

----- Forwarded Message -----

From: Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov>

Date: On Thursday, April 6th, 2023 at 3:11 PM

Subject: RE: Your FOIA request - No. 08152022S168

To: Tim Reiersen <REDACTED@proton.me>

Good afternoon,

I have been working on your documents to finalize what was received in regards to communications. I was hoping to hear back from you, that you were still interested. I am on vacation next week but upon my return I will continue to process the documents that we have in regards to your request.

Thanks for your understanding.

Farrah Monroe-Cook

FOIA Officer

Executive Correspondence and Support Branch

Substance Abuse and Mental Health Services Administration

5600 Fishers Lane

Rockville, MD 20857

<REDACTED>@samhsa.hhs.gov

**From:** Tim Reiersen <REDACTED@proton.me>

**Sent:** Thursday, April 6, 2023 11:29 AM

**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov>

**Subject:** RE: Your FOIA request - No. 08152022S168

Good morning,

Your email below of Feb. 1, 2023 is the last communication I have received regarding the above FOIA request. It differs from the formal response letter dated Jan 20, 2023. It reconsiders and offers to provide documents, in contrast to the formal response which refused to provide documents.

Please let me know if responsive documents were sent, on the possibility that an email was not delivered.

If responsive documents will not immediately be provided, I request that the Jan 20, 2023 response letter be formally revoked, to release the 90 day appeal period which will be closing soon. I'd rather not file an appeal if it can be avoided.

I expect you've been busy and understand things can fall through the cracks; and I'm willing to allow more time if the letter is revoked.

By the way, Vibrant Emotional Health, SAMHSA's grantee administering the 988 Lifeline, has refused to provide me any documents, and have referred me to their website. So, SAMHSA is my current focus for public documents.

Thank you,

Tim Reiersen

he/him RYE er sun

**Attachment 3**

----- Original Message -----

On Wednesday, February 1st, 2023 at 7:31 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov> wrote:

Good morning Mr. Reierson,

I just wanted to follow up with you regarding your FOIA request. We met with the center and there was a slight misunderstanding about your request. We came to an agreement that your request would be reworked and any information that SAMHSA has will be sent to you. They are working on the request and hopefully I will have any documents to you within the next 2 weeks, if not sooner.

Have a great day!

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
<REDACTED>@samhsa.hhs.gov

**From:** Tim Reierson <REDACTED@proton.me>  
**Sent:** Friday, January 20, 2023 1:21 PM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov>  
**Subject:** RE: Your FOIA request

Thank you.

----- Original Message -----

On Friday, January 20th, 2023 at 10:18 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov> wrote:

Mr. Reierson,

I understand your concerns but unfortunately as the FOIA officer I am only relaying the information that was provided to me. I do not house the records and/or documents so to go against what the Center states would be outside of my scope of work. You are entitled to exercise your appeal rights, with the information that is provided in your final response letter. Hope this helps.

Enjoy the rest of your day!

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
<REDACTED>@samhsa.hhs.gov

**From:** Tim Reiersen <REDACTED@proton.me>  
**Sent:** Friday, January 20, 2023 1:03 PM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov>  
**Subject:** Re: Your FOIA request

Dear Ms Monroe-Cook,

Confirming receipt of your letter of January 20, 2023 in which you write that SAMHSA has no records responsive to my request, and that "all records requested belong to Vibrant Emotional Health, the 988 Lifeline Administrator, a SAMHSA grantee."

I will make a brief appeal to common sense before pursuing my public records request further.

Correspondence that originates with, or is received by SAMHSA, is held by SAMHSA. It seems most unreasonable to suggest that SAMHSA does not hold records that are responsive.

If you agree, I would appreciate if you would make a personal effort to gather the SAMHSA records from the keepers of the records and send them to me. I certainly hope, for the sake of crisis response in this country, that your agency has responsive records, and in particular the contract(s) I requested that would have created the "grantee" relationship with Vibrant. Otherwise, how would SAMHSA know what its grantee is doing or whether its grantee even is its actual grantee? As you may be able to tell, I'm at a complete loss.

Still with Hope,  
Tim Reiersen  
he/him RYE er sun

----- Original Message -----

On Friday, January 20th, 2023 at 9:08 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov> wrote:

Good afternoon,

Please see the attached document pertaining a response to the FOIA request submitted.

Should you have any additional questions, please contact me and include your FOIA request number on all correspondences.

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
<REDACTED>@samhsa.hhs.gov

----- Forwarded Message -----

From: Tim Reiersen <REDACTED@proton.me>  
Date: On Wednesday, January 18th, 2023 at 8:16 AM  
Subject: RE: Your FOIA request  
To: Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>

Dear Ms Monroe-Cook:

Good morning. I would be interested to know about the meeting you had with the Center/Office on January 12, 2023. I'm beginning to feel as though there is a certain amount of resistance to fulfilling my request, that goes beyond the more or less mechanical process of providing responsive documents. Do you have any sense of what the lengthy delays are being caused by, following your meeting? Thank you for your attention to my request, I know I'm not the only one you are responsible for answering.

Sincerely,  
Tim Reiersen  
he/him RYE er sun

----- Forwarded Message -----

From: Tim Reiersen <REDACTED@proton.me>  
Date: On Wednesday, January 11th, 2023 at 10:33 AM  
Subject: RE: Your FOIA request  
To: Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>

Thank you for all your efforts. I'm hearing that you're doing what you can, but there are limits on what you're personally able to do. I will hope for the best.

----- Original Message -----

On Wednesday, January 11th, 2023 at 10:15 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov> wrote:

Good afternoon Mr. Rierson,

I have a meeting scheduled with the group tomorrow to discuss your request. I am trying to fulfill your request as timely as possible but once the request is sent to the Center/Office for processing it is out of my hands on what documents are provided. Again, I am working on your request and hopefully after tomorrows meeting, I will be able to provide the requested information to you.

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
Office: (240) 276-0764  
[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)

----- Forwarded Message -----

From: Tim Reiersen <REDACTED@proton.me>

Date: On Friday, January 6th, 2023 at 8:00 AM

Subject: RE: Your FOIA request

To: Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>

RE: FOIA Request Number 08152022S168

REQUESTED BY: Tim Reiersen

DATE REQUESTED: August 15, 2022

Dear Ms Monroe-Cook,

I haven't heard anything since providing the requested clarifications on Dec.14. Are you able to confirm to me that the request is now satisfactory and being filled? What time frame do you estimate for the production of records?

Thank you,

Tim Reiersen

he/him RYE er sun

----- Original Message -----

On Wednesday, December 14th, 2022 at 9:01 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov> wrote:

Thank you, I am passing this along to the group.

Farrah Monroe-Cook

FOIA Officer

Executive Correspondence and Support Branch

Substance Abuse and Mental Health Services Administration

5600 Fishers Lane

Rockville, MD 20857

[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)

**From:** Tim Reiersen <REDACTED@proton.me>  
**Sent:** Wednesday, December 14, 2022 11:44 AM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>  
**Subject:** RE: Your FOIA request

I have provided clarifications in time frame, scope, and context within the below, where requested (Item Nos. 2 and 3).

I have also provided a question in response to your reply to Item No. 1 (I don't quite understand your reply, you seem to be saying that SAMHSA does not have any control over who provides services to 988 Crisis Line?) So I've asked for a very specific document that I believe should clear up the matter of who approves providers.

Finally for Item No. 4, I've answered the question that was raised to me.

My responses below correspond to your numbered list from your email just sent, below.

ITEM NOS 1-4.

1. Please provide (please include with my current FOIA request) a copy of all contracts between SAMHSA and the grantee you mention to be responsible for approvals or disapprovals of service providers. **Time frame:** All contracts in effect from January 1, 2020 to the present;  
**Scope:** Contracts including any fully executed binding agreements. **Context:** With subject matter relating to 988 Suicide & Crisis Lifeline.
2. **Time frame:** January 1, 2020 to the present;  
**Scope:** Of or pertaining to SAMHSA's implementation of 988 Suicide & Crisis Lifeline as it relates specifically to Crisis Text Line, Inc.;  
**Context:** All letters and emails, together with their attachments, that were sent from or to SAMHSA and that contain the searchable phrase "Crisis Text Line" within them. Searchable context: The context could be an electronic search, or it could be within a physical folder of documents that a human could physically retrieve and reproduce.
3. **Time frame:** January 1, 2020 to the present;  
**Scope:** Public records of or pertaining to SAMHSA's implementation of 988 Suicide & Crisis Lifeline that include mention of Vibrant Emotional Health AND Crisis Text Line.  
**Context:** Subject matter context: All letters and emails, together with their attachments, that were sent between SAMHSA and Vibrant Emotional Health that contain the searchable phrase "Crisis Text Line" within them. Requesting copies of electronic or physical file documents.
4. To answer the question: Yes, the request is for a list of all backup providers of all modalities and all specialty services.

Feel free to define terms or give examples if, in your view, the terminology you are using is not being understood by me.

Sincerely,  
Tim Reiersen

**Attachment 3**

From: Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>  
Date: On Wednesday, December 14th, 2022 at 7:49 AM  
Subject: RE: Your FOIA request  
To: Tim Reiersen <REDACTED@proton.me>

Mr. Reiersen,

There is some questions relating to your request where the center is asking for clarification and narrow of scope. As I stated, I am a one man team so there will be times which I may not be able to respond. Understanding the importance of your request, I am doing my best to be as responsive as possible. Please see the responses below:

1. All public agency records relating to the application and approval, or disapproval, of Crisis Text Line, Inc. as a service provider (backup or otherwise) to the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) (“988 Lifeline”).

*Approval or disapproval of service providers to the 988 Suicide & Crisis Lifeline is not handled by the federal agency. It is managed by a grantee. Hence, we have no agency records related to this request.*

2. All public agency records of communications between Crisis Text Line, Inc. and SAMHSA

*This request is too broad. It does not include time frame, scope, or context.*

3. All public agency records of communication between SAMHSA and Vibrant Emotional Health relating to Crisis Text Line, Inc.

*This request is too broad. It does not include time frame, scope, or context.*

4. A list or other public agency records identifying the current backup providers to the 988 Lifeline

*This can be supplied. Program would like to know if the request is for backups of all modalities (call/text/chat) and all specialty services (Spanish, LGBTQ+, etc.) or if, based on the context of previous questions, only a subset is truly requested.*

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)

**From:** Tim Reiersen <REDACTED@proton.me>  
**Sent:** Wednesday, December 14, 2022 10:31 AM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>  
**Subject:** RE: Your FOIA request

RE: FOIA Request Number 08152022S168  
REQUESTED BY: Tim Reiersen  
DATE REQUESTED: August 15, 2022

Good morning,

I did not hear from you last week with an update, as you stated you would in your December 2, 2022 email. Please provide the responsive documents, as they are long past due.

Thank you,  
Tim  
he/him RYE er sun

----- Original Message -----

On Friday, December 2nd, 2022 at 9:34 AM, Tim Reiersen <REDACTED@proton.me> wrote:

Thank you. I do appreciate the update, and your efforts.  
Tim

----- Original Message -----

On Friday, December 2nd, 2022 at 9:26 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov> wrote:

Mr. Reiersen,

I just spoke with the Liaison for the 988 center. He advised that there was a nationwide outage that has affected the call line. He is still working to get you the most accurate and up to date information but needs a little more time. I apologize for the delay, be assured that we are working on your request. I appreciate your patience and I will touch basis with you next week in hopes of receiving your documents for processing on my end.

Thanks

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)



**From:** Tim Reiersen <REDACTED@proton.me>  
**Sent:** Friday, December 2, 2022 11:21 AM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>  
**Subject:** RE: Your FOIA request

RE: FOIA Request Number 08152022S168  
REQUESTED BY: Tim Reiersen  
DATE REQUESTED: August 15, 2022

Good morning,  
Please provide an update on the status of my request. Has any progress been made during the past two weeks? If the documents will be forthcoming I will consider holding off on other remedies.  
Thank you,  
Tim

----- Original Message -----

On Wednesday, November 16th, 2022 at 10:03 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov> wrote:  
Thank you!

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
Office: (240) 276-0764  
[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)

**From:** Tim Reiersen <REDACTED@proton.me>  
**Sent:** Wednesday, November 16, 2022 12:01 PM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov>  
**Subject:** RE: Your FOIA request

Thank you, it helps me to know the challenging circumstances you're dealing with. I appreciate your follow-up with the center. I'll do my part to be patient as I can, as you work through the backlog.  
Tim

----- Original Message -----

On Wednesday, November 16th, 2022 at 7:06 AM, Monroe-Cook, Farrah (SAMHSA/OIEA) <REDACTED@samhsa.hhs.gov> wrote:

Mr. Reiersen,

I apologize for the untimeliness. I am the new FOIA officer for SAMHSA. Unfortunately, there is a serious backlog of cases that I am trying to process as timely as I can. I am a one man team, things have been a little challenging but please be assured that I am focused on processing all requests as timely as possible but there may be longer than normal delays in receiving your documents.

I am still awaiting the documents from the center but I have followed up with them on your behalf.

Should you have any questions and/or concerns, feel free to contact me

**Attachment 3**

Farah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
Office: (240) 276-0764  
[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)

**From:** Tim Reiersen <[REDACTED@proton.me](mailto:REDACTED@proton.me)>  
**Sent:** Wednesday, November 16, 2022 9:45 AM  
**To:** Monroe-Cook, Farrah (SAMHSA/OIEA) <[REDACTED@samhsa.hhs.gov](mailto:REDACTED@samhsa.hhs.gov)>  
**Subject:** Re: Your FOIA request  
RE: FOIA Request Number 08152022S168  
REQUESTED BY: Tim Reiersen  
DATE REQUESTED: August 15, 2022

Good morning,  
Your office has been largely unresponsive to original information request, and my repeated follow-up requests. I have now done some reading of the statutes and find that your office is out of compliance, specifically, for one:

**Failure to respond to request within the statutory 20-business day deadline as codified in 5 U.S.C. § 552(a)(6)(A)(i).**

If the **full set of records** responsive to my request is not provided by **December 1, 2022**, I will thereafter initiate administrative and judicial remedies as they may be afforded in law.

**RECITATION OF COMMUNICATIONS TO DATE:**

August 15, 2022 - I submitted my FOIA request within the SAMHSA authorized portal.

August 31, 2022 - Having heard nothing, I sent an email requesting confirmation of receipt and an estimate of time for the request to be fulfilled.

September 21, 2022 - Still having heard nothing, I sent an email with a 2nd request for confirmation of receipt.

September 23, 2022 - I received your letter acknowledging receipt of my FOIA request and assigning it number 08152022S168.

October 31, 2022 - I sent yet another follow-up email asking for a status update on the request and, again requested an estimate of time for fulfillment.

November 16, 2022 - Having heard nothing since the September 23, 2022 letter, I write today.

Sincerely,  
Tim Reiersen  
[ADDRESS REDACTED]  
Signal App: [REDACTED]

----- Original Message -----

On Monday, October 31st, 2022 at 6:46 AM, Tim Reiersen <REDACTED@proton.me> wrote:

RE: FOIA Request Number 08152022S168

REQUESTED BY: Tim Reiersen

DATE REQUESTED: August 15, 2022

Good morning,

Would you please update me on the status of my August 15, 2022 request? If you can include an estimate of when it will be reviewed and fulfilled, I would appreciate it.

Thank you,  
Tim Reiersen  
he/him RYE er sun

**ATTACHMENT: Acknowledgement Letter 08152022S168.pdf**

**From:** Monroe-Cook, Farrah (SAMHSA/OIEA) <<REDACTED>@samhsa.hhs.gov>

**Sent:** Friday, September 23, 2022 10:14 AM

**To:** REDACTED@proton.me

**Subject:** Your FOIA request

Good afternoon,

Please see the attached Acknowledgement Letter for your FOIA request.

Should you have any additional questions, please contact me and include your FOIA request number on all correspondences.

Farrah Monroe-Cook  
FOIA Officer  
Executive Correspondence and Support Branch  
Substance Abuse and Mental Health Services Administration  
5600 Fishers Lane  
Rockville, MD 20857  
 [<REDACTED>@samhsa.hhs.gov](mailto:<REDACTED>@samhsa.hhs.gov)

# **SAMHSA**

Substance Abuse and Mental Health  
Services Administration

5600 Fishers Lane • Rockville, MD 20857  
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)



To efficiently correspond with the SAMHSA FOIA Office during the COVID-19 public health emergency, we request that you communicate with us by email at [FOIA@samhsa.gov](mailto:FOIA@samhsa.gov).

If you do not have access to email or choose not to use it, you can continue to send correspondence to the FOIA Office mailing address provided in this letter. However, this correspondence may be significantly delayed due to the pandemic.

**September 23, 2022**

***Sent via Email***

Mr. Tim Reiersen  
REDACTED [@proton.me](mailto:REDACTED@proton.me)

Dear Mr. Reiersen:

This letter acknowledges receipt of your Freedom of Information Act (FOIA) [/Privacy Act] request dated August 15, 2022. Your request pertaining to information regarding the Suicide Prevention Lifeline has been assigned request number 08152022S168. Please refer to this number on any future correspondence.

Processing times will depend on the complexity of your request and whether sensitive records, voluminous records, extensive searches, and/or consultation with other U.S. Department of Health and Human Services components or other executive branch agencies are involved. Pursuant to Departmental regulations, [28 CFR Part 16.10](#), processing fees may be charged.

Contact the Substance Abuse and Mental Health Administration's FOIA Officer at [FOIAdisputes@samhsa.gov](mailto:FOIAdisputes@samhsa.gov), if you have any questions or are not satisfied with any aspect of the processing and handling of your request.

Sincerely,

*Farrah Monroe-Cook*

Farrah Monroe-Cook  
SAMHSA FOIA Officer

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Behavioral Health is Essential to Health • Prevention Works • Treatment is Effective • People Recover

----- Forwarded Message -----

From: Tim Reiersen <REDACTED@proton.me>  
Date: On Wednesday, September 21st, 2022 at 5:01 PM  
Subject: Re: FOIA Request to SAMHSA Submitted 8/15/2022  
To: Farrah Monroe-Cook <<REDACTED>@samhsa.hhs.gov>

2nd request. Please confirm receipt.  
Thank you,  
Tim Reiersen

----- Original Message -----

On Wednesday, August 31st, 2022 at 9:27 AM, Tim Reiersen <REDACTED@proton.me> wrote:

Hi,  
I have received no reply or receipt confirmation for the above FOIA request (unless I'm missing something). I'm sending this email to you because your contact information is provided at the SAMHSA FOIA webpage.

Would you please verify for me that the request was received? If you can obtain a rough estimate for how long it will take to fill the request, that would also be appreciated.

Here is the substance of the request from my personal notes:

"Request to SAMHSA made August 15, 2022

- 1) All public agency records relating to the application and approval, or disapproval, of Crisis Text Line, Inc. as a service provider (backup or otherwise) to the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) ("988 Lifeline").
- 2) All public agency records of communications between Crisis Text Line, Inc. and SAMHSA.
- 3) All public agency records of communications between SAMHSA and Vibrant Emotional Health relating to Crisis Text Line, Inc.
- 4) A list or other public agency records identifying the current backup providers to the 988 Lifeline."

Thank you for your assistance,  
Tim Reiersen  
he/him RYE er sun