



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #07-31-SYS

*(This Policy Directive Replaces PD #03-44-SYS)*

### SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE) PROGRAM

<b>Date:</b> September 11, 2007	<b>Subtopic(s):</b> SAVE
<b>AUDIENCE</b>	The instructions in this policy directive are for Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Center staff. This policy bulletin serves as information for all other staff.
<b>POLICY</b>	Any applicant/participant household that has members applying for or in receipt of assistance who are not United States citizens must provide as a condition of eligibility documentation of their immigration status granted by the United States Citizenship and Immigration Services (USCIS) (formerly known as the Bureau of Citizenship and Immigration Services [BCIS] or Immigration and Naturalization Service [INS]).
<b>REVISIONS TO THE ORIGINAL PROCEDURE</b>	<p>This policy directive is being revised to:</p> <ul style="list-style-type: none"> <li>• obsolete the Document Verification Request form (<b>W-515D</b>) and replace it with the Document Verification Request form (<b>G-845S</b>) (<b>Attachment A</b>)</li> <li>• revise the Systematic Alien Verification for Entitlements (SAVE) Referral form (<b>W-515X</b>)</li> <li>• revise the instructions for navigating the SAVE system</li> <li>• replace references to <b>W-205V</b> (Alien Eligibility Desk Aid) with <b>LDSS-4579</b> (Alien Eligibility Desk Aid).</li> </ul>
<b>BACKGROUND</b>	SAVE enables Federal, State and City agencies to obtain necessary immigration status information in order to determine a noncitizen applicant/participant's eligibility for public benefits. The program is available at all Job Centers; SAVE still needs to be implemented at Non-Public Assistance (NPA) Food Stamp (FS) Centers.

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center*

The SAVE program is an intergovernmental information-sharing initiative designed to aid Eligibility Specialists/Job Opportunity Specialists in determining an applicant/participant's immigration status to ensure that only noncitizen applicants/participants with a satisfactory immigration status receive Federal- or State-subsidized benefits.

SAVE does not provide information on an alien's eligibility for benefits. It merely verifies that an alien's immigration documentation is consistent with USCIS records. If an alien has what appears to be valid USCIS documentation (including expired green cards), Workers should use it to make a decision on the alien's eligibility for benefits.

Until SAVE is available at NPA FS Centers, the Office of Quality Assurance will verify the alien information provided for NPA FS applicants/participants via the SAVE Referral (**W-515X**).

## REQUIRED ACTION

The Job Opportunity Specialist (JOS)/Worker must verify alien status in the following situations:

- Noncitizen making an initial application for benefits
- Noncitizen applying to be added to an existing temporary assistance and/or a food stamp case
- Change in the immigration status of a noncitizen in receipt of temporary assistance and/or FS

**Note:** if an individual has a Certificate of Naturalization from USCIS, a SAVE clearance is not required.

### Initial Verification

Review the documentation of all noncitizens in the three situations mentioned above. Establish the alien's identity through a photo ID. The alien must possess immigration documentation with an Alien Registration Number. (Refer to **Attachment B, A Guide to Selected U.S. Travel and Identity Documents**, for samples of immigration documentation.)

For lost or expired immigration documentation, please see the "Revision to Lost or Expired Immigration Documentation" policy directive, and the **LDSS-4579**: aliens may possess documentation of a satisfactory immigration status, such as a foreign passport with an **I-551** stamp, or an **I-94** with an eligible status stamp, while their permanent immigration documents are being processed by USCIS. They will not yet have Alien Registration Numbers, but their eligibility must be determined based on the available documentation of their immigration status.

If the applicant/participant is a noncitizen making an initial application for benefits or applying to be added to an existing PA and/or FS case:

- complete the **W-515X** in duplicate
- include the individual's Alien Registration Number on the referral form
- attach a copy of the front and back of the individual's documentation (such as the Alien Registration Card) to the **W-515X**

If SAVE is available at your location, forward the completed **W-515X** to the SAVE Liaison, who will enter the request for verification into SAVE within 48 hours. The Liaison will provide staff with the appropriate verification when inquiry is completed.

If SAVE is not available at your Center, send the original **W-515X** to the Office of Quality Assurance by:

- mail at:

151 Lawrence Street – 5th Floor  
 Brooklyn, NY 11201  
 Attn: D. Rosario

- fax to (718) 488-9913
- e-mail by creating electronic copies of the documents and e-mailing them to: Dionisio Rosario at [rosariod@hra.nyc.gov](mailto:rosariod@hra.nyc.gov)

**Note:** For participants with Form **I-94**, the SAVE Liaison must access SAVE and then access the **Additional Verification** screen, bypassing **Initial Verification**. For participants with a form other than an **I-94** the SAVE Liaison must access the **Initial Verification** screen.

Additional Verification

If verification cannot be made based on the information provided in the initial verification, the Liaison must conduct an additional verification inquiry. Depending on the response to the initial verification, the Liaison must proceed as follows:

If the System Response is, "INSTITUTE ADDITIONAL VERIFICATION", then click the **Request Additional Verification** button and complete the required information on the screen.

If the System Response is, “Resubmit Doc (need copy original)” then

- Print and complete the Send **G-845S** to the Department of Homeland Security (DHS) for verification (see Attachment A)
- Scan and index the **G845S** into the case record prior to mailing to DHS.

The Liaisons at the Job Centers and the Office of Quality Assurance will respond to the JOS/Worker by sending him/her the Results page from SAVE, which indicates the immigration status of the applicant/participant. The JOS/Worker must scan and index the Results page into the case record (NPA FS Centers using the Day Forward Imaging process must submit the documents for scanning and indexing) and use the information obtained from SAVE to determine whether or not the applicant/participant has an immigration status satisfactory for public benefits eligibility, and if eligible, the category of assistance. Staff should use the **LDSS-4579** to assist in this determination.

The Liaison must follow the instructions on **Attachment C** for accessing the SAVE system.

Monitoring the DHS Verification Process

The SAVE Liaison must access the **Review Cases** feature on the **Welcome to the SAVE Program’s Verification Information System** screen to monitor cases that have been submitted to DHS for verification.

Each case has been assigned a status by DHS as follows:

**Cases Requiring Action** – cases that the SAVE Liaison must follow up regarding system-related actions. For example if DHS returned the case with the following response, “LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED,” the SAVE Liaison needs to complete and close the case, or if DHS returned the case with the following response, “INSTITUTE ADDITIONAL VERIFICATION,” the SAVE Liaison needs to redo the **Additional Verification** screen.

**Cases with Additional Verification Responses** – cases that the SAVE Liaison must urgently follow up with additional action outside the system. For example if DHS returned the case with the following response, “Resubmit Doc (Need copy original),” the SAVE Liaison must submit Form **G-845S**, with a copy of the front and back of the original documentation, to DHS (see page 9 of **Attachment C** for the address).

**Cases Requiring Third Step Verification Response** - cases that the SAVE Liaison must urgently follow up with additional action outside the system based on the response from DHS.

**Cases in Process** – cases that have been submitted to DHS for verification but for which DHS has not completed the review (no follow-up).

**Closed Cases** – cases where the SAVE inquiry has been completed and no further follow-up is required.

Verification Received

Once a response is received from the SAVE inquiry or USCIS, the JOS/Worker must use the information in conjunction with the **LDSS-4579** to:

- determine if the individual is eligible for Public Assistance, Food Stamps, and/or Medicaid
- determine the category of assistance, if applicable
- determine the appropriate Alien Citizenship Indicator (**ACI**) code

If the individual meets all eligibility criteria:

- ensure the individual receives assistance in the proper category. If the household is not eligible for Federal benefits, and is applying for public assistance, determine eligibility for State-funded (e.g., Safety Net Cash Assistance [SNCA], Safety Net Non-Cash Assistance [SNNC] and State funded Medicaid)
- enter the Alien Registration Number in element **381** on the Turn-Around Document (**TAD**) (**LDSS-3517**)
- enter the appropriate **ACI** code in element **382** on the **TAD**
- enter the appropriate State/Federal charge code in element **307** on the **TAD**
- if the applicant/participant does not have a Social Security number (SSN), refer him/her to the Social Security Administration (SSA) to apply for one. Refer to **PD #07-26-ELI** for instructions on this process




Codes can be used for individual line closings/denials as well as case level closings/denials.

If the individual is not eligible for cash assistance or FS due to an ineligible alien status, the JOS/Worker must process a denial or closing of the individual line in accordance with current procedure, using closing/denial code **F92** (Ineligible Alien) for both PA and FS.

Benefits must not be delayed, denied, or reduced pending a response from SAVE/USCIS.

**PROGRAM  
IMPLICATIONS**

Paperless Office System (POS) Implications

- Complete the **W-515X** in duplicate
- Send the completed referral to the SAVE Liaison at your center or to the Office of Quality Assurance, if a SAVE Liaison is not at your center
- Scan the completed **W-515X** and the response(s) when received into the electronic case record
- Enter a case comment concerning the SAVE referral and all responses:
  - For a pending application click on the Case Comments icon  within the “Application Interview” activity
  - For a pending recertification interview click on the Case Comments icon  within the “Recertification Interview” activity
  - For an active individual who is between recertification click on the Case Comments icon  within the “Change Case Data” activity.
- Use information obtained from the SAVE inquiry to make an eligibility decision in conjunction with the POS alien workflow windows
- Scan all non-POS-generated forms and notices that are signed by the applicant/participant into the electronic case record.

Food Stamp Implications

Certain noncitizens are not eligible for Food Stamps. A SAVE inquiry is required on all noncitizen applicant/participants for FS.

Medicaid Implications

An ineligible noncitizen is not entitled to Medicaid except in emergency situations. In addition, pregnant women may be provided Medicaid without regard to alien status.

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**LIMITED ENGLISH  
SPEAKING  
ABILITY (LESA)  
AND HEARING  
IMPAIRED  
IMPLICATIONS**

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#) and [PD #06-13-OPE](#).

## FAIR HEARING IMPLICATIONS

### Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

### Conferences for Job Centers

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS- 3722**), change the **02** to an **01** if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand then the AJOS/Supervisor I will explain to the applicant/participant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing, already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

**Conferences at NPA Food Stamp Centers** If an applicant/participant comes to the NPA FS Center and requests a conference, the Receptionist must alert the Center Director's designee that the applicant/participant is to be seen. If the applicant/participant contacts the Eligibility Specialist directly, s/he should advise the applicant/participant to call the Center Director's designee. In Model Offices, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NPA Reception area and does not need to verbally alert the Center Director. The NPA Receptionist will alert the Center Director once the applicant/participant is called to the NPA Reception desk.

**Evidence Packets for Job Centers** All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY "Case Notes" screens.

**Evidence Packets for NPA FS Centers** All Evidence Packets must include a returned envelope, address verification, notices sent and any other pertinent information to support the Agency's action.

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**RELATED ITEMS** PD #07-33-ELI  
PD #07-32-ELI

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**REFERENCES** 42 USC 132ob-7(d)  
18 NYCRR 351.2 (h)  
7 CFR 272.11  
Temporary Assistance Source Book (Chapter 24, Section F)  
Food Stamp Source Book (Section 5, page 89)

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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A** US Department of Justice Immigration and Naturalization Service Documentation Verification Request (**G-845S**) (Rev. 1/31/05)
- Attachment B** A Guide to Selected U.S. Travel and Identity Documents (Rev. 4/4/01)
- Attachment C** Accessing SAVE and Monitoring Cases
- W-515X** Systematic Alien Verification for Entitlements (SAVE) Referral (Rev. 9/6/07)
- W-515D** Document Verification Request (Obsolete)





### Systematic Alien Verification for Entitlements (SAVE) Referral

Forward original to: **SAVE Liaison**

Name: \_\_\_\_\_

Location: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**OR Office of Quality Assurance**

**Attention: D. Rosario**

151 Lawrence Street – 5th Floor

Brooklyn, NY 11201

Application

Recertification

Other Contact

#### One Clearance per Referral

We are requesting a **SAVE** clearance on the following individual:

Case Name _____	Alien Number _____
Case Number _____	Date of Entry/Date Status Granted _____
SAVE clearance for: (Individual's Name) (as it appears on alien registration card) _____	Date of Birth _____ Month/Day/Year

**Enclose a copy of alien registration card, immigration stamp on passport or other pertinent immigration documentation useful to facilitate this request.**

SAVE request is required to verify the following item(s). Please check () type of request.

- Verification of Alien Registration Number
- Date of entry/Date status was granted
- Admitting immigration status (Refugee, Asylee, etc.)
- Verification of current immigration status
- Citizenship verification
- Country of birth
- Other: \_\_\_\_\_

\_\_\_\_\_  
Worker's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Telephone Number



**Section A - to be completed by the submitting agency**

To: Bureau of Citizenship and Immigration Services

6. Verification Number

From: Typed or stamped name and address of submitting agency

- 7.  Photocopy of document attached. (If printed on both sides, attach a copy of the front and of the back.)
- Other information attached (*specify documents*).

8. Benefit	(Your Case Number)
<input type="checkbox"/> Family Assistance	
<input type="checkbox"/> Education Grant/Loan Specify:	
<input type="checkbox"/> Food Stamp	
<input type="checkbox"/> Housing Assistance	
<input type="checkbox"/> Medicaid/Medical Assistance	
<input type="checkbox"/> Unemployment Insurance	
<input type="checkbox"/> Employment Authorization	
<input type="checkbox"/> Other ( <i>specify</i> )	

**Attn: Status Verifier**

(BCIS may use above address with a # 20 window envelope.)

1. Alien Registration or I-94 Number

2. Applicant's Name (Last, First, I

3. Nationality

4. Date of Birth (Month/Day/Year)

5. Social Security Number

**OBSOLETE**

**Section B - to be completed by BCIS**

BCIS RESPONSE: From the documents or information submitted and/or a review of our records we find that:

- 1.  This document appears valid and relates to a Lawful Permanent Resident alien of the United States.
- 2.  This document appears valid and relates to a Conditional Resident alien of the United States.
- 3.  This document appears valid and relates to an alien with authorized employment as indicated below:
  - a.  Full-Time
  - b.  Part-Time
  - c.  No Expiration (indefinite)
  - d.  Expires on (specify month/day/year below):
- 4.  This document appears valid and relates to an alien who has an application pending for: (*specify BCIS benefit below*)
- 5.  This document relates to an alien having been granted asylum/refugee status in the United States.
- 6.  This document appears valid and relates to an alien paroled into the United States pursuant to Section 212 of the I&N Act.
- 7.  This document appears valid and relates to an alien who is a Cuban/Haitian entrant.
- 8.  This document appears valid and relates to an alien who is a conditional entrant.
- 9.  This document appears valid and relates to an alien who is a nonimmigrant. (*specify type or class below*)
- 10.  This document appears valid and relates to an alien not authorized for employment in the United States.
- 11.  Continue to process as legal alien. BCIS is searching indices for further information.
- 12.  This document is not valid because it appears to be (*check all that apply*)
  - a.  Expired
  - b.  Altered
  - c.  Counterfeit

BCIS Stamp

Please see reverse for additional comments

**Comments**

- 13.  No determination can be made from the information submitted. Please obtain a copy of the **original** alien registration documentation and resubmit.
- 14.  No determination can be made without seeing **both** sides of the document submitted (*please resubmit request*).
- 15.  Copy of document is not readable (*please resubmit request*).

**"PRUCOL"**

**For Purposes of Determining If Alien is Permanently Residing Under Color of Law Only!**

- 16.  BCIS actively pursues the expulsion of an alien in this class/category.
- 17.  BCIS is not actively pursuing the expulsion of an alien in this class/category at this time.
- 18.  Other:

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OBSOLETE

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**Instructions**

- o Submit copies of both front and back of alien's original documentation.
- o Make certain that a complete return address has been entered in the "From" portion of the form.
- o The Alien Registration Number ("A" Number) is the letter "A" followed by a series of (7) or (8) digits. The number found on Form I-94 may also be recorded in this block. (Check the front and back of the I-94 document and if the "A" Number appears, record that number when requesting information instead of the longer admission number as the "A" Number refers to the most integral record available.
- o If Form G-845 is submitted without copies of the applicant's original documentation, it will be returned to the submitting agency without any action taken.
- o Address this verification request to the local office of the Bureau of Citizenship and Immigration Services.