



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
ACTION TRANSMITTAL

Control Number: #04-34

Effective Date: Immediate

Issuance Date: April 30, 2004

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
LOCAL HEALTH DEPARTMENT STAFF**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR
JOSEPH E. DAVIS, EXECUTIVE DIRECTOR, DHMH/OOE
PATRICIA JENNINGS, ACTING EXECUTIVE DIRECTOR, CHILD CARE
ADMINISTRATION
RICHARD HADDAD, CHIEF INFORMATION OFFICER, OFFICE OF
TECHNOLOGY AND HUMAN SERVICES**

RE: THE NEW SAVE VERIFICATION SYSTEM

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS

SUMMARY:

The Systematic Alien Verification for Entitlement (SAVE) Program is an intergovernmental information sharing partnership developed to help case managers determine an applicant/recipient's immigration status. Beginning in March 2004 SAVE, which the Department of Homeland Security (DHS) now administers, provides authorized users with on-line access to immigrant status verification information rather than the telephone access previously available.

Remember: SAVE does not determine immigrant eligibility; it just verifies immigration status.

STATUS VERIFICATION PROCESS

In March 2002 the Department of Homeland Security (DHS) contracted with Computer Sciences Corporation (CSC) to modernize the system which supports the SAVE Program. The new system eliminates the manual verification process where users accessed information from the Alien Status Verification Index (ASVI) through a touch tone telephone system. The ASVI system is time consuming and not cost effective.

The new web-based PC system provides improved electronic access to immigration information. The system provides primary and secondary verification on immigrant status for TANF, Food Stamps and Medical Assistance programs. The Automated Status Verification System, (ASVS) automates the secondary verification process. In most cases, the new system eliminates many delays caused by form processing, mailing delays and photocopying.

CSC began migrations for the new system on December 22, 2003 and will continue through March 2004. Phase out of the touch-tone telephone method of access should be completed in April.

ACTION REQUIRED:

The Office of Technology and Human Services (OTHS) will provide initial system security for SAVE through April 15, 2004. Local departments have been asked to designate individuals to have access to SAVE. Once the initial group of users has been established by OTHS, it will be up to the LDSS to maintain and update their listing of SAVE users. Users with supervisory level access can add, delete and update the listing for other system users. Users are divided into different access levels. A description of each level is attached as Attachment 1.

SAVE will generate a **User ID** from information received from the user. The User ID will be a combination of alpha and numeric characters and is eight characters in length.

SAVE will generate a temporary password when the employee is added to the system. Change the temporary password at initial logon. SAVE passwords must be between eight and fourteen characters in length. SAVE passwords must also meet three of the following four criteria:

At least one capital letter	At least one lower case letter
At least one number	At least one special character (i.e., %, &)

Passwords expire every 45 days. The system prompts the user when it is time to change passwords. Tracking mechanisms monitor the last six passwords. Do not reuse the same passwords. System logon procedures are on Attachment 2.

CSC created a user's manual for the Department of Homeland Security. We have provided a copy attached to this AT. It provides instructions for signing on and navigating through the SAVE system.

Remember: SAVE information is confidential information and may only be accessed to obtain immigration status for benefit eligibility purposes.

ACTION DUE

Local departments are to begin using the new SAVE system immediately upon receipt of this transmittal. OTHS will send the log-on IDs and temporary passwords they

established to each local department Security Monitor to provide to the designated users. Users are reminded not to continue to access the old system.

Training on the new system will be provided if requested. Please call Rosemary Malone at 410-767-7949 to request a session for your staff.

INQUIRIES:

Direct food stamp inquiries to Kay Finegan at 410-767-7939. For TCA policy questions, contact Gretchen Simpson at 410-767-7937 or Marilyn Lorenzo at 410-767-7333.

Medical Assistance questions should be directed to Cynthia Carpenter at 410-767-7495.

cc: FIA Management Staff
Constituent Services
DHR Help Desk

ATTACHMENT 1
SAVE SYSTEM ACCESS

Access Level	Supervisor	General User 1	General User 2	General User 3	General User 4
Perform benefit eligibility verifications (Inquiries)	Yes	Yes	Yes	Yes	Yes
Review open and closed cases initiated by any user within their local department (LD).	Yes	Yes within their office	Within User's group only	Their own cases only	No
Work on open cases initiated by any user within their LD.	Yes	Yes	Within User's group only	Their own cases only	No
Work on open cases initiated by any user within their LD.	Yes	Yes	Within User's group only	Their own cases only	No
Add supervisors or general users to the system.	Yes	No	No	No	No
Modify user personal information and passwords.	Yes	No	No	No	No
Terminate user access to the SAVE system.	Yes	No	No	No	No
Administer their own account.	Yes	Yes	Yes	Yes	Yes
Change their own password	Yes	Yes	Yes	Yes	Yes
Update their own personal information, i.e. name e-mail address	Yes	Yes	Yes	Yes	Yes
Generate and view reports on cases initiated within their local department	Yes	No	No	No	No

ATTACHMENT 2

SAVE SYSTEM LOG ON PROCEDURES

The SAVE system is accessible via an Internet connection to the Customer Processing System (CPS). **Your local department, Security Monitor**, will provide the temporary password and log-on ID to you.

LOGGING ON TO THE SYSTEM THE FIRST TIME

Once you have signed on to the Internet you need to enter the “address” or the Uniform Resource Locator (URL). Depending on the browser you are using it may say address next to the address line. The URL or address to enter for the CPS is <https://www.vis-dhs.com/webone/>. Press enter to bring up the site.

1. Enter your user ID in the User ID field
2. Tab down and enter your **temporary** password.
3. Press the Login key.

CHANGING YOUR TEMPORARY PASSWORD

You must change your temporary password when you sign on the first time.

1. Enter your **temporary** password in the **Old Password** field.
2. Tab to the **New Password** field.
3. Passwords must be between 8 and 14 characters and contain :

At least one capital letter	At least one lower case letter
At least one number	At least one special character (i.e., %, &)

4. Enter your new password in the **New Password** field.
5. Reenter the new password in the **Re-type New Password** field.
6. Press the **Submit Password Change** key. Your password is now changed.

LOGGING ON TO THE SYSTEM AFTER INITIAL SIGN ON

1. Enter the CPS logon address (URL) <https://www.vis-dhs.com/webone/>.

2. Enter your CPS user ID and Password
3. Press the Login key.