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DEPARTMENT OF HEALTH & HUMAN SERVICES

Program Support Center

Division of FOIA Services
Parklawn Building
5600 Fishers Lane
Room 19-01
Rockville, Maryland 20857
Phone: 301-443-3403

PSC File No.: 16-0293-FOIA

August 8, 2016

Mr. John Greenewald Jr.

[REDACTED]

Dear Mr. Greenewald Jr.:

This is in response to your June 25, 2016, Freedom of Information Act (FOIA) request for a copy of all complaints submitted about your agency's cafeteria (at Headquarters). Please include all correspondence relating to these complaints (which would include internal agency communications, emails, memos, etc.) for the calendar years of 2014 and 2015.

A records search was conducted in the Office of Real Estate & Logistics (REL) and they located nine (9) pages of records responsive to your request. I have determined to withhold portions of nine pages under Exemption (b)(6).

Exemption (b)(6) protects information the disclosure of which would constitute a clearly unwarranted invasion of privacy of another individual.

There will be no charges in this instance because the billable costs are less than our threshold of \$25.

If you believe that the information withheld should not be exempt from disclosure, or this response constitutes an adverse determination, you may appeal. By filing an appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. Please clearly mark both the envelope and your letter "Freedom of Information Act Appeal."

Your appeal must be mailed within 90 days from the date of receipt of this letter, to:

Catherine Teti
Deputy Agency Chief FOIA Officer
U.S. Department of Health and Human Services
Office of the Assistant Secretary for Public Affairs
Room 729H
200 Independence Avenue, S.W.
Washington, DC 20201

If you would like to discuss our response before filing an appeal to attempt to resolve your dispute without going through the appeals process, you may contact me, Denise F. Wallace or the HHS FOIA Public Liaison for assistance at:

Michael Bell
HHS FOIA Public Liaison
U.S. Department of Health and Human Services
Office of the Assistant Secretary for Public Affairs
Room 729H
200 Independence Avenue, S.W.
Washington, DC 20201
Telephone: (202) 260-0793
E-mail: HHS_FOIA_Public_Liaison@hhs.gov

If you are unable to resolve your FOIA dispute through our FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. The contact information for OGIS is:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road-OGIS
College Park, MD 20740-6001
Telephone: 202-741-5770
Toll-Free: 1-877-684-6448
E-mail: ogis@nara.gov
Fax: 202-741-5769

Sincerely yours,

Denise F. Wallace -S

Digitally signed by Denise F. Wallace -S
DN: cn=US, ou=U.S. Government,
ou=HHS, ou=PSIC, ou=People,
c=US, o=U.S. Government, ou=HHS, ou=PSIC, ou=People,
21426, cn=Denise F. Wallace -S
Date: 2016.08.08 14:50:19 -0400

Denise F. Wallace
FOIA Officer
FOIA Services

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Tuesday, August 11, 2015 12:59 PM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

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

Comments

Please keep plastic utensils re-stocked, and please put a few of each kind on each end so we don't have to stand in one area to get a fork and then wait for others to finish getting their knives and then change places so they can get a fork and we can get a knife. Napkins seem to be on each end already. Thanks.

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?qsid=1313414734>

*do- 1 more whole w/ knife
+ Fork
spoons*

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Thursday, November 19, 2015 4:36 PM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

Name

(b) (6)

Telephone

Comments

I was disappointed to be informed of the decision to curtail availability of large (32 oz.) drink cups. While I don't contend to understand the reasoning behind this non-customer-friendly decision, I just thought I'd let you know that since I'll need to go elsewhere to get large drinks, I'll see no further reason to use the HHS cafeteria at all. We were often told of the difficulties of keeping the larger cups in stock, because of their popularity, but they were still deemed discontinued without asking your customers. I'll avail myself of Cohen, McDonald's, Quiznos, and Potbelly to get my drinks and food from now on. It's a shame, really.

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?qsid=1313414734>

added back on!

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Tuesday, March 01, 2016 2:14 PM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

Name

(b) (6)

Telephone

Comments

Could you get a frozen yogurt machine and offer good quality frozen yogurt in the afternoons? You'd make lots of money.

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?qsid=1313414734>

7
Client said to hold on

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Thursday, March 03, 2016 2:23 PM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

Name

(b) (6)

Comments

Please add a frozen yogurt machine. I would spend money on frozen yogurt everyday :-)

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?gsid=1313414734>

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Thursday, March 03, 2016 4:46 PM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

Follow Up Flag: Follow up
Flag Status: Flagged

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

Name

(b) (6)

Telephone

Comments

Is it possible to add a soft serve frozen yogurt machine to the cafeteria? It would add an option for a healthy and delicious snack.
Thank you for your consideration.

?

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?qsid=1313414734>

(b) (6) (g)

March 11, 2016

Dear Doris,

Thank you for your generous support of Health Awareness Day! The grain salad, hummus and chips were a big hit! - we didn't have any left at the end of the event!

The FedStrive team appreciates both the food and serving materials donated by the Cafe as well as the time you spent communicating with Pepsi to get additional donations.

Please let us know of anything we can do to foster this relationship.

Thank you, again, for partnering with us to promote

healthy eating patterns! Sincerely,

Cardenas, Doris (HHS/ASA) (CTR)

From: info@cci139.com
Sent: Thursday, May 26, 2016 9:14 AM
To: sbramble@corporatechefs.com; ddesrosiers@corporatechefs.com; Cardenas, Doris (HHS/ASA) (CTR); rayres@corporatechefs.com
Subject: Feedback Form Form Submission

There has been a submission of the form Feedback Form on through your Department of HHS Cafe website.

Name

(b) (6)

Comments

I went to the Café for breakfast and all I brought was a small bowl of grits. I went back to my desk to eat my grits and I was almost finish with my bowl when I felt something in my mouth. Luckily I didn't swallow and removed what looks to be a broken piece of a hairpin from my mouth which was in my bowl of grits! I'm not sure what the protocol is for proper handling of food or if your cooks are required to wear hair nets but if I would have swallowed that broken piece of a hairpin things could have become worst; I could have gotten sick or worst that broken piece of a hairpin could have puncture my lungs. I would appreciate more due diligent be put forth in handling and cooking the food in the Cafe. Needless to say my experience was not good!

To view all of this form's submissions, visit <http://www.cci139.com/index.php/dashboard/reports/forms/?qsid=1313414734>

*applied to client customer
Gave Customer money back*



Supervisor/Foreman Initials _____

Service Order Ticket

Site ID: HHB

Work Order Type: CM

WO#: 113-98038

SO Description: Salad bar is not cooling properly in 8TH Floor Cafeteria.

Action Taken: Checked unit for power, rewired J-Box and reset time clock.

Location: 113-10020, Floor n/a, Room n/a
 Addtl. Location: 8TH FL Cafeteria
 Supervisor:
 NAVFAC WO#:
 Customer Ref#:
 Customer Name: (b) (6)
 Customer Phone: (b) (6)
 Asset:
 Asset Description:

Technician Assigned: Mike Gardner
 Report Date: 04/15/14 2:07 PM
 Must Respond By:
 Must Complete By:
 Scheduled Start Date:
 Scheduled Comp. Date:
 Current WO Status: COMP
 New Status: _____
 JDE WO #: _____

Conditions Found At Arrival:

Actions Taken to Correct the Problem:

Equipment Number Worked On:

Technician ID and Technician Name	Date	Start Time	Stop Time	Reg Hours	OT Hours

Line #	Part #	Description	Quantity	Unit Price	Total Price

Customer Satisfaction Rating (Circle One):

5-Exceptional 4-Very Good 3-Satisfactory 2-Marginal 1-Unsatisfactory

Customer Signature & Date

Technician Signature and Date Completed

QC Inspector Name and Date Inspected

PASS/FAIL

Task ID	Craft	Skill Level	Labor	Vendor	Contract Num	Regular Hours	Premium Hours
	CARPENTER		113-10054			01:00	00:00



Supervisor/Foreman Initials _____

Service Order Ticket

Site ID: HHB

Work Order Type: CM

WO#: 113-106156

SO Description: Salad bar not keeping cold temperature in 8th Floor Cafeteria.

Action Taken: salad pan cool. Checked pan twice, cool, both times.

Location: 113-10020, Floor n/a, Room n/a
 Addtl. Location: 8th Fl/Cafe
 Supervisor:
 NAVFAC WO#:
 Customer Ref#:
 Customer Name: (b) (6)
 Customer Phone: (b) (6)
 Asset:
 Asset Description:

Technician Assigned: Donnie M Dwyer
 Report Date: 09/23/14 12:49 PM
 Must Respond By:
 Must Complete By:
 Scheduled Start Date:
 Scheduled Comp. Date:
 Current WO Status: COMP
 New Status:
 JDE WO #:

Conditions Found At Arrival:

Actions Taken to Correct the Problem:

Equipment Number Worked On:

Technician ID and Technician Name	Date	Start Time	Stop Time	Reg Hours	OT Hours

Line #	Part #	Description	Quantity	Unit Price	Total Price

Customer Satisfaction Rating (Circle One):

5-Exceptional 4-Very Good 3-Satisfactory 2-Marginal 1-Unsatisfactory

Customer Signature & Date

Technician Signature and Date Completed

QC Inspector Name and Date Inspected

PASS/FAIL

Actual Labor

Task ID	Craft	Skill Level	Labor	Vendor	Contract Num	Regular Hours	Premium Hours
	HVAC		113-10011			00:30	00:00
	HVAC		113-10011			00:30	00:00