



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
ACTION TRANSMITTAL

Control Number: #10-30

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

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR

**RE: SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE)
VERIFICATION**

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

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The United States Department of Homeland Security, Citizenship and Immigration Services (USDHS CIS) recently sent a reminder letter to all Systematic Alien Verification for Entitlements (SAVE) user agencies reminding them that all additional verification procedures must be completed when prompted by the system. Failure to continue may deny an immigrant customer benefits they may be eligible for.

ACTION REQUIRED:

There is an initial query and two potential additional verification steps. When the case manager inputs the customer information into the SAVE system, it responds with the immigration status or with directions to institute additional verification. Case managers must begin the additional verification steps when the system indicates. Upon receiving the additional information, the system provides the immigrant status or requests that the agency submit the immigrant's document for review.

When the prompt is for the case manager to submit documents, mail copies of the appropriate document(s) to the Status Verification Operations office for document review. The mailing address to send the documents to is:

U.S. Citizenship and Immigration Service
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
Attn: Immigration Status Verification Unit

Some immigrants may not want to pursue receipt of benefits because of the additional verification procedures. If an immigrant chooses not complete the SAVE verification process, the customer may not receive benefits. Stop the verification process if the immigrant does not want to continue.

The immigrant can withdraw his or her application or the case manager can deny it for failure to follow through with the application process. Determine eligibility for all other individuals in the assistance unit.

Each local department should have several people who have supervisory access in SAVE at all times. A SAVE supervisor in your local office can reset a person who has forgotten his or her log-on or sign someone new into the system, including additional supervisors. Steps for requesting additional verification and for signing new users in the System are available in the easy to follow SAVE Guide. The Website to access the SAVE Manual Program Guide is <https://SAVE.uscis.gov/web/vislogin.aspx>. In order to use the website, you must have a SAVE User ID and password.

SAVE Electronic Verification Process

Initial Verification

Submit a query using information contained in the document provided by the customer.

System Response: The system returns the customer's current immigration status or a message prompting the agency to "Institute Additional Verification". If the immigration status is confirmed, the verification process is complete. If the status is not confirmed, the process continues on to additional verification. The response is generally returned within 3-5 seconds.

Institute Additional Verification Prompt

If you receive the prompt to "Institute Additional Verification" submit additional customer information.

System Response: The system returns the customer's current immigration status or a message stating "Resubmit with Doc (2 sided)". If the status is confirmed, the verification process is complete. If the status is not confirmed, the process continues to third step verification. An electronic response is generally returned within 3 federal working days.

Third Step - If you are prompted to "Resubmit with Doc (2 sided)", resubmit the query and print the pre-populated Form G-845. Mail photocopies of the Form G-845 and photocopies of the customer's immigration document(s) to the designated USCIS Field Office.

The System returns the customer's current immigration status or the action to be taken. If the status is confirmed, the verification process is complete. If the status is

not confirmed, options are provided on how to resolve the matter. An electronic response is generally returned within 10 to 20 federal working days from the date of receipt of Form G-845 and related immigration document(s).

INQUIRIES: Please direct all SAVE inquiries to Suzanne Diggs at 410-767-4369 or sdiggs@dhr.state.md.us or Gretchen Simpson at 410-767-7937 or gsimpson@dhr.state.md.us. Direct TCA inquiries to Marilyn Lorenzo at 410-767-7333 or mlorenzo@dhr.state.md.us or Gretchen Simpson. Direct all Food Supplement Program inquiries to Phyliss Arrington at 410-767-7079 or Parringt@dhr.state.md.us or to Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us.

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