



Department of Human Resources
311 West Saratoga Street
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Family Investment Administration
ACTION TRANSMITTAL

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

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR
JILL SPECTOR, ACTING EXECUTIVE DIRECTOR, DHMH/OES**

**RE: WEB ENHANCEMENTS FOR THE SYSTEMATIC ALIEN VERIFICATION
FOR ENTITLEMENT (SAVE) PROGRAM SYSTEM**

**PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA), FOOD
SUPPLEMENT PROGRAM (FSP), MEDICAL ASSISTANCE**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The Systematic Alien Verification for Entitlement (SAVE) Program is an intergovernmental information sharing partnership developed to help case managers determine immigration status for eligibility for federal benefits. SAVE is an online system which allows case managers to directly access and verify information on a customer's citizenship and immigration status. Effective July 12, 2009, the United States Department of Homeland Security (DHS) implemented enhancements to the SAVE program. These enhancements improve the speed and efficiency of the SAVE system and provide additional data sources that case managers can use. The conversion will transfer all data entered by the user and retain active and historical case data. This action transmittal informs local departments about the enhancements and provides a guide to accessing the system.

OVERVIEW OF NEW SYSTEM:

Advantages and Features of the New System

- **Initial Verification** – The initial verification process is now document driven. Case managers will select the document presented by the applicant and input the data based on that document. Additionally, there is now a requirement to submit additional biographic information (name, date of birth, etc.) about the immigrant which ensures a better matching probability. Also, DHS has included an “echo screen” to assist in correcting data entry errors prior to submitting an initial query.

- **Re-try Initial Verification Option** – If the initial verification results in a data mismatch, the system will display the mismatched data fields and a “Retry” button. Case managers then have the option to correct the mismatched data fields and resend the query as an initial verification or to continue with additional verification without making any changes to the information.
- **Additional Data Sources** – Case managers have access to six additional data sources. This helps increase the number of successful initial verifications.
- **Sponsorship and Work History Data** – Case managers still have the ability to access Affidavit of Sponsorship (sponsorship) data or Employment Authorization Document (EAD) work history data. However, the ability to access additional verification and to skip initial verification is no longer an option. The initial verification request must be made first.

ACTION REQUIRED:

The **SAVE system has a new website address**. To access VIS logon to: www.vis-dhs.gov/WebThree. Use the attached instruction guide for logging on and navigating through the new system features.

INQUIRIES:

Please direct all SAVE inquiries to Marilyn Lorenzo at 410-767-7333 or mlorenzo@dhr.state.md.us or Gretchen Simpson at 410-767-7937 or gsimpson@dhr.state.md.us.

cc: DHR Executive Staff
FIA Management Staff
Constituent Services
DHR Help Desk

The Systematic Alien Verification for Entitlements (SAVE)

Web Enhancements and Features Guide

Introduction

The Systematic Alien Verification for Entitlements (SAVE) Program has added several enhancements to the Web access method to increase the success rate of initial verifications and improve operational effectiveness.

This guide provides you with step-by-step instructions demonstrating the Web access enhancements for the following:

- What's New
- Verification Process *AFTER* the Web Access Enhancements
 - Initial Verification
 - Additional Verification
- Customer Service and Support Options

What's New

The following enhancements are now part of your Web access features and functions:

Initial Verification

To ensure a higher matching probability, the initial verification request now includes:

- Additional Data Sources – There are now six additional data sources.
- Document-Driven Selection – You can now input the applicant's document information and biographic information (Last/First Name, Date of Birth) when submitting an initial verification request.
- Confirmation Page – The system returns a confirmation page after you submit the initial verification information. You may review this information and make any necessary corrections before submitting the initial verification request.

Re-Try Initial Verification Option

- If the initial verification request results in a data mismatch, the system will display any mismatched data fields plus a Retry Initial Verification button. You have the option to correct the data and retry the query, or you can proceed with a request for additional verification.

Additional Verification

- The Navigation Menu no longer contains a direct link to the Additional Verification screen. You must first submit an initial verification request followed by an additional verification.

Verification AFTER the Web Access Enhancements

Logging Into VIS

To obtain Web Access to the Verification Information System you must enter www.vis-dhs.gov/WebThree into the agency's Web browser.

User Agreement

- Read the Agreement
- Check the "I Agree" box
- Click the "Continue" button



U.S. Citizenship and Immigration Services
Verification Information System Logon

WARNING - You are about to access a Department of Homeland Security (DHS) computer system. This DHS computer system and the data therein are property of the U.S. Government and provided for official U.S. Government information and use. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this computer system or of the data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other federal or state criminal laws. Anyone who accesses a Federal computer system without authorization or exceeds his or her access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to administrative penalties, fines or imprisonment.

This DHS computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. As part of this monitoring, DHS may acquire, access, retain, intercept, capture, retrieve, record, read, inspect, analyze, audit, copy and disclose any information processed, transmitted, received, communicated, and stored within the computer system. If monitoring reveals possible misuse or criminal activity, notice of such may be provided to appropriate supervisory personnel and law enforcement officials. DHS may conduct these activities in any manner without further notice.

Accordingly, there can be no expectation of privacy in the course of your use of this computer system. The use of a password or any other security measure does not establish an expectation of privacy. There is no expectation of privacy in any media, peripherals or other devices placed in or connected to the computer system.

By clicking "I agree" below or by using this system, you consent to the terms set forth in this notice.

I agree

User ID's and Passwords

Enter:

- Current User Id
- Current Password



U.S. Citizenship and Immigration Services
Verification Information System Logon

Please login:

User ID:

Password:

[Forgot your password?](#)
[Forgot your User ID?](#)

Initial Verification Features and Steps

Select Initial Verification link from the Navigation Menu

1. Enter Applicant Information – contains a list of evidentiary documents (tailored to the Agency verification requirements)

- **Select Document** – use the radio buttons to select the document presented by the applicant – only one document per query
- Select **"Other"** when document is not listed, and provide the Alien Number
- Click **Next** button to continue the verification process



U.S. Citizenship and Immigration Services
WEB-3

Case Administration
[Initial Verification](#)
[Search Cases](#)

User Administration
[Change Password](#)
[Pwd Challenge Q&A](#)
[Change Profile](#)

Site Administration
[Add User](#)
[Search Users](#)
[Change Address](#)
[Search Groups](#)

Reports
[View Reports](#)

Enter Applicant Information:
What document(s) did the applicant present (select one):

- I-327 (Reentry Permit)
- I-551 (Permanent Resident Card)
- I-571 (Refugee Travel Document)
- I-688 (Temporary Resident Card)
- I-688A (Employment Authorization Card)
- I-688B (Employment Authorization Document)
- I-766 (Employment Authorization Card)
- Certificate of Citizenship
- Naturalization Certificate
- Machine Readable Immigrant Visa (with Temporary I-551 Language)
- Temporary I-551 Stamp (on passport or I-94)
- I-94 (Arrival/Departure Record)
- Unexpired Foreign Passport
- I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)
- DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
- Other (Use Document Description)

Initial Verification Features and Steps, continued

2. Enter Applicant Information

Based upon the document selected, the system will return the required data fields for you to complete.

- Enter the applicant's evidentiary document information data (Alien Number, Card Number) and personal information (Last Name, First Name, and Date of Birth) into the required data fields.
- If there are data entry errors when the **Next** button is pressed, the system returns an error message in a red box at the top of the page with directions to correct the error before proceeding.
- Select the **Back** button to return to the previous page.

- **Helper Text** – If you are unsure where the document information is located, just click on the question mark for an explanation of the data field.
- **Required Data** – All data fields marked with a **RED** asterisk must be completed to proceed with the initial verification request.

3. Confirm Applicant Information

- This page allows you to confirm all data entered against the document presented by the applicant before submitting the request for initial verification.
- Use the **Back** button to return to the previous page to correct or modify the data entered.
- Click **Next** button to submit query.

Note: Once you click the *Next* button, the Agency is charged for the query.

Initial Verification Features and Steps continued

Retry Initial Verification Option

If there is a mismatch in the data entered, the system returns a page with the following information:

- Case Verification Number
- System instruction message in box at the top of the page
- Mismatched data field(s)
- Applicant information submitted
- Selected benefit(s)

User Options:

- Correct the mismatched data field(s) and then click the **Retry Initial Verification** button

OR

- Click the **Request Additional Verification** button to proceed with the verification process

OR

- Click **Complete and Close Case** button to close the case

- **Helper Text** – If you are not sure what the data field requires, just click on the question mark for an explanation of what should be entered in the data field.

Initial Verification Results and Options

The Case Detail Page returns within seconds displaying:

- Case Verification Number
- Initial Verification Case Details
- Initial Verification Results

User Options:

- Click **Print Case Details** to print a copy of the case
- Click **Request Additional Information** to input additional information for verification
- Click the **Complete and Close Case** button to close the case
- Click the **Keep Case Open** button to keep the case open until further information is available

Note: The System Response will display either the applicant's current immigration status or a system message requesting you to "Institute Additional Verification."

Additional Verification Steps

Upon receiving the Initial Verification results, you must click the **Request Additional Verification** button to continue the verification process.

Enter the necessary additional information, such as:

- Case Number
- A.K.A. (“Also Known As” – an alias the applicant may use)
- *I-94 Number*
- Special Comments – additional information that may help resolve the case
- Request Affidavit of Support Data box (available to authorized agencies only)
- Request Employment Authorization Document History Data box (available to authorized agencies only)

Click on the **Submit Additional Verification** button, and your case will begin processing.

The screenshot shows a web application window titled "Case Verification Number: 2009162152359TC". On the left is a navigation menu with categories like Case Administration, User Administration, Site Administration, Reports, and View Reports. The main content area is divided into sections: "Initial Verification" (showing Alien Number, I-94 Number, Card Number, Naturalization Number, Visa Number, Passport Number, Document Type, Last Name, Middle Name, and Initiated By), "Benefits" (Medicaid), "Citizenship Cert. Number", "SEVIS ID", "Document Exp. Date", "Other Document Desc", "First Name", "Date of Birth", and "Initiated On". Below this is "Initial Verification Results" (Last Name, Middle Name, Country, Date of Entry, EAD Expiration Date, System Response, First Name, COA Code, Date of Birth, Date Admitted To). The "System Response" is "INSTITUTE ADDITIONAL VERIFICATION". The "Enter Additional Verification Data" section contains input fields for "User Case Number", "A.K.A.", "I-94 Number", and "Special Comments", along with a "Request Affidavit of Support Data" checkbox. At the bottom are "Submit Additional Verification" and "Cancel" buttons. A legend at the bottom right indicates "* = required entry".

Note: The system returns the results of the additional verification on the Case Summary Page within 3 to 5 federal working days.

Customer Service and Support Options

Customer Service and Support

If you have any questions regarding the Web access enhancements and features, or general questions regarding the SAVE Program, please contact us at (888) 464-4218, or

E-mail: SAVE.Help@dhs.gov

General Information on the Web:

- **SAVE Website: www.uscis.gov/save**
- **USCIS Website: www.uscis.gov**

Case Status Inquiries

SAVE Customers may call **(877) 469-2563**
(Please provide the Case Verification Number)

Use this number to check the status for:

- Electronic verification requests pending over 5 federal working days
- G-845 request pending over 20 federal working days (from USCIS Receipt)
- DHS Case in “Continuance” and pending over 20 days (from USCIS Receipt)
- Congressional Inquiry Cases