Fiscal Year 2017, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2016?**

    USAID decreased its backlog of FOIA appeals from six (6) at the conclusion of Fiscal Year 2016 to one (1) at the conclusion of Fiscal Year 2017.

9. **If not, explain why and describe the causes that contributed to your agency not being able reduce backlog. When doing so, please also indicate if any of the following were contributing factors:**
    - **An increase in the number of incoming appeals.**
    - **A loss of staff.**
    - **An increase in the complexity of the appeals received.**
    - **Any other reasons—please briefly describe or provide examples when possible.**

    Not applicable.

10. **If you had an appeal backlog please report the percentage of appeals that make up the backlog out of the total number of appeals received by your agency in Fiscal Year 2017. If your agency did not receive any appeals in Fiscal Year 2016 and/or has no appeal backlog, please answer with "N/A."**

    Twenty percent (20%) of the appeals make up the backlog out of the total number of appeals received by USAID in Fiscal Year 2017.

Backlog Reduction Plans

11. **In the 2017 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1,000 requests in Fiscal year 2016 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2017?**

    This is not applicable to USAID, as its backlog is below 1,000 requests.

12. **If your agency had a backlog of more than 1,000 request sin Fiscal Year 2017, what is your agency's plan to reduce this during Fiscal Year 2018?**

    This is not applicable to USAID, as its backlog is below 1,000 requests.

Status of Ten Oldest Requests, Appeals, and Consultations

Section VII.E, entitled "Pending Requests – Ten Oldest Pending Requests," Section VI.C.(5), entitled "Ten Oldest Pending Administrative Appeals," and Section XII.C., entitled "Consultations on FOIA Requests – Ten Oldest Consultations Received from Other Agencies and Pending at Your Agency," show the ten oldest pending requests, appeals, and consultations. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2016 and Fiscal Year 2017 when completing this section of your Chief FOIA Officer Report.

Ten Oldest Requests

13. **In Fiscal Year 2017, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2016 Annual FOIA Report?**

    Yes.

14. **If no, please provide the number of these requests your agency was able to close by the end of the fiscal year, as listed in Section VII.E of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest requests to close, please indicate that.**

    Not applicable.

15. **Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal?**

    Not applicable.

Ten Oldest Appeals

16. **In Fiscal Year 2017, did your agency close the ten oldest appeals that were pending as in your Fiscal Year 2016 Annual FOIA Report?**

    Yes.

17. **If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed Section VII.C.(5) of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that.**

    Not applicable.

Ten Oldest Consultations

18. **In Fiscal Year 2017, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2016 Annual FOIA Report?**

    Yes.

19. **If no, please provide the number of these consultations your agency was able to close by the end of the fiscal year, as listed in Section XII.C. of your Fiscal Year 2016 Annual FOIA Report. If you had less than ten total oldest consultations to close, please indicate that.**

    Not applicable.

Additional Information on Ten Oldest Requests, Appeals, and Consultations & Plans

20. **Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2017.**

    Not applicable.

21. **If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending.**

    Not applicable.

22. **If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those "ten oldest" requests, appeals, and consultations during Fiscal Year 2018.**

    Not applicable.

VI. Success Story

Out of all the activities undertaken by your agency since March 2016 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency's efforts. The success story can come from any one of the five key areas. As noted above, these agency success stories will be highlighted during Sunshine Week by OIP. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.

USAID improved its online FOIA Library through:
- Identifying and posting five (5) categories of information that are frequently requested:
    - Travel and Transportation;
    - FOIA Logs;
    - FOIA Reports;
    - News Events; and
    - Purchase Card Holders
- Adding records to each category
- Ensuring the records are 508 compliant and electronically searchable.