



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #13-23-SYS

*(This Policy Directive Replaces PD #10-09-SYS)*

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

<b>Date:</b> October 11, 2013	<b>Subtopic(s):</b> SAVE
<b>AUDIENCE</b>	The instructions in this policy directive are for Job Center and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff. This policy directive serves as information for all other staff.
<b>REVISIONS TO THE PRIOR DIRECTIVE</b>	This policy directive is being revised to: <ul style="list-style-type: none"> <li>• Introduce enhancements to the Systematic Alien Verification for Entitlements (SAVE) system;</li> <li>• Remind staff of the need to complete all SAVE actions once verification is obtained; and</li> <li>• Update the Systematic Alien Verification for Entitlements (SAVE) Referral (<b>W-515X</b>) form.</li> </ul>
<b>POLICY</b>	As a condition of eligibility, any applicant/participant household that has members applying for or in receipt of assistance who are not United States citizens, must provide 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>BACKGROUND</b>	SAVE enables Federal, State, and City agencies to obtain necessary immigration status information in order to determine a noncitizen applicant's/participant's eligibility for public benefits. The program is available at all Job Centers and NCA SNAP 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 Fax* or fax to: (917) 639-0298

The SAVE system is an intergovernmental information-sharing initiative designed to aid Job Opportunity Specialists (JOS)/Workers in verifying an applicant’s/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 a noncitizen has what appears to be valid USCIS documentation (including expired green cards), staff should always use it as the primary source for determining an individual’s eligibility for public benefits but must still request a SAVE clearance.

When reviewing the SAVE system response, the SAVE Liaison must check the Class of Admittance (COA) code to determine benefit eligibility.

New Information If the results from SAVE do not reflect the information that is on the immigration documentation, obtain a further clearance from the Office of Refugee and Immigrant Affairs (ORIA) at (212) 331-4550 or the FIA Call Center.

Reminder Staff are also reminded that benefits must not be delayed, denied, reduced or terminated pending a response from SAVE/USCIS.

**Note:** The front and back of any immigration documentation submitted by an applicant/participant must be scanned and indexed, in color, when original documentation is available.

NCA SNAP Centers The Eligibility Specialist (ES) will complete the Systematic Alien Verification for Entitlements (SAVE) Referral (**W-515X**) in the Paperless Office System (POS) and give it to his/her supervisor along with copies of any immigration documents provided. The Supervisor will forward the **W-515X** to the SAVE Liaison in the NCA SNAP Center. The SAVE Liaison will provide a response to the Supervisor.

**REQUIRED ACTION**

The JOS/Worker must verify alien status for all noncitizens in the following three situations:

- Noncitizen making an initial application for benefits.
- Noncitizen applying to be added to an existing Cash Assistance (CA) and/or a Supplemental Nutrition Assistance Program (SNAP) case.
- Change in the immigration status of a noncitizen in receipt of CA and/or SNAP benefits.

**Reminder:** In the Job Centers, the Specialized JOS must process cases that contain a noncitizen unless the noncitizen is a Legal Permanent Resident (LPR) with five or more years in a qualified status. Refer to [PD #13-09-ELI](#) for detailed instructions.

**Note:** a SAVE clearance is not required if an individual has one or more of the following documents verifying U.S. Citizenship:

- U.S. Birth Certificate
- U.S. Passport
- Certificate of Naturalization form issued by USCIS (**N-550** or **N-570**)
- New York State Enhanced Drivers License (see **Attachment D**)
- Consular Report of Birth Abroad form (**FS 240**)
- Certification of Report of Birth form (**DS-1350**)
- U.S. Citizen I.D. Card (**I-197** or **I-179**)
- Certification of Citizenship form (**N-560** or **N-561**)
- Document from a U.S. federal agency (such as the Social Security Administration) verifying the U.S. as place of birth
- Religious document (such as baptismal record) verifying that the ceremony took place in the U.S. and that the document was registered within three months of the individual's birth

Once it is determined that a SAVE referral is necessary, the JOS/Worker must complete the **W-515X** in the Forms Data Entry screen in POS. Once the form is completed it must be printed and forwarded along with copies of the original immigration documents (front and back), when available, to the SAVE Liaison in Job Centers. In NCA SNAP Centers, the **W-515X** must be given to the Supervisor who then forwards it to the SAVE Liaison.

New information

Only one **W-515X** may be used per clearance request. Therefore, a **W-515X** must be completed for each noncitizen (adults and minors) for whom a clearance is required.

**Note:** The **W-515X** has been revised to indicate that if an Employment Authorization Document (**I-766**) is submitted, the Card Number field on the **W-515X** must be annotated.

Once the **W-515X** is received by the SAVE Liaison, he/she must access the SAVE system and request a clearance using the processes described below.

SAVE LIAISON  
RESPONSIBILITIES

Initial Verification

Each applicant's/participant's initial or additional verification review will begin with the **Enter Applicant Information** screen which lists possible documents that may be provided by the applicant/participant. The document(s) selected will determine which screen comes next.

**Enter Applicant Information** screen

SAVE Liaison must select the appropriate document

The SAVE Liaison must review the documentation attached to the **W-515X** of all noncitizens in the three situations mentioned on page 2 and select the appropriate document type from the list provided in SAVE. To complete an Initial Verification, an Alien Registration Number is required. In addition, if an **I-551** (Resident Alien Card) or an **I-766** (Employment Authorization Document) is submitted, a Card Number is also required. Refer to the Guide to Selected U.S. Travel and Identity Documents (**Attachment A**) for examples of various immigration documents.

The Alien Registration Number is located in the center of the **I-551** card and the Alien Registration Card number is located on the front of the card as they appear on the sample card on the following page. The Alien Card Number is only available on versions from 1997 and later. If a card is presented without a number, enter AAA and 10 zeroes (AAA0000000000) into the Card Number entry box. This will enable SAVE to continue the verification process.



New Information

If SAVE does not initially recognize certain information entered (i.e., date of birth, document number, etc...) SAVE will ask the user to verify that the information entered is correct. In order to re-verify the accuracy of the information, the SAVE Liaison may have to check the Welfare Management System (WMS) and/or the HRA OneViewer as the information provided on the **W-515X** may not be accurate.

SAVE Liaison must verify information entered and select appropriate action.

If the information entered is incorrect, the SAVE Liaison must change the information and click the "Retry Initial Verification" button. SAVE will then re-run the initial verification. If the information originally entered was correct, the SAVE Liaison must select the request additional verification button. This will move the SAVE clearance to the second stage verification.

SAVE Liaison must verify that information entered is accurate.

Click this button after a change is made to run the initial verification with the corrected information

Click this button if information is correct to continue verification process

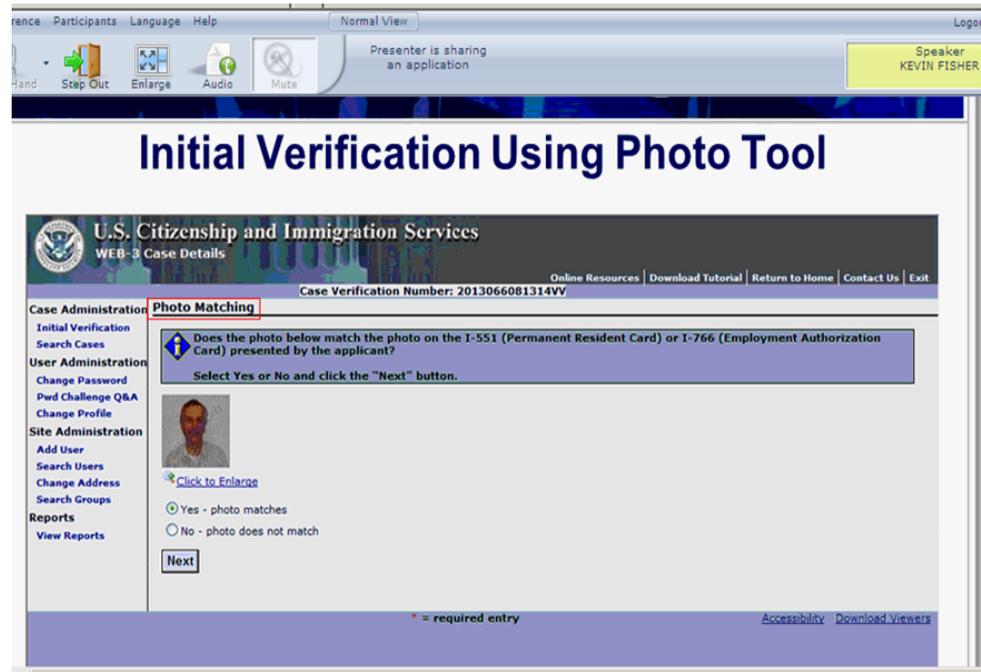
New Information

The photo displayed should be matched against the photo on the documents submitted, not against the actual individual.

As part of the systematic enhancements to SAVE, a new Photo Tool has been added. When conducting an initial verification, if an **I-551** or an **I-766** is selected as the documentation provided, SAVE will display a photo image of the applicant (when available). The photo that is displayed is the one on record with USCIS and should be matched against the photo on the documentation that the applicant/participant provided. In order to properly match the photo in SAVE with the photo on the **I-551** or the **I-766** provided by the applicant/participant, the SAVE Liaison may have to view the documents in the HRA OneViewer where they should have been scanned and indexed in color.

**Note:** If no photo is displayed, USCIS does not have one in its database. This has no impact on determining the individual’s alien status or eligibility for benefits.

New SAVE System Photo Tool



Under the displayed photo, the SAVE Liaison will have to choose either “Yes – photo matches” or “No – photo does not match.”

If the photo displayed in SAVE matches the photo on the documentation submitted or if no immigration document is available to match against the photo provided by SAVE, the SAVE Liaison must select “Yes – photo matches” to continue with the verification process.

If the photo on the document provided by the applicant/participant does not match the photo provided by USCIS, the SAVE Liaison must select “No – photo does not match” and move on to the third stage verification.

After selecting either “Yes” or “No” an additional screen will ask the SAVE Liaison to verify their selection.



### Additional Verification

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

If the System Response is “INSTITUTE ADDITIONAL VERIFICATION”, the SAVE Liaison must click the **Request Additional Verification** button and complete the required information on the screen. This step must be completed as soon as the “Institute Additional Verification” response is displayed.

### Third Stage Verification

If the System Response is “**Resubmit Doc (need copy original)**”, the staff will have two options:

New Feature

- Upload the immigration documents into SAVE; or
- Print out the pre-filled **G-845** and send it along with copies of the immigration documents to the USCIS.

New Upload Feature

A new upload feature has been added to the Third Stage Verification. Now, in addition to being able to enter additional details such as an alias, the SAVE Liaison will have the ability to upload the immigration documents provided by the applicant/participant into SAVE. By uploading the immigration documents, SAVE will be able to provide a quicker response.

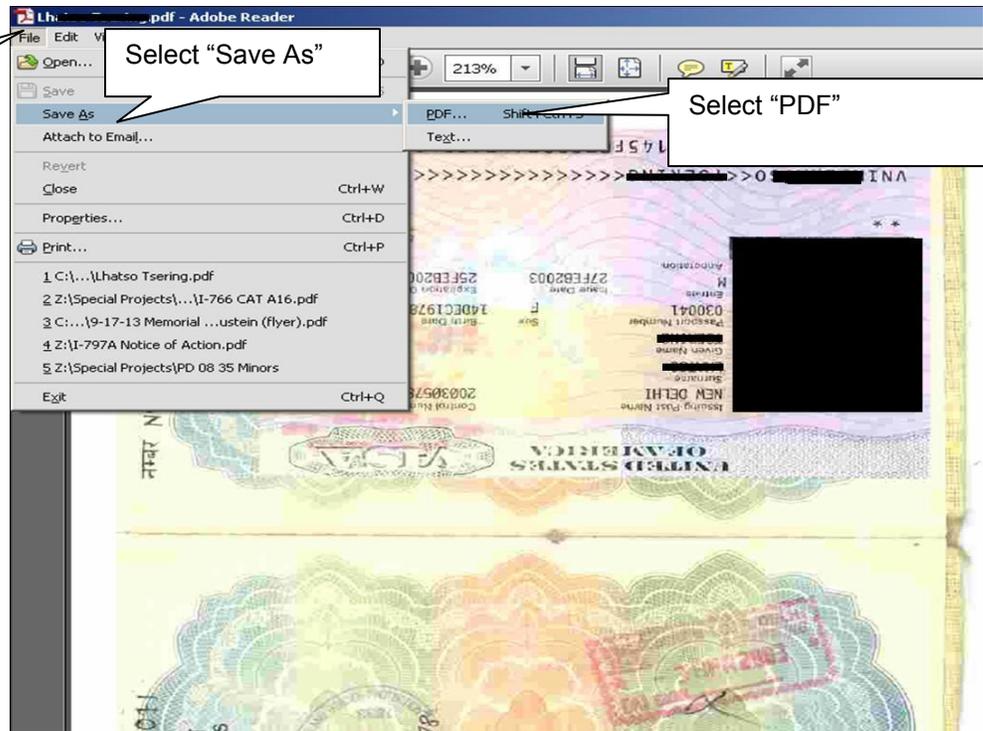
SAVE Liaisons can now attach the immigration documents to the verification request

In order to upload the documents, the SAVE Liaison will have to minimize the SAVE window, view the document in the HRA OneViewer and then save it as a file on his/her desktop.

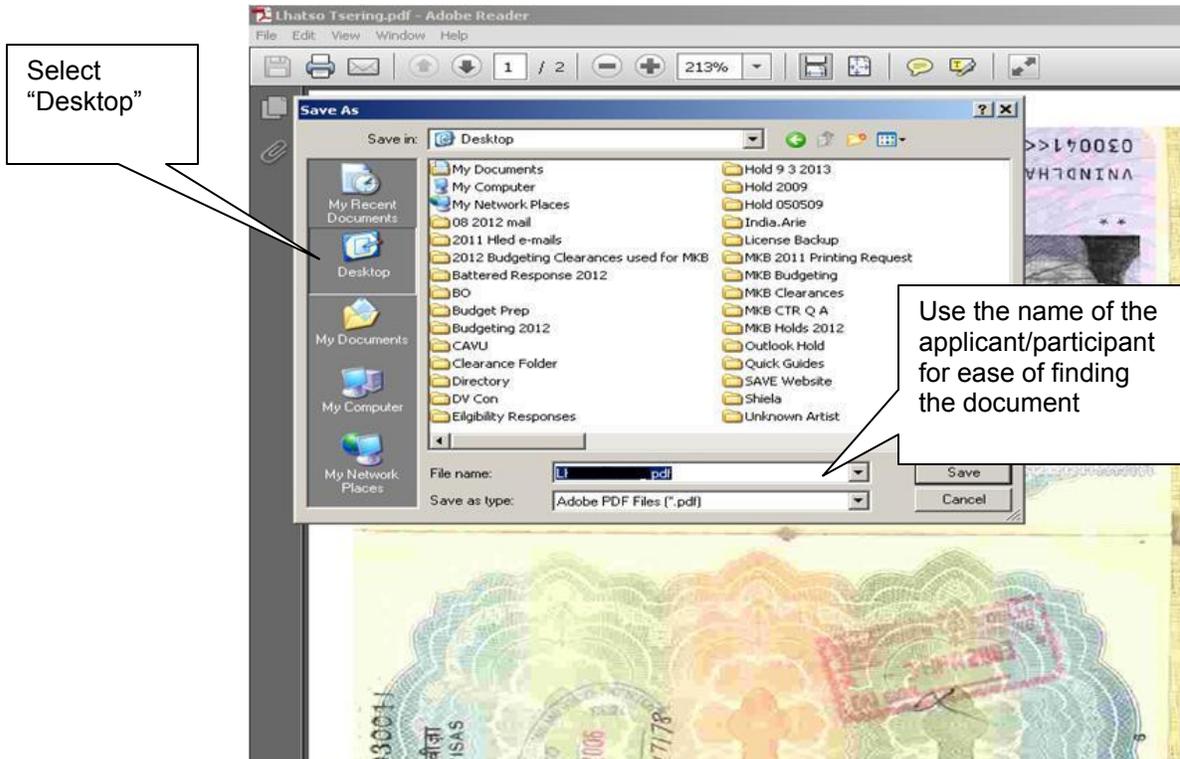
To save the file on the desktop, while viewing the image, select "File", "Save As", "PDF".

To save the document to the desktop

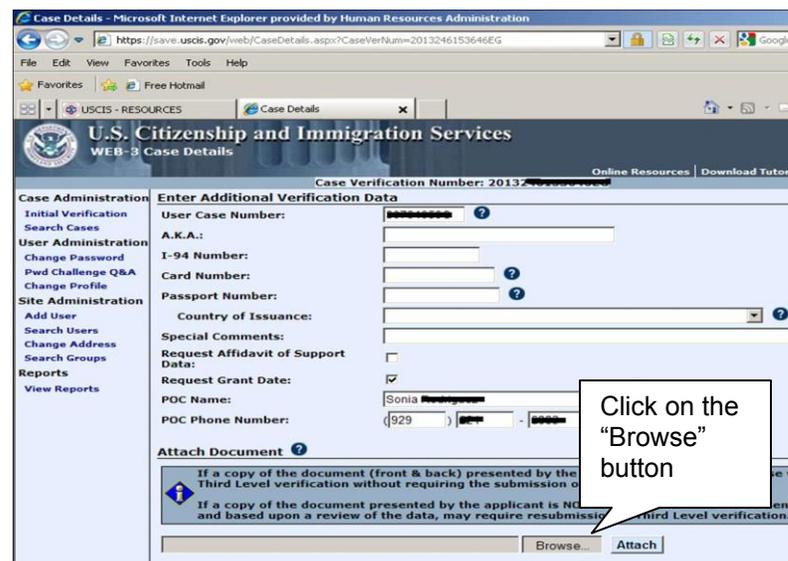
Select "File"



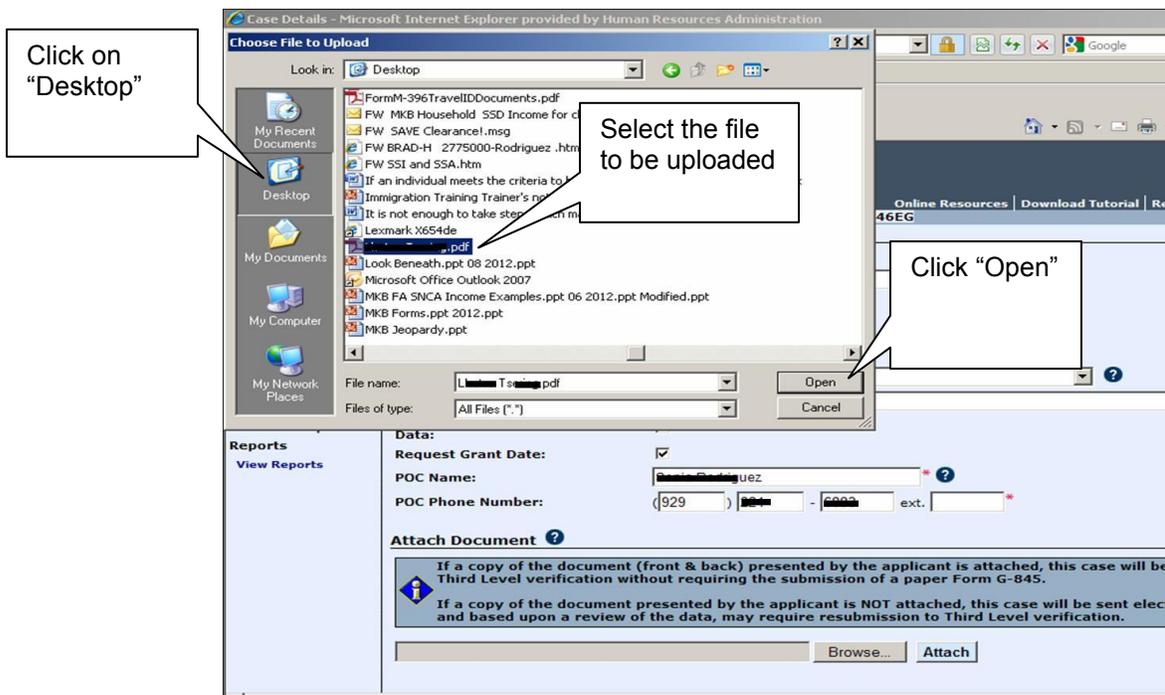
A new window will open allowing the SAVE Liaison to select where to save the document. Click on the "Desktop" image on the left. In the "File Name" text box, type the name of the applicant/participant to ensure the ease of finding the document.



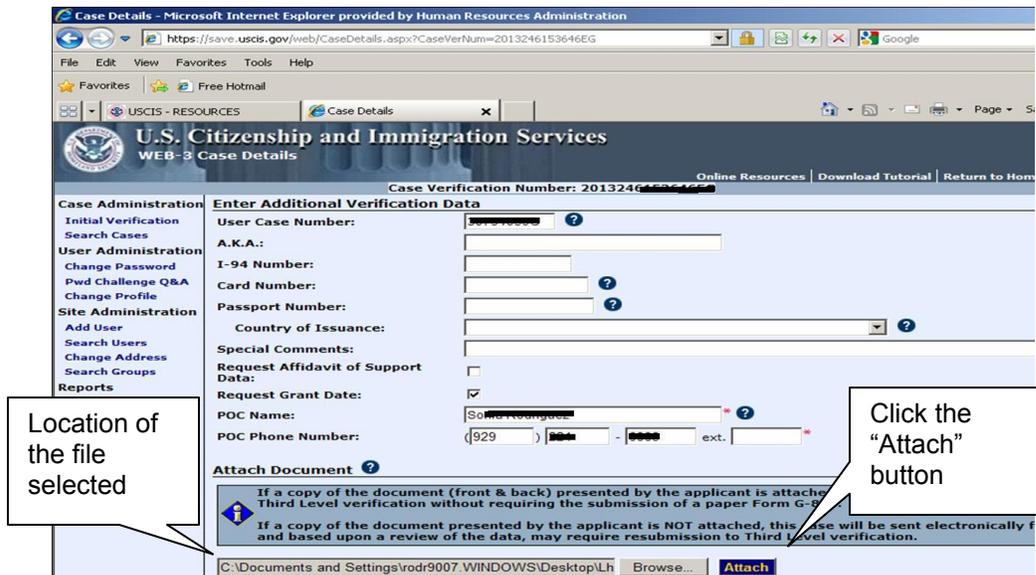
Once the file is saved on their desktop, the SAVE Liaison will restore the SAVE window and click on the “Browse” button.



A new window opens up allowing the SAVE Liaison to select the file they wish to upload. First, click on the “Desktop” icon and then find the file, which should be the name of the applicant/participant for whom the clearance is being sought. Select the file and then click “Open”.



The location of the file will be indicated in the grey box. The SAVE Liaison must click the "Attach" button which will upload the document into SAVE.

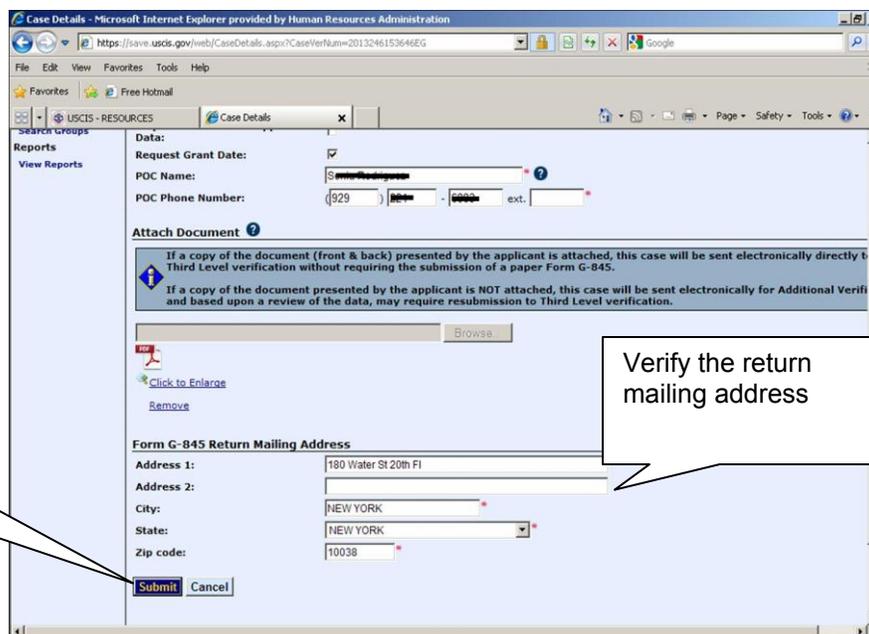


To view the document once it is attached, the SAVE Liaison must click on the “**Click to Enlarge**” link. This will open up a new window showing the document that has been uploaded. If the document that is attached is the incorrect document for that SAVE request, the SAVE Liaison must click the “**Remove**” link and begin the process again with the correct document.

**Note:** The SAVE system will only accept uploaded documents if the file does not exceed 1.5 megabytes (MB).

Click to verify the correct document was uploaded

The SAVE Liaison must then verify that the return mailing address on the prefilled **G-845** is correct and that his/her telephone number is entered. If the return address/telephone number displayed is not that of the SAVE Liaison, he/she must enter the correct information. Once the information is correct, the SAVE Liaison must click the “Submit” button to send the document for USCIS verification.



Click "Submit" to send document to USCIS for verification

Verify the return mailing address

Document cannot be submitted electronically

If the documentation exceeds the size limit, or any other SAVE requirement, the SAVE Liaison must:

- Verify that the point of contact and return address (should be the location of the SAVE Liaison) in the SAVE system are correct. Make any changes if necessary.
- Print the prefilled form **G-845** and scan and index it into the case record.
- Mail the G-845 form to:

US CITIZENSHIP & IMMIGRATION SERVICES  
 10 FOUNTAIN PLAZA-3<sup>RD</sup> FLOOR  
 BUFFALO, NY 14202  
 ATT: IMMIGRATION STATUS VERIFICATION UNIT  
 (See **Attachment B** [Accessing SAVE and Monitoring Cases] for the address and **Attachment C** [Form **G-845**] for a copy of the form).

**Note:** Even though form **G-845** and the documents are being physically mailed to the USCIS, the response will only be available in the SAVE system. No written response will be received.

Monitoring the USCIS Verification Process

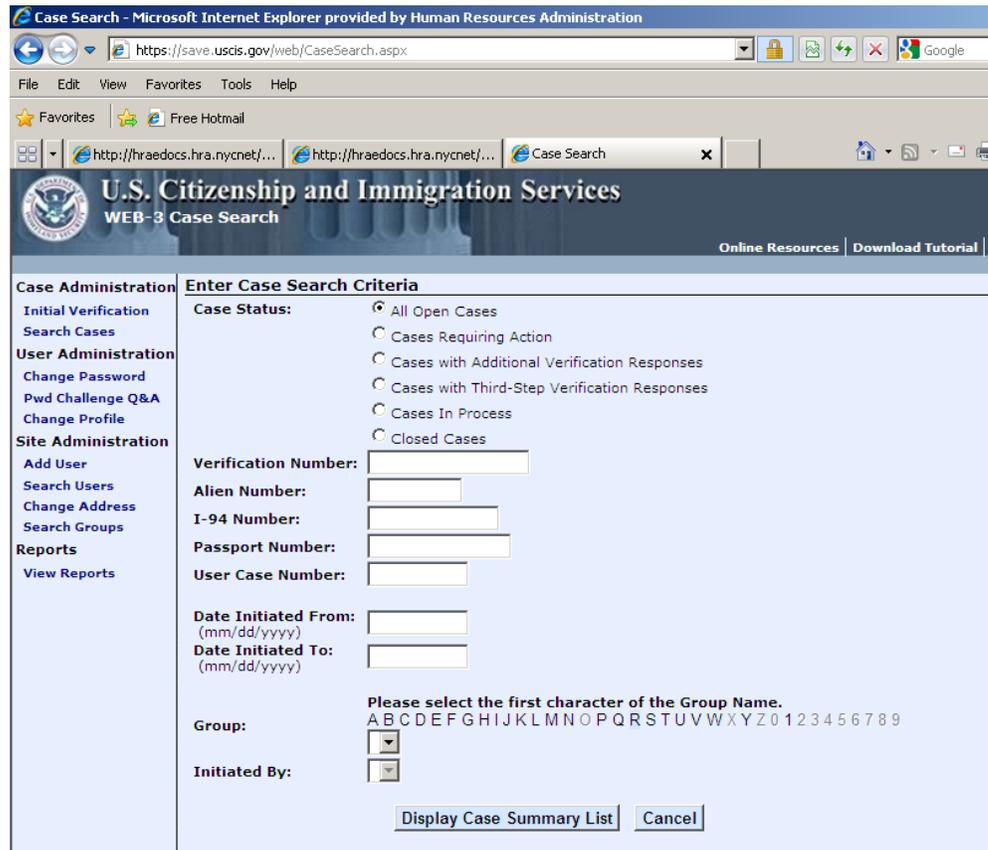
The SAVE Liaison must access the **Search Cases** feature on the **Welcome to the SAVE Program's Verification Information System** screen to monitor cases that have been submitted to the USCIS SAVE Program for additional verification. Refer to the **Enter Case Search Criteria** screen on page 16 of **Attachment B** for the search criteria involving group and locations.

SAVE Welcome Screen

Search Cases



Search Cases Screen



Each case has been assigned a status by USCIS as follows and can be seen in the Case Summary List (see screen shot below):

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

**Cases with Additional Verification Responses** – cases that the SAVE Liaison must urgently follow up with additional actions outside the system. For example, if USCIS returned the case with the response “Resubmit Doc (Need copy original),” the SAVE Liaison must submit form **G-845**, with a copy of the front and back of the original documentation, to USCIS (see page 14 for the address).

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

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

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

Case Summary List

Case Status	Verification Number	ID Type	ID Number	System Response	COA	Date of Entry	Date Adm. In	Last Name	First Name
	2013200	F		INSTITUTE ADDITIONAL VERIFICATION					
	2013200	A		DHE Verification in Process					
	2013200	A		LAWFUL PERMANENT RESIDENT- EMPLOYMENT AUTHORIZED	F42	01/15/2009			
	2013200	I		DHE Verification in Process					
	2013200	A		INSTITUTE ADDITIONAL VERIFICATION					
	2013200	A		ASYLEE - EMPLOYMENT AUTHORIZED	AS1	04/09/			
	2013182	A		INSTITUTE ADDITIONAL VERIFICATION					
	201318	A		INSTITUTE ADDITIONAL VERIFICATION					

Status Responses – require necessary follow up

## Verification Received

New Information

Once verification is received, the SAVE Liaison must print out the verification results page and scan and index it into the electronic case record.

Once the verification results page is scanned and indexed, the SAVE Liaison must click the “Complete and Close Case button on the bottom of the screen.

**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

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**Initial Verification**

Allen Number:	[REDACTED]	Benefits:	Food Stamps
I-94 Number:	[REDACTED]		
Card Number:	LIN [REDACTED]		
Naturalization Number:	[REDACTED]	Citizenship Cert. Number:	[REDACTED]
Visa Number:	[REDACTED]	SEVIS ID:	[REDACTED]
Passport Number:	[REDACTED]	Document Exp. Date:	[REDACTED]
Country of Issuance:	[REDACTED]	Other Document Desc:	[REDACTED]
Document Type:	I-551	First Name:	MONTE
Last Name:	BARRIE	Date of Birth:	11/27/1982
Middle Name:	[REDACTED]	Initiated On:	07/29/2008
Initiated By:	[REDACTED]		

**Photo Matching**

Returned Photo:	[REDACTED]	Photo Match:	Yes - photo matches
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[Click to Enlarge](#)

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**Initial Verification Results**

Last Name:	BARRIE	First Name:	MONTE
Middle Name:	[REDACTED]	COA Code:	AS6
Country:	SIERR - Sierra Leone	Date of Birth:	[REDACTED]
Date of Entry:	06/30/2008	Date Admitted To:	INDE [REDACTED]
EAD Expiration Date:	[REDACTED]	Grant Date:	[REDACTED]
System Response:	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORITY		

**Affidavit of Support Data**

Affidavit of Support data is not applicable for this person.

[Print Case Details](#) | 
 [Request Additional Verification](#) | 
 [Complete and Close Case](#)

After verification is received, SAVE Liaisons must complete and close the case in SAVE.

The SAVE Liaisons at the Job Centers will respond to the JOS/Worker that submitted the request, and SAVE Liaisons at the NCA SNAP Centers will respond to the Supervisor that submitted the request, by forwarding him/her the Results page from SAVE, which indicates the immigration status of the applicant/participant.

The JOS/Worker must use the information obtained from SAVE to:

- determine whether or not the applicant/participant has an immigration status that makes him/her eligible for CA, SNAP, and/or Medicaid (MA).
- determine the category of assistance.

New Information

**Note:** If the SAVE results provide information regarding an affidavit of support, staff must not use this information in anyway to try and deter the applicant/participant from applying for or continuing to receive benefits.

If the individual meets all eligibility criteria, the JOS/Worker must:

Refer to the [LDSS-4579](#) when determining the appropriate category of assistance.

- ensure the individual receives assistance in the proper category. If the household is not eligible for Federal benefits and is applying for CA, determine eligibility for State-funded programs (e.g., Safety Net Cash Assistance [SNCA], Safety Net Non-Cash Assistance [SNNC] and State-funded MA).
- enter the Alien Registration Number in the POS Alien Additional Information window.

**Note:** If a Qualified Battered Alien or Federal Human Trafficking Victim does not have an Alien Registration Number, leave the field blank.

Staff should follow Alien flow in POS to determine correct ACI code.

- follow the Alien flow in POS to determine the appropriate Alien Citizenship Indicator (ACI) code.
- enter the appropriate State/Federal charge code 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 #12-22-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 CA or SNAP 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 CA and SNAP.

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

New Information

If the response from SAVE provides information indicating that a change in the ACI code to a lesser status (i.e., Asylee to LPR), or a change in the Date of Status (DOS)/Date Entered Country (DEC) fields in WMS to a more current date, the JOS/Worker must complete the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal Form (**W-200B**). The form must be completed by the JOS/Worker and forwarded (with supporting documentation) to the Job Center AJOSII Immigrant Liaison or the NCA SNAP Center Director/Supervisor/Designee for approval. If the change is warranted, the Job Center AJOSII Immigrant Liaison or the NCA SNAP Center Director/Supervisor/Designee must forward the **W-200B** and the supporting documentation to the FIA Call Center either through e-mail or fax.

## New Information

Verification not Received

If a response from SAVE is not received timely, the SAVE Liaison must contact SAVE Case Status Support at (877) 469-2563. The timeliness of a clearance is determined by what level of request was made:

- Electronic verification requests – 10 Federal Working days
- **G-845** requests – 20 Federal Working days
- DHS Case in “Continuance” – 20 Federal working days
- Congressional Inquiry Cases

Any SAVE clearance requests that remain outstanding beyond the time frames indicated above, must be followed up with a phone call to USCIS. The SAVE Liaison must also enter a case comment in POS indicating that SAVE Case Status Support was contacted and the results of the conversation.

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## PROGRAM IMPLICATIONS

### Paperless Office System (POS) Implications

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

- Complete the **W-515X** in POS using the **Data Entry** window in the **Form-Data Entry** window.
- Include the individual’s Card Number on the referral form, if available.

**Note:** If a Qualified Battered Alien or Federal Human Trafficking Victim does not have an Alien Registration Number, leave the field blank.

- Print the **W-515X** form. Scan and index the form.
- Attach a copy of the front and back of the individual’s documentation (such as the Permanent Resident Card) to the **W-515X** form.
- Forward the **W-515X** and the documents to the SAVE Liaison.
  - In NCA SNAP centers the **W-515X** and documents will be given to the Supervisor who will forward it to the Save Liaison.

## W-515X window

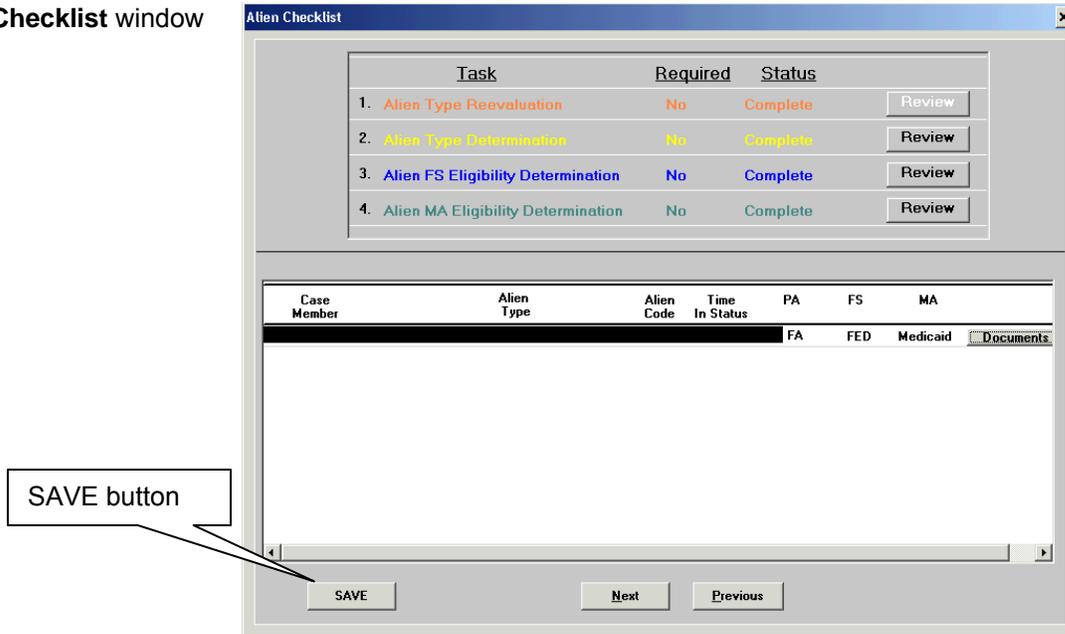
- Enter a case comment in POS concerning the SAVE referral and all responses:
  - For a pending application, click on the Case Comments icon  within the “Application Interview” activity.
  - For a pending recertification interview, click on the Case Comments icon  within the “Recertification Interview” activity.
  - For an active individual who is between recertifications, access the Make Case Comment 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.

Two ways to access  
SAVE

The SAVE Liaison can review the entries made by the JOS/Worker in the **Alien Checklist** using the **POS Review a Case** activity. He/she can either navigate through all the screens required to review a case until the **Alien Checklist** window appears where he/she can press the **SAVE** button, or refer to **Attachment B** for accessing the SAVE system directly.

**Note:** Only Save Liaisons will have the SAVE button enabled in POS.

Alien Checklist window



SNAP Implications

Certain noncitizens are not eligible for SNAP Benefits (refer to the Alien Eligibility Desk Guide [**LDSS 4579**]). A SAVE inquiry is required on all noncitizens.

Medicaid Implications

An ineligible noncitizen is not entitled to MA except in emergency situations. In addition, pregnant women may be provided MA for medical services related to pregnancy without regard to alien status.

**LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS**

For Limited English Proficient (LEP) and hearing-impaired applicants, staff must make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-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 Centers, 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 adverse action 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 New York City Work, Accountability and Your (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 Fair Hearing Status from 02 to 01 if the case has been granted Aid to Continue (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 form (M-186a).

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

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 NCA SNAP Centers

If an applicant/participant comes to the NCA SNAP 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, he/she should advise the applicant/participant to call the Center Director's designee. In Model Centers, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA Reception area and does not need to verbally alert the Center Director's designee. The NCA Receptionist will alert the Center Director's designee once the applicant/participant is called to the NCA Reception desk.

The Center Director's designee will listen to and evaluate the applicant's/participant's complaint regarding the adverse action. After reviewing the documentation, case record and discussing the issue with the Group Supervisor/Eligibility Specialist, the Center Director's designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

The Center Director's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

#### Evidence Packets

All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes," History Sheet form **W-25**), copies of relevant WMS screen printouts, notices sent and other documentation relevant to the action taken, including results from the SAVE inquiry.

---

#### REFERENCES

42 USC 1320b-7(d)  
 18 NYCRR 351.2(h)  
 7 CFR 272.11  
[04-ADM-07](#) (Citizenship and Alien Requirements for the Medicaid Program)  
[Temporary Assistance Source Book](#) (Chapter 24, Section F)  
[SNAP Source Book \(Section 5\)](#)

**RELATED ITEMS**

- [PD #12-22-ELI](#)
- [PD #13-09-ELI](#)
- [PD #13-10-ELI](#)
- [PB #08-32-OPE](#)

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A** Guide to Selected U.S. Travel and Identity Documents (Rev. 4/08)
- Attachment B** Accessing SAVE and Monitoring Cases (Rev. 10/11/13)
- Attachment C** Department of Homeland Security - U.S. Citizenship and Immigration Services Documentation Verification Request (**G-845**)
- Attachment D** Enhanced Driver Licenses and Non-Driver Identification Cards Brochure
- W-515X** Systematic Alien Verification for Entitlements (SAVE) Referral (Rev. 10/11/13)



Personal description of holder as of date of naturalization

We the People

PASSPORT

TRAVEL DOCUMENT



United States of America



U.S. DEPARTMENT OF HOMELAND SECURITY, U.S. Citizenship and Immigration Services

**EMPLOYMENT AUTHORIZATION CARD**

The person identified is authorized to work in the U.S. for the validity of this card.

NAME VOID, VOID V

*Lee W. Cristofolini*

A# 000-000-051  
CARD# SRCC0000000051

Birthdate 01/04/54 Category M Sex M

Country of Birth China, People's Republic of

NOT VALID FOR REENTRY

CARD VALID FROM 01/01/80 EXPIRES 01/01/80




HAPPY

Nationality / Nation UNITED STATES OF AMERICA

Date of birth / Date 04 JUL 1964

Place of birth / Location WASHINGTON

Date of issue / Issue 28 AUG 2008



U.S. DEPARTMENT OF HOMELAND SECURITY

**PERMANENT RESIDENT CARD**

NAME VOID, VOID V

A# 000-000-039

Birthdate 01/01/20 Category F Sex F

Country of Birth El Salvador

CARD# 0102/80

Resident Since 01/01/80




# Guide to Selected U.S. Travel and Identity Documents

Prepared by the Forensic Document Laboratory



U.S. Immigration and Customs Enforcement

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## **Attachment A**

This guide is intended to assist those tasked with examining travel and employment authorization documents. It contains color photographs of the most commonly used documents, but it is not comprehensive. There are earlier valid revisions of some illustrated documents and other less common documents that are not illustrated here.

Because the attachments are reproductions, the exact size and color may deviate from the original. Do not make identifications based on size and/or color alone.

For any questions regarding the authenticity of the documents shown in this guide, please contact the nearest office of U.S. Immigration and Customs Enforcement (ICE).

## **General Information On Alien Status**

In accordance with the 14th amendment to the U.S. Constitution, any person born in and subject to the jurisdiction of the United States is a citizen of the United States at birth. U.S. citizenship may also be acquired through **DERIVATION** from a U.S. citizen parent when children are born abroad or through **NATURALIZATION** after meeting the necessary residency requirements. All persons not citizens or nationals of the U.S. are aliens, who are generally classified as **PERMANENT RESIDENTS** (immigrants), **NON-IMMIGRANTS** or **UNDOCUMENTED ALIENS**.

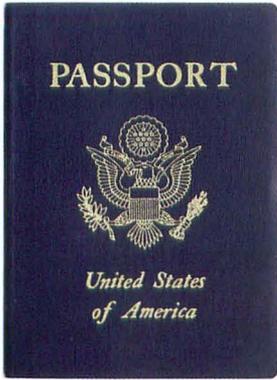
**PERMANENT RESIDENT ALIENS** enjoy almost all the same rights as U.S. citizens. This status may be obtained through a number of different procedures and, unless taken away administratively, is granted for life. Aliens with permanent residency must carry evidence of their status.

**NON-IMMIGRANT ALIENS** are admitted to the U.S. for a temporary period of time and for a specific purpose, most often as tourists. There are different categories of non-immigrants and they are identified through letter/number symbols (such as “B-2”). Non-immigrants are also required to present evidence of their lawful status in the U.S. to officers of ICE. This will usually consist of a passport containing a visa and an Arrival/Departure Record (Form I-94 or CBP I-94A).

**UNDOCUMENTED ALIENS** are those who may have crossed the border illegally and/or been smuggled into the interior of the U.S. or those who have violated their non-immigrant status by accepting unauthorized employment, remaining longer than permitted or committing some other violation. Some of these aliens purchase counterfeit documents or assume another person’s identity by using fraudulently obtained genuine documents.



**Attachment A**



The Emergency Passport booklet looks similar to the E-Passport, but it does not contain a chip and is only issued for a limited period of validity.



Older versions all of the U.S. passport remain valid until the expiration dates printed in the passport booklet.

# Attachment A

The current version of the **CERTIFICATE OF NATURALIZATION**, now issued by U.S. Citizenship and Immigration Services (USCIS), is similar to the previous version issued by the Immigration and Naturalization Service. It contains a gold embossed Great Seal of the United States in the top center portion. The watermark design, visible when the document is held up to a strong light, contains the emblem of the Department of Homeland Security (DHS).



DHS watermark

# Attachment A

Older versions of the certificate of naturalization continue to serve as valid evidence of U.S. citizenship. The last version issued by the INS was similar to the current DHS certificate. It too bore a gold embossed Great Seal of the United States in the top center portion. The watermark design contained the the Department of Justice seal and the letters “USA.”



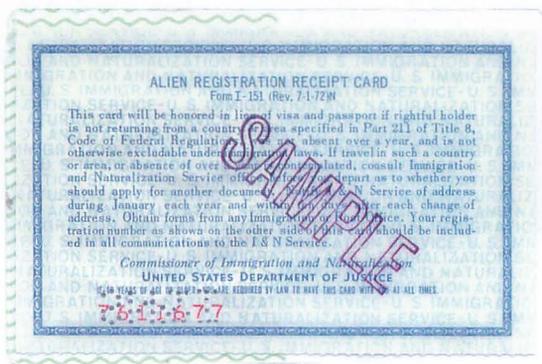
## Department of Justice watermark

Earlier versions of the certificate had gray or beige background designs and did not contain the embossed seal. Original certificates of naturalization were printed on watermarked paper.

## Attachment A

Forms I-151 and I-551 are issued to aliens who have been granted permanent resident status in the United States. They retain this status while in this country. The bearer is required to have this card in his/her possession at all times.

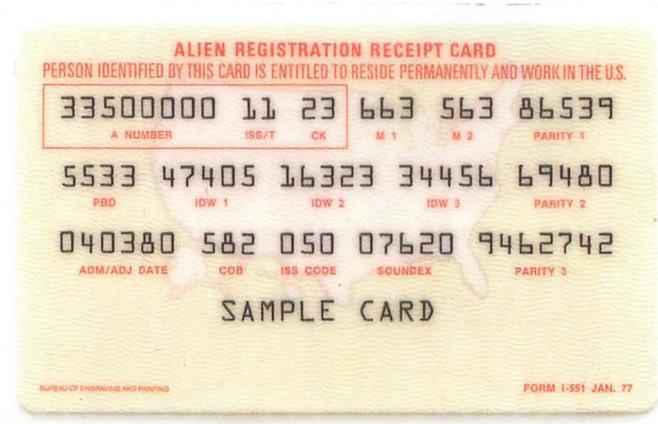
The first ALIEN REGISTRATION RECEIPT CARD, Form I-151, was introduced in 1946. Through 18 years of various revisions, it remained primarily green in color, causing it to become known as a "Green Card." This term is still used commonly, although the cards have not been green since 1959. The I-151 cards contained no expiration date and were only required to be renewed if the recipient was under the age of 14 at the time of issuance or if the card was lost or stolen. As of March 20, 1996, the Form I-151 is no longer acceptable as evidence of permanent residence.



Form I-151

## Attachment A

The RESIDENT ALIEN CARD, Form I-551, was introduced in January 1977 and phased in over a period of time. In addition to the photograph, the I-551 contains the bearer's signature and fingerprint. As with the older I-151 cards, this version I-551 generally does not contain an expiration date.



Form I-551 (1977)

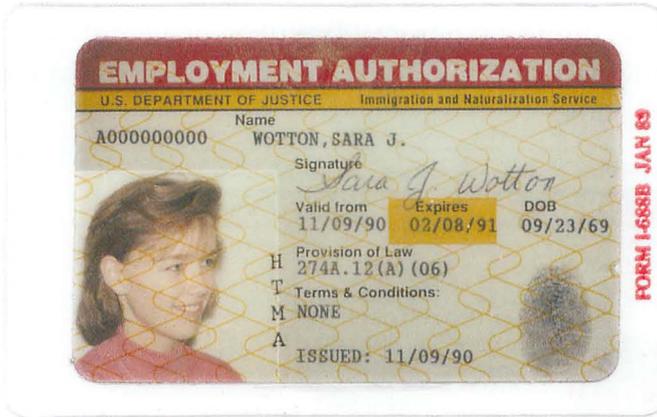






## Attachment A

This EMPLOYMENT AUTHORIZATION DOCUMENT, Form I-688B, was introduced in November 1989 and issued to aliens who were granted permission to be employed in the U.S. for a specific period of time. The card was produced with a Polaroid process and had interlocking gold lines across the front.



Form I-688B

In January 1997, INS began issuing a new EMPLOYMENT AUTHORIZATION CARD, Form I-766. The front of the card bore the photograph, fingerprint and signature of the bearer. The reverse contained a standard bar code, magnetic strip and a two-dimensional bar code which contains unique card, biographic and biometric data.



Form I-766 (1997)

# Attachment A

The EMPLOYMENT AUTHORIZATION CARD, Form I-766 was updated in May 2004. It incorporated the DHS seal but is otherwise similar to the previous version, with a photograph, fingerprint and signature of the bearer beneath a holograph film. The reverse side displays a standard bar code, magnetic strip and a two-dimensional bar code containing encoded data. The card was revised again in August 2004, using a full frontal face photograph instead of the three quarter face position. The reverse continues to bear the revision date of 05-2004.



Form I-766 (2004)



Reverse









**Attachment A**

When an alien has been granted admission into the U.S. by a U.S. Customs and Border Protection (CBP) Officer at an authorized Port of Entry, he/she will be issued an ARRIVAL/DEPARTURE RECORD, Form I-94, the bottom portion of which is stapled to a page in the alien's passport. This document shows how long the bearer may remain in the U.S. and the terms of admission. The I-94, not the non-immigrant visa, serves as evidence of legal status.

Departure Number		OMB No. 1651-0111
b2b633123 12		
I-94 Departure Record		
14. Family Name	S, A, M, P, L, E	
15. First (Given) Name	16. Birth Date (Day/Mo/Yr)	
J, A, N, E	2, 3, 0, 3, 6, 8	
17. Country of Citizenship	N, E, W, Z, E, A, L, A, N, D	
See Other Side	CBP Form I-94 (10/04) STAPLE HERE	

Form I-94

Nationals of some countries can enter the United States without a visa under the Visa Waiver Program. They are given a green I-94W and permitted to remain in the United States up to 90 days.

Departure Number		OMB No. 1651-0113
b95349308 12		
DEPARTMENT OF HOMELAND SECURITY U.S. Customs and Border Protection VISA WAIVER		
14. Family Name	S, A, M, P, L, E	
15. First (Given) Name	16. Birth Date (day/mo/yr)	
J, O, H, N	1, 9, 0, 7, 7, 2	
17. Country of Citizenship	U, N, I, T, E, D, K, I, N, G, D, O, M	
See Other Side	CBP Form I-94W (10/04) Staple Here	

Form I-94W

# Attachment A

USCIS can extend a period of admission or change a non-immigrant status after an I-94 has been issued. The approval for an extension or change of status is shown on an I-797A Approval Notice.

Department of Homeland Security  
U.S. Citizenship and Immigration Services

I-797A, Notice of Action

---

**ALLIANCE FOR THE AMERICAN PEOPLE**

PETITION NUMBER LIN-06-188-5	CATEGORY 1519	APPLICATION TO EXTEND/CHANGE NONIMMIGRANT STATUS
RECEIVED BY May 22, 2006	PRODMYTYPE 	AGENCY 
SUBMITTED BY July 24, 2006	PAGE 1 of 1	STATUS 

Notice Type: Approval Notice  
 Class: B2  
 Valid from 05/20/2006 to 11/19/2006

The above application for extension of temporary stay is approved. The temporary stay of the named applicant(s) is authorized to the date indicated above. An updated Form I-94 is attached.  
 If the applicant has an authorized representative, this notice has also been mailed to the representative.  
 Please read the back of this form carefully for more information.  
 THIS FORM IS NOT A VISA AND MAY IT BE USED TO PLACE ON A VISA.



Please see the additional information on the back. You will be notified separately about any other cases you filed.  
 MEMPHIS SERVICE CENTER  
 U. S. IMMIGR. & NATZ. SERVICE  
 P.O. BOX 25221  
 LINCOLN NE 68501-2521  
 Customer Service Telephone: 800-375-5283  
 Form I-797A (Rev. 09/07/03)N



---

PLEASE TEAR OFF FORM I-94 PRINTED BELOW, AND STAPLE TO ORIGINAL I-94 IF AVAILABLE

Detach This Half for Personal Records Receipt # LIN-06-188-5 I-94# 051 12 NAME K , CLASS B2 VALID FROM 05/20/2006 UNTIL 11/19/2006 PETITIONER: K , E CHICAGO IL	051 12 Receipt Number LIN-06-188-5 Immigration and Naturalization Service I-94 Departure Record      Petitioner:
--	---

14. Family Name K	16. Date of Birth
15. First (Given) Name E	17. Country of Citizenship POLAND

Form I-797A (Rev. 10/31/05) N

## Form I-797A

The lower portion of the form replaces the original I-94, but it does not require any endorsing stamp.

---

PLEASE TEAR OFF FORM I-94 PRINTED BELOW, AND STAPLE TO ORIGINAL I-94 IF AVAILABLE

Detach This Half for Personal Records Receipt # LIN-06-188-5 I-94# 051 12 NAME K , E CLASS B2 VALID FROM 05/20/2006 UNTIL 11/19/2006 PETITIONER: K , E CHICAGO IL	051 12 Receipt Number LIN-06-188-5 Immigration and Naturalization Service I-94 Departure Record      Petitioner:
--	---

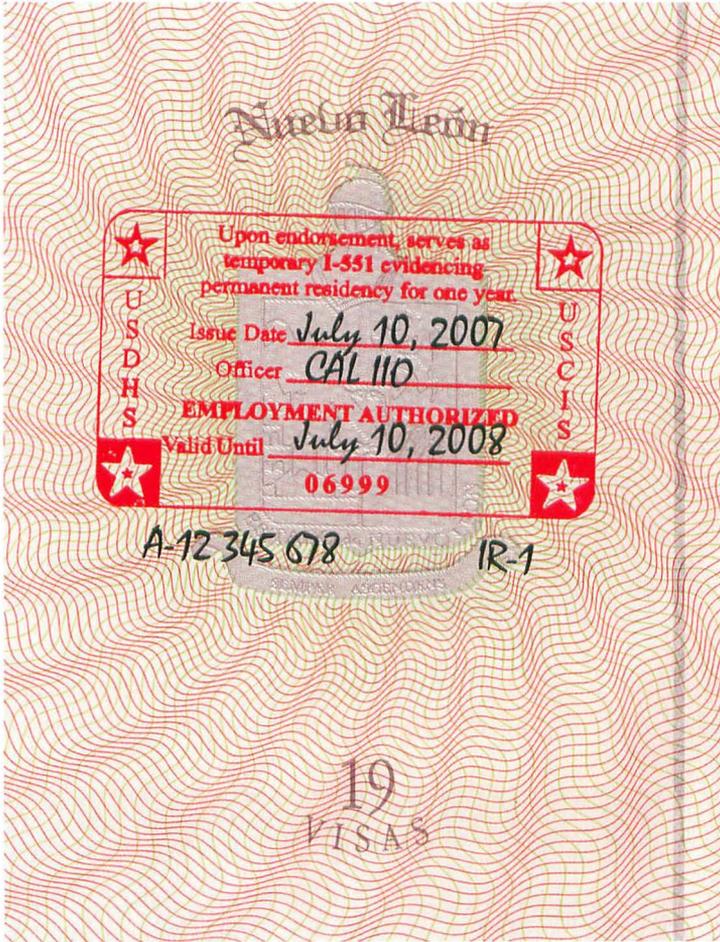
14. Family Name K	16. Date of Birth
15. First (Given) Name E	17. Country of Citizenship POLAND

Form I-797A (Rev. 10/31/05) N



**Attachment A**

Some immigrants may have an impression of an ADIT stamp as proof of permanent residence without an immigrant visa. This stamp serves as evidence of immigrant status until the bearer receives a Permanent Resident Card.



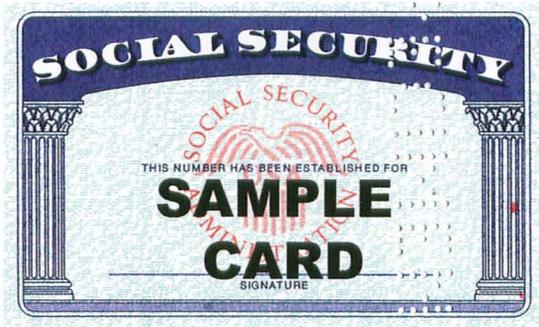
The current USCIS stamp is shown above. ADIT stamps in other formats may also be encountered. Similar stamp impressions are used to demonstrate refugee or asylum status.

## Attachment A

Although SOCIAL SECURITY CARDS are not immigration documents, they are mentioned here because they are often used as identification and to establish employment authorization.

Social Security cards have been issued since 1936 and have been revised more than 20 times. Originally, the Social Security card contained the seal of the Department of Health, Education, and Welfare. In May 1980, the seal changed to that of the Department of Health and Human Services. In April 1995 the seal was changed again to that of the Social Security Administration. Some counterfeiters have failed to notice these changes.

In October 1983, security features were added to the card. All Social Security cards issued since October 1983 have been printed with raised (intaglio) printing and the signature line consists of microline printing of the words "SOCIAL SECURITY ADMINISTRATION" in a repeating pattern.



This card belongs to the Social Security Administration and you must return it if we ask for it.

If you find a card that isn't yours, please return it to:  
Social Security Administration  
P.O. Box 33008, Baltimore, MD 21290-3008

For any other Social Security business/information, contact your local Social Security office. If you write to the above address for any business other than returning a found card you will not receive a response.

Social Security Administration  
Form SSA-3006 (11-2006)

F 15532006

## **Attachment A**

To order copies of this document,  
“**Form M-396; Guide to Selected U.S. Travel and Identity Documents,**”  
please complete the appropriate form and mail or fax to:

**Customs and Border Protection  
National Distribution Center**

P.O. Box 68912  
Indianapolis, IN 46268

**Fax: 317-290-3046**

For government requests, please use **Form CBP-3039**.

All other requests should use **Form CBP-262**.

Links for these forms may be found in the  
Forensic Document Laboratory fact sheet  
posted on ICE's Web site:

**[www.ice.gov](http://www.ice.gov)**

**Attachment A**



**U.S. Immigration  
and Customs  
Enforcement**

Form M-396  
4/2008

## Accessing Systematic Alien Verification for Entitlements (SAVE) and Monitoring Cases

### Accessing SAVE

SAVE is accessed either from the Internet or from POS.

### Accessing SAVE from the Internet

- Enter the SAVE Internet address below, press ENTER, and a security alert pops up. Click **OK** to continue. The **USCIS Verification Information System Logon** screen will open (see screen shots on page 2):

<https://save.uscis.gov/Web/vislogin.aspx?JS=YES>

**Note:** To place the SAVE icon on your desktop, click on the **e** icon in the address field and drag it onto the desktop. Right click on the icon and rename it SAVE.

Click and drag the **e** icon onto the desktop

Enter address here

Place the SAVE icon on to the desktop

Home - Microsoft Internet Explorer provided by Human Resources Administration

Address bar: https://save.uscis.gov/Web/vislogin.aspx?JS=YES

File Edit View Favorites Tools Help

Home

NYC Human Resources Administration  
Department of Social Services

HRA Internet | NYC.gov | CityShare

Home | Commissioner's Office | OSR | Facilities & Moves | EEO | News & Communications | Staff Directory

**MY CITYTIME & PAYCHECK**

- CityTime Log In
- CityTime Self-Paced Training
- CityTime: Desk Reference
- 2013 Holiday Schedule
- 2013 Pay Calendar
- Employee Self-Service Website
- Know Your Paycheck

**MY BENEFITS**

- Health Benefits Rates
- Pension Information
- Deferred Comp Seminars
- Transit Benefit Program
- Designation of Beneficiary Form

**MY CAREER**

- Exams for Jobs
- HRA Jobs
- Citywide Jobs

**PROGRAM UPDATES**

- For the latest information on Medicaid, please visit: [MAP's Medicaid Changes page](#)
- HRA Works Toward Placing Over 88,000 New Yorkers in Jobs!**  
HRA is working toward its ambitious goal of helping 88,000 clients find jobs in 2013. As of August 3, 2013, HRA has helped place 46,288 clients in jobs.

**NEWS & NOTEWORTHY**

**FITDADS FITKIDS**

**HRA at Summer Streets Celebration**  
HRA supported NYC DADS on August 10 to promote a Fit Dads Fit Kids give-away of backpacks and other goodies as part of the Department of Transportation's Summer Streets celebration.  
[Read more](#)

**Happy Anniversary to the Commissioner's Excellence Award**  
On August 14, 2012, HRA debuted a new way for staff to thank their fellow employees and recognize that "Great Work Happens Every Day."  
[Read More](#)

**HRA Helps Prepare New Yorkers for Federal Health Care Reform**  
Significant changes are coming to the health insurance landscape of New York City due to the

**PROGRAM AREA**

-- Select Program Area

[Integrity and C](#)

[Commissioner's E](#)

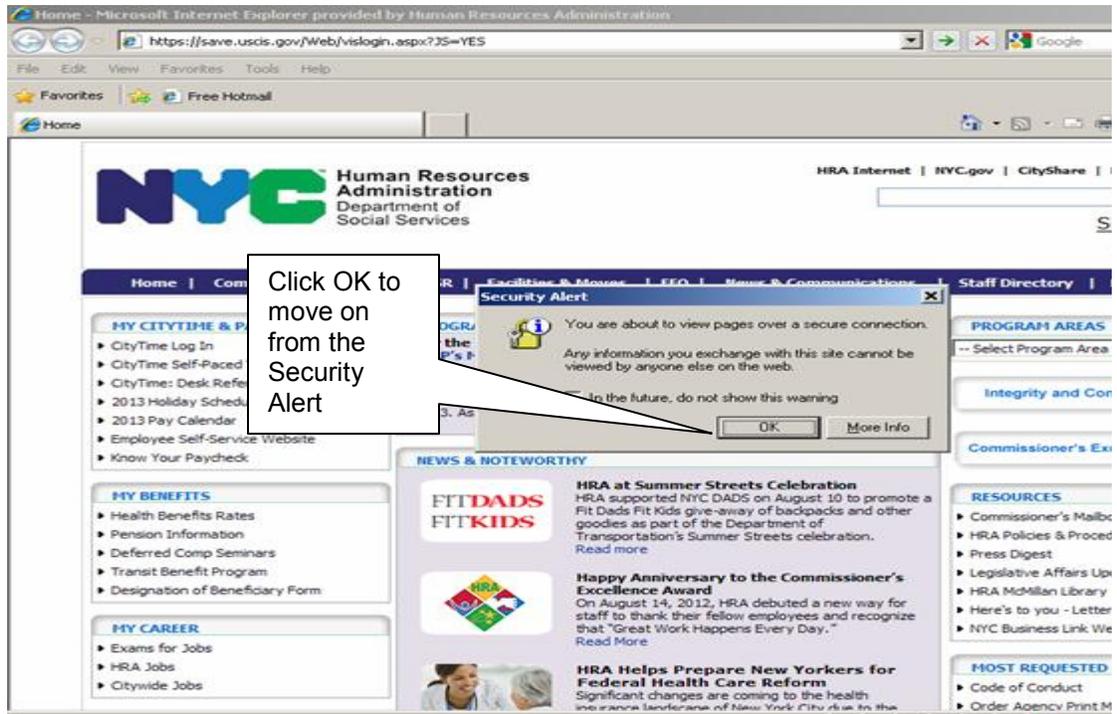
**RESOURCES**

- Commissioner's Mai
- HRA Policies & Proc
- Press Digest
- Legislative Affairs t
- HRA McMillan Librar
- Here's to you - Let
- NYC Business Link

**MOST REQUESTE**

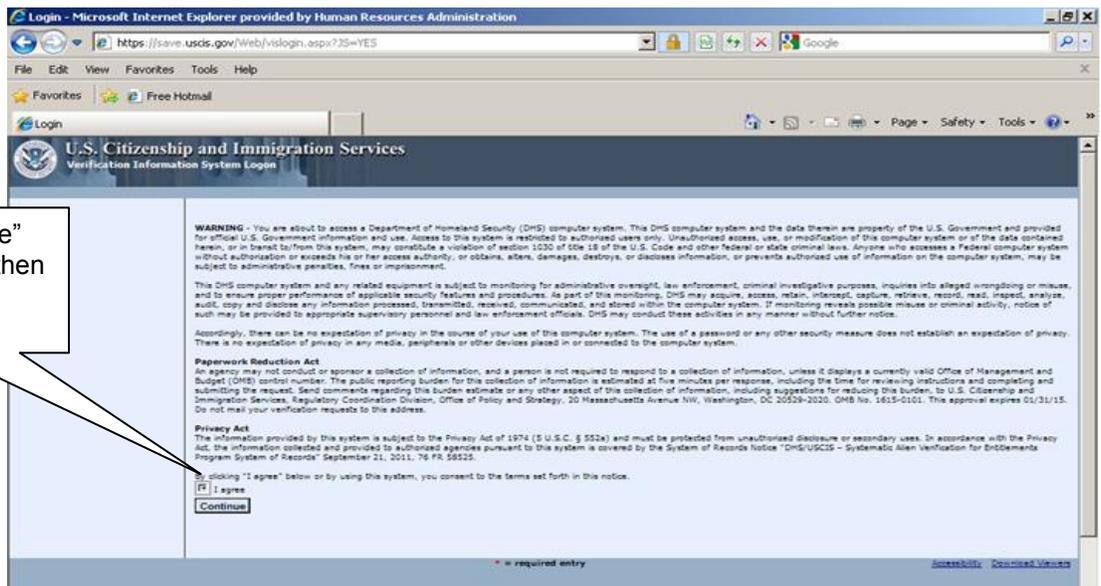
- Code of Conduct
- Order Agency Print

Local



Security Alert Screen

This will take you the USCIS Verification Information System Logon screen



USCIS Verification Information System Logon

Check the "I agree" radio button and then click continue.

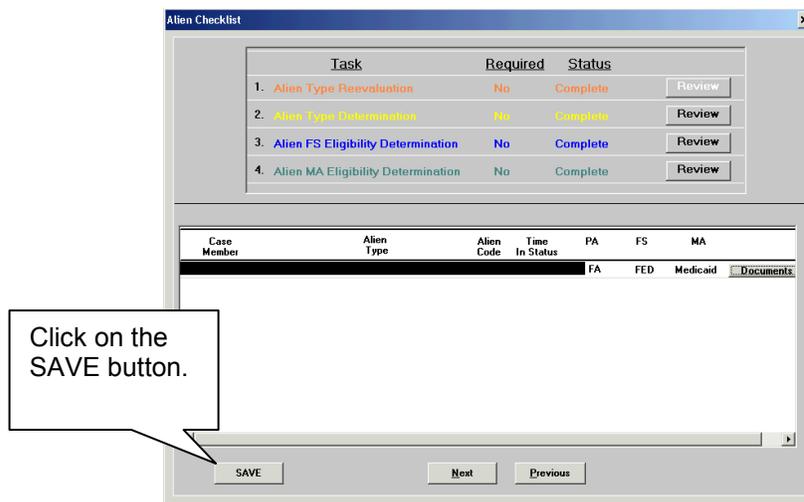
After clicking continue, the SAVE Liaison must enter their User ID and password, and then click the Login Button.



Only SAVE Liaisons will have access

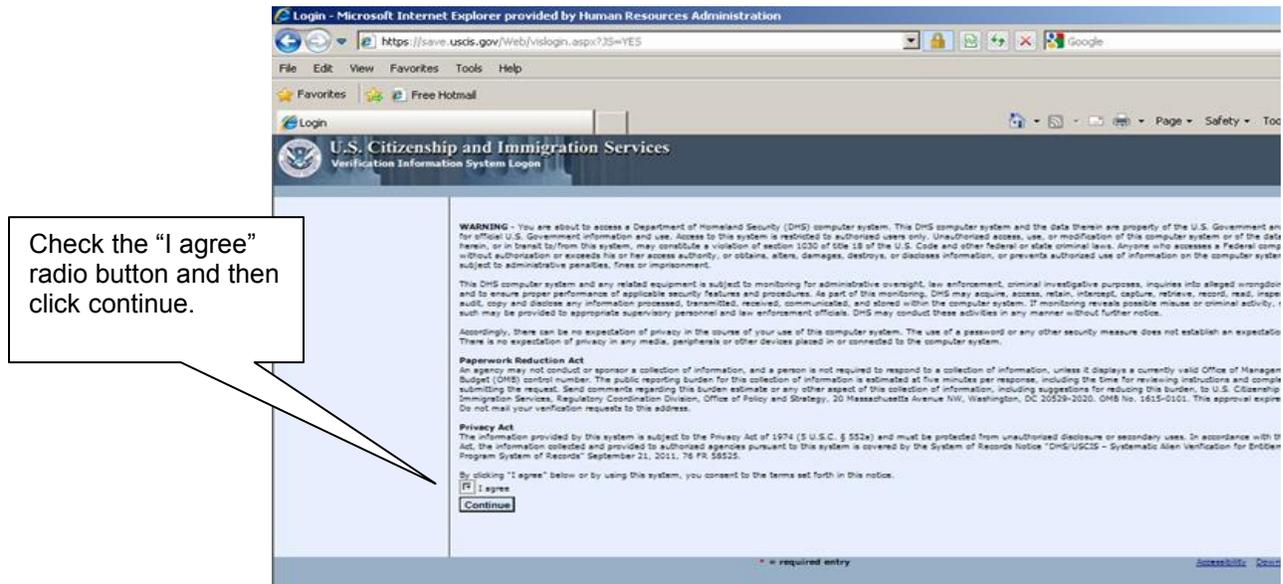
Accessing SAVE from POS

- Click on the **SAVE** button from the **Alien Checklist** screen and the **Security Alert** screen (same as the one on page 2) will appear.



- The **USCIS Verification Information System Logon** screen appears.

### USCIS Verification Information System Logon Screen



- Click in the box **I agree** radio button then click **Continue** and the **Login** screen appears.

### Login Screen



- Enter your **User ID** and enter your **Password**. The password is case-sensitive so enter it exactly as provided to you. (If you have forgotten your **Password** or **User ID**, click on **Forgot your password?** or **Forgot your User ID?** at the bottom of the screen).
- Click **Login** to continue.

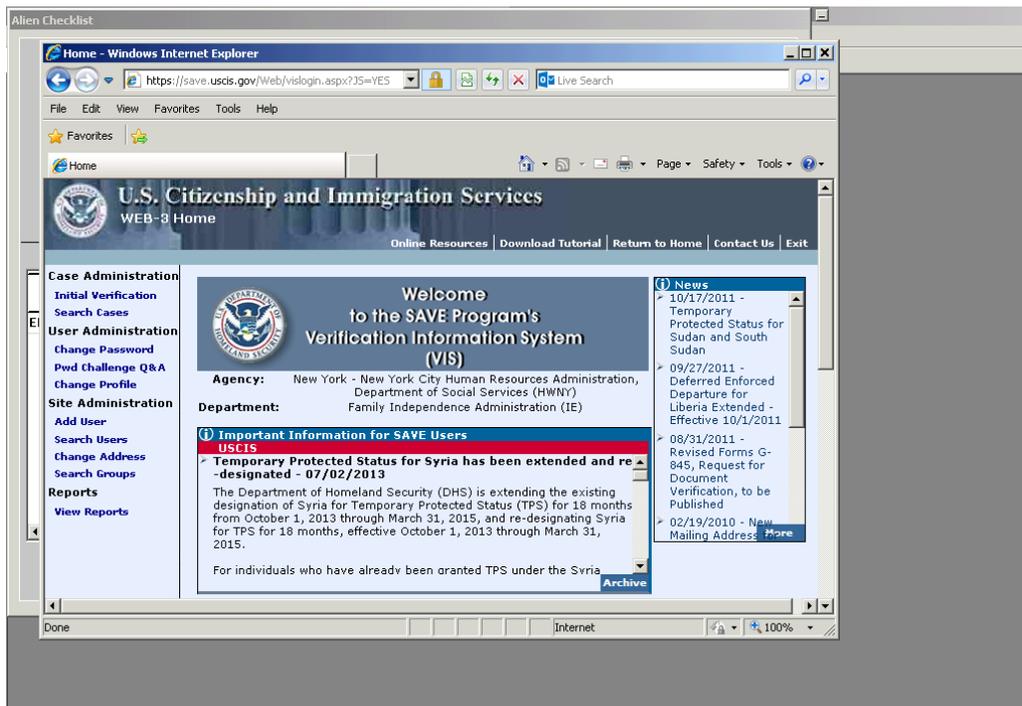
Changing Your Password

You are required to change your password when you log onto the system for the first time.

- Enter the current password in the **Old Password** field.
- Enter a new password in the **New Password** field as follows. The new password must be 8 to 14 characters and include at least three of the four following password criteria:
  - Uppercase letter like **Y**,
  - Lowercase letter like **b**,
  - A number like **7**, and
  - A special character (! @ \$ % \* , < > ? : ; { } + - ~).
- Enter the new password in the **Re-Type New Password** field.
- Enter your password challenge questions and answers.
  - Select your three challenge questions and enter your three answers.
  - Click **Submit** and you will be allowed into the system.

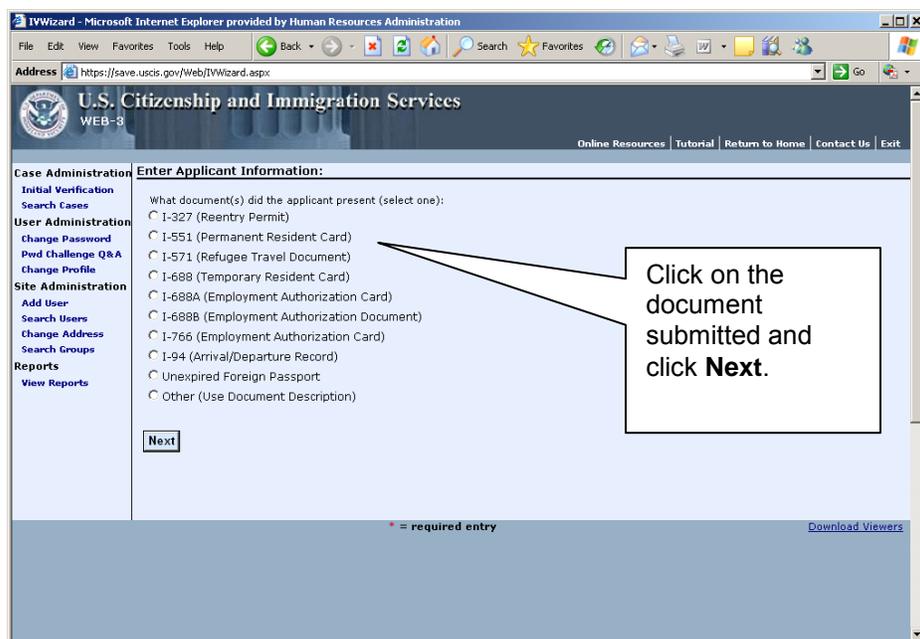
Enter Old and New Passwords	
Old Password:	<input type="text"/> *
New Password:	<input type="text"/> *
Re-type New Password:	<input type="text"/> *
Enter Password Challenge Questions and Answers	
<b>Password Challenge Question #1</b>	
	-- select a preferred question -- <input type="button" value="v"/>
Answer:	<input type="text"/> *
<b>Password Challenge Question #2</b>	
	-- select a preferred question -- <input type="button" value="v"/>
Answer:	<input type="text"/> *
<b>Password Challenge Question #3</b>	
	-- select a preferred question -- <input type="button" value="v"/>
Answer:	<input type="text"/> *
<input type="button" value="Submit"/>	

- The **Welcome to the SAVE Program's Verification Information System (VIS)** screen will appear.



- Click on the desired option. If **Initial Verification** or **Additional Verification** is selected, the first **Enter Applicant Information** screen will appear.

**Enter Applicant Information (First Screen)**



- Select the document that represents the documentation provided by the applicant/participant.
- Depending on which document was selected, one of the following second **Enter Applicant Information** screens will appear.

### Enter Applicant Information (Second Screen if I-551 selected)

- Enter the **Alien Number**, **Card Number**, **Last** and **First Name**, **Date of Birth** and select **Emergency Assistance**, **Food Stamps**, **Medicaid** or **TANF** (depending on program) from the **Benefits** menu.
- Click on **Next** and the **Confirm Applicant Information** screen appears.

### Enter Applicant Information (Second Screen if I-94 selected)

- Enter the **I-94 Number, Last and First Name, Date of Birth** and select **Emergency Assistance, Food Stamps, Medicaid** or **TANF** (depending on program) from the **Benefits** drop-down menu.
- Click on **Next** and the **Confirm Applicant Information** screen appears.

**Enter Applicant Information (Second Screen if I-766 selected)**

The screenshot shows the 'Enter Applicant Information' screen in the IVWizard application. The form contains the following fields and options:

- Alien Number:** Text input field with an asterisk and a question mark icon.
- Last Name:** Text input field with an asterisk and a question mark icon.
- First Name:** Text input field with an asterisk and a question mark icon.
- Middle Initial:** Text input field.
- Date of Birth:** Text input field with an asterisk and a question mark icon, format (mm/dd/yyyy).
- Doc. Expiration Date:** Text input field with an asterisk and a question mark icon, format (mm/dd/yyyy).
- Benefits:** A dropdown menu with the following options: Emergency Assistance, Food Stamps, Medicaid, and TANF. The 'Emergency Assistance' option is selected.

A callout box with a white background and black border points to the required fields, containing the text: "Complete the required fields indicated by an asterisk." At the bottom of the form, there are 'Back' and 'Next' buttons, and a note that '\* = required entry'.

- Enter the **Alien Number, Last and First Name, Date of Birth, Document Expiration Date**, and select **Emergency Assistance, Food Stamps, Medicaid** or **TANF** (depending on program) from the **Benefits** drop-down menu.
- Click on **Next** and the **Confirm Applicant Information** screen appears.

**Enter Applicant Information (Second Screen if Other selected)**

The screenshot shows the 'Enter Applicant Information' screen in the IVWizard application for the 'Other' category. The form contains the following fields and options:

- Alien Number:** Radio button selected, text input field with an asterisk and a question mark icon.
- I-94 Number:** Radio button unselected, text input field with an asterisk and a question mark icon.
- SEVIS ID:** Text input field with an asterisk and a question mark icon.
- Last Name:** Text input field with an asterisk and a question mark icon.
- First Name:** Text input field with an asterisk and a question mark icon.
- Middle Initial:** Text input field.
- Date of Birth:** Text input field with an asterisk and a question mark icon, format (mm/dd/yyyy).
- Doc. Expiration Date:** Text input field with an asterisk and a question mark icon, format (mm/dd/yyyy).
- Other Document Description:** Text input field with an asterisk and a question mark icon.
- Benefits:** A dropdown menu with the following options: Emergency Assistance, Food Stamps, Medicaid, and TANF. The 'Emergency Assistance' option is selected.

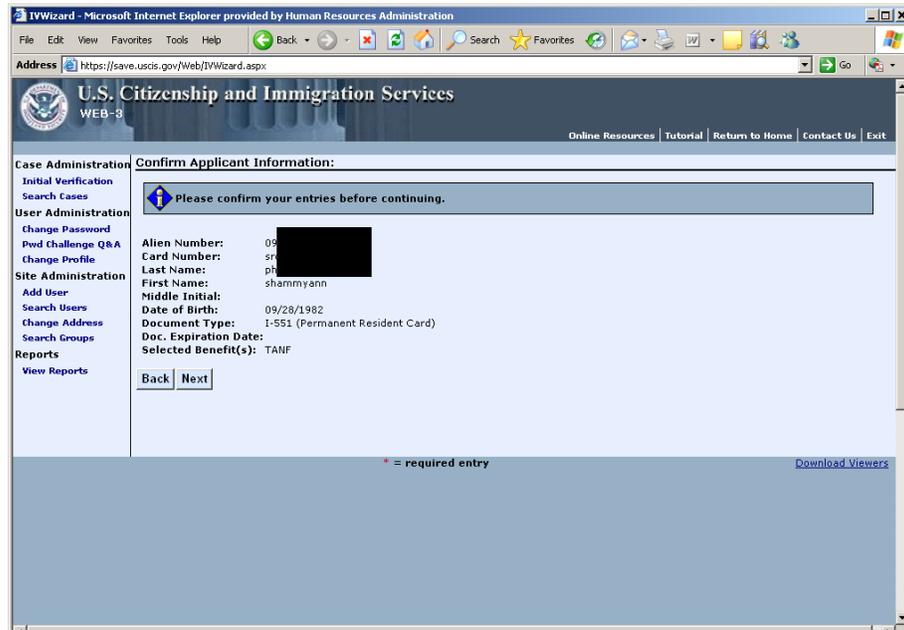
A callout box with a white background and black border points to the required fields, containing the text: "Complete the required fields indicated by an asterisk." At the bottom of the form, there are 'Back' and 'Next' buttons, and a note that '\* = required entry'.

- Enter the **Alien Number**, **I-94 Number**, **Last and First Name**, **Date of Birth**, **Other Document Description**, and select **Emergency Assistance**, **Food Stamps**, **Medicaid** or **TANF** (depending on program) from the **Benefits** drop-down menu.
- Click on **Next** and the **Confirm Applicant Information** screen appears.

### Confirm Applicant Information Screen

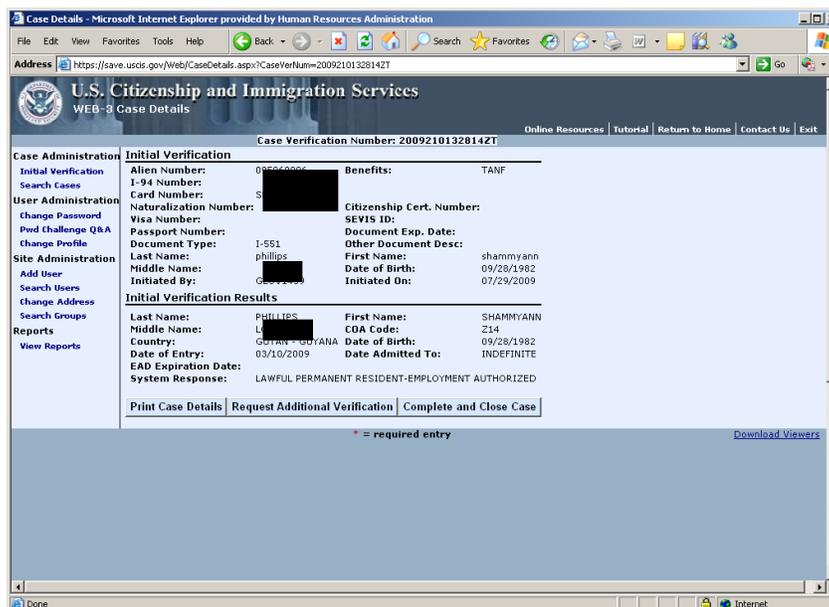
This screen appears after processing each of the documents, **I-551**, **I-776**, **I-94** and **Other**.

The screen displays the applicant's immigration status or a system message requesting additional verification.



- Verify that the information on the screen is correct. If it is, click **Next**, and the **Initial Verification** screen will appear. If the information isn't correct, click **Back** and reenter the correct information.

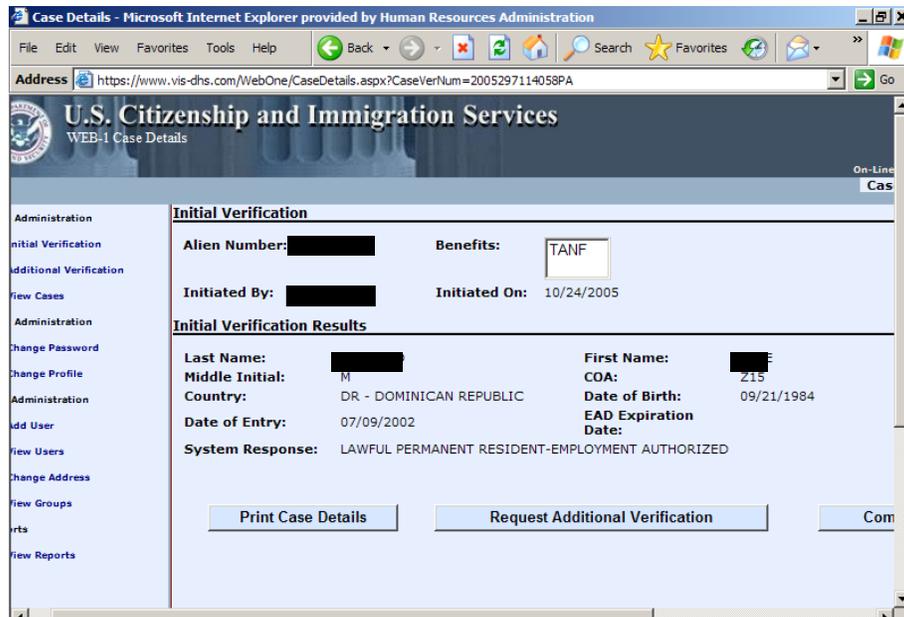
### Initial Verification Screen



If DHS is able to provide verification, it will be shown on this page. If additional information is required, the request will be shown on this page in the system response section.

- Click **Print Case Details** and the **Case Details** screen will appear.
- Click on **Request Additional Verification** if additional verification is required, and the **Enter Additional Verification Data** screen will appear
- Click **Complete and Close Case** if no additional information is needed.

### Case Details Screen



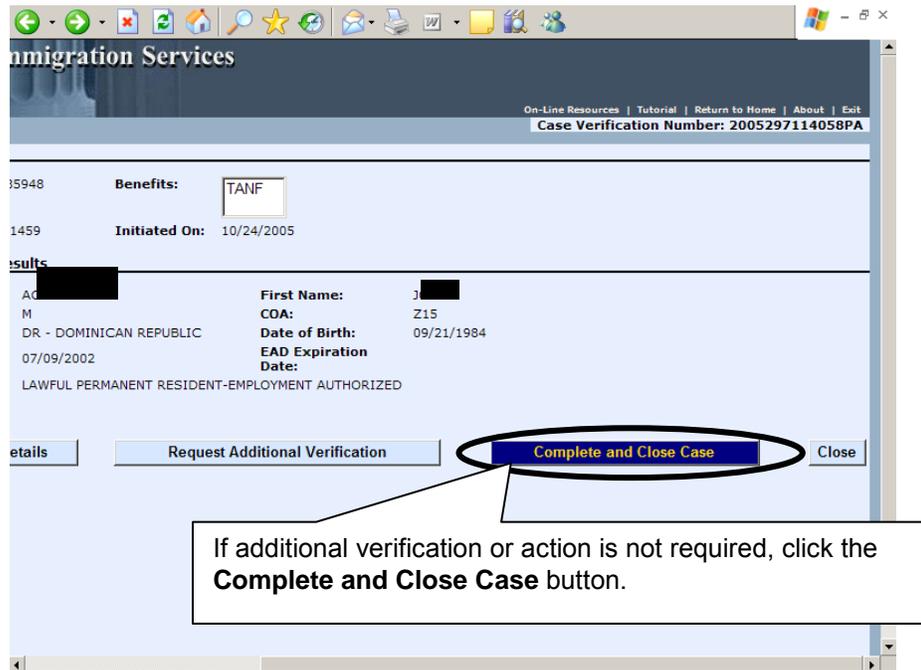
- Click on **Print Case Details** to display the verification information.

### Print View of Case Details Screen

Click the **Back** arrow to return to the previous screen.

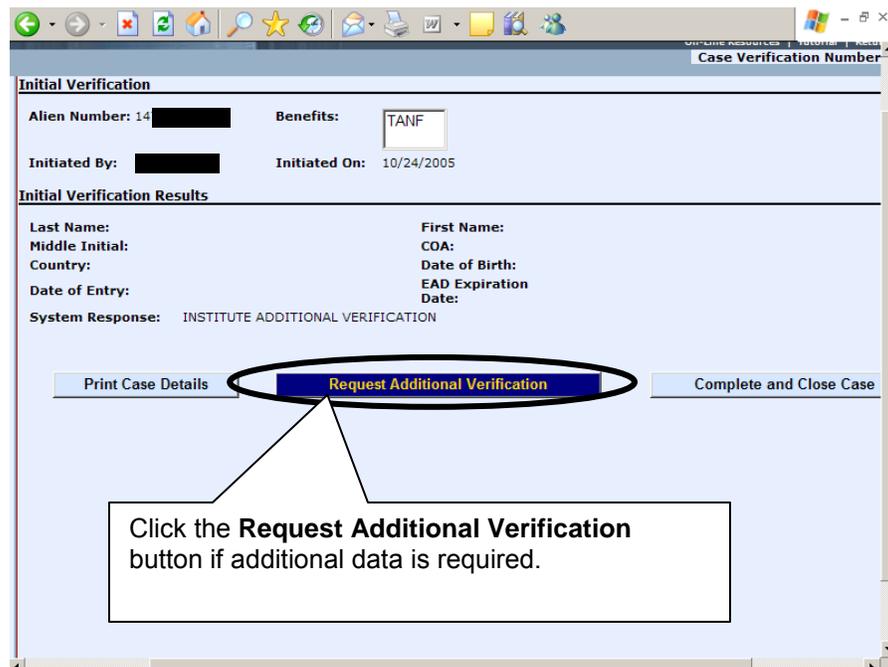
- Click on the Back arrow to return to the **Case Details** screen.

### Case Details Screen



- Click on **Complete and Close Case** (no additional verification or further action required).

### Case Details Screen



- If additional verification is required, click on **Request Additional Verification**, and the

Enter Additional Verification Data screen will appear.

**Enter Additional Verification Data Screen**

For applicants/participants with a Document type other than an I-94 form:

- Complete the required fields indicated by the asterisks. Enter **Last Name**, **First Name**, **Date of Birth** and select a **Document Type** from the drop-down list.
- Enter the **I-94** number, if available.
- Click **Submit Additional Verification** on the **Enter Additional Verification Data** screen to send the case to the Department of Homeland Security (DHS) for verification, and the **Case Details** screen will appear.

**Case Details Screen**

**Note:** The DHS verification response will take a minimum of three federal workdays. The SAVE Liaison must access the **View Cases** feature on the **Welcome to the SAVE Program's Verification Information System (VIS)** screen to follow up on these cases.



- To print the pre-populated form, select **Print** from your File Web browser menu options or right click within the form and select **Print**.
- Complete the form and send it along with copies of the original documentation to:

U. S. Citizenship and Immigration Services  
 10 Fountain Plaza, 3rd Floor  
 Buffalo, NY 14202

Attn: Immigration Status Verification Unit

Responses to third-step verification will be returned within 10-20 Federal workdays and can be found in your case list under "Cases with Third-Step Verification Responses". The below image depicts the final determination after the MPA has provided a response.

Case Verification Number: 2008190085044AV			
<b>Initial Verification</b>			
Alien Number: 123456789	Benefits:	Background Invest	
Initiated By: LLOPWONE	Initiated On:	07/08/2008	
<b>Initial Verification Results</b>			
Last Name:		First Name:	
Middle Name:		COA:	
Country:		Date of Birth:	
Date of Entry:		EAD Expiration Date:	
System Response:	INSTITUTE ADDITIONAL VERIFICATION		
<b>Additional Verification</b>			
Last Name:	Last	First Name:	Name
Middle Name:		A.K.A.:	
I-94 Number:		Date of Birth:	02/02/1970
User Case Number:		Doc. Expiration Date:	
Document Type:	I-551	Special Comments:	Test
Doc. Description:		Initiated On:	07/08/2008
Initiated By:	LLOPWONE		
<b>Additional Verification Results</b>			
DHS Response:	Resubmit Doc (2 Sided Needed)		Expires On:
COA Code:		Date Admitted To:	
USCIS Benefits:		Response Date:	07/09/2008
Revocation Date:			
DHS Comments:			
<b>Third Level Verification</b>			
Initiated By:	LLOPWONE	Initiated On:	07/09/2008
<b>Third Level Verification Results</b>			
DHS Response:	Lawful Permanent Resident		Expires On:
COA Code:		Date Admitted To:	
USCIS Benefits:		Response Date:	07/09/2008
Revocation Date:			
DHS Comments:	Test		
<input type="button" value="Print Case Details"/> <input type="button" value="Complete and Close Case"/> <input type="button" value="Close"/>			

- Click on **Print Case Details** and the screen below prints.

Print View of Case Details Screen

Click here to return to the **Enter Initial Verification Information** screen to enter a new case.

SENSITIVE BUT UNCLASSIFIED		
Department of Homeland Security SAVE Program		Report Prepared: 10/24/2005 Page: 1 of 1
Case Verification Number: 2005297114850KD		
<b>Initial Verification:</b>		
Alien Number:	Benefits:	TANF
Initiated By:	Initiated On:	10/24/2005
<b>Initial Verification Results:</b>		
Last Name:	First Name:	
Middle Initial:	COA:	
Country:	Date of Birth:	
Date of Entry:	EAD Expiration Date:	
System Response:	INSTITUTE ADDITIONAL VERIFICATION	
<b>Additional Verification:</b>		
Last Name:	First Name:	dennis
Middle Initial:	A.K.A.:	
I-94 Number:	Date of Birth:	07/07/1943
User Case Number:	Doc. Expiration Date:	
Document Type:	Special Comments:	
Doc. Description:		
Initiated By:	Initiated On:	10/24/2005
<b>Additional Verification Results:</b>		
DHS Response:	DHS Verification in Process	
Expires On:	Response Date:	
DHS Comments:		
<b>Case Closure Information:</b>		
Closed By:	Date:	

- Scan and index the Verification Results page
- Click on the **Complete and Close Case** button

Monitoring the Department of Homeland Services (DHS) Verification Process

To monitor cases that have been submitted to DHS for verification:

- Click on **View Cases**, and the **Enter Case Search Criteria** screen will appear.

Welcome to the SAVE Program's VIS Screen



- Enter search criteria and Click **Display Case Summary List**.

### Enter Case Search Criteria Screen

Select your group or all open HRA cases will display.

For locations with more than one liaison, staff should select his/her name from the drop-down menu.

When the **Case Summary List** screen appears, the system defaults to “All Open Cases.” To search for open cases or cases awaiting a response from DHS, select search cases and this screen appears. You must select the group you are in to narrow the search or your search will include all open cases for HRA. You are grouped by your location (e.g., Melrose JC/40, 180 Water St., etc.)

### Case Summary List Screen

Case Number	Verification Number	Alien Number	System Response	Date of COA Entry	Last Name	First Name	M.I.	Initial Ver. By	Initial Ver. Date	Additional Ver. By	Additional Ver. Date	Closed By	Closed Date
2007			Resubmit Doc (Need copy original)	DAS					05/01/2		05/01/2007	60_DAY_CLOSE	07/07/2007
2007			Parolee						04/13/2		04/13/200		04/26/2007
2007			Parolee	CP	09/02/198				04/03/2		04/03/200		04/13/2007
2007			Resubmit Doc (Need copy original)	D1	05/13/197				03/27/2		03/27/200		06/05/2007
2007			Resubmit Doc (Need copy original)	PEN			M		02/05/2		02/05/200		04/04/2007
2007			INSTITUTE ADDITIONAL VERIFICATION						01/19/2				03/21/2007
2006			LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	F23	02/12/199				12/29/2				02/28/2007
2006			LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	IR0	05/10/200		K		09/05/2				09/05/2006
2006			Resubmit Doc (Need copy original)						06/29/2		06/29/200		09/12/2006
2006			INSTITUTE ADDITIONAL VERIFICATION						06/28/2006				08/28/2006

The **Case Summary List** screen lists all the cases based on the search criteria entered. It lists cases by the **Case Status**. The **System Response** column describes the action the SAVE Liaison must take to resolve the case.

- The SAVE Liaison must follow up on those cases with a status of **Cases with Additional Verification Response** first and then **Cases Requiring Action** second.
- Click on the desired case and a screen appears with either **Initial Verification Results** or **Initial Verification** appearing at the top.

**Initial Verification Results Screen**

Example of a case selected from **Case Summary List** screen that indicated a case status of "Case with Additional Verification Response" and a system response of "Resubmit Doc (Need copy of original)".

- The screen is complete and indicates "Resubmit Doc (Need copy of original)."
- Click **Print Case Details** and the Print screen will appear. Click the back arrow on the Print screen to return to the previous **Case Detail** screen.
- Click **Print G-845** form.

Example of a case selected from **Case Summary List** screen that indicated a case status of “Case Requiring Action” and a system response of “Lawful Permanent Resident-Employment Authorized.”

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

Case Verification Number: 2009210132814ZT

Initial Verification

Alien Number: 03 [REDACTED] Benefits: TANF

I-94 Number: [REDACTED]

Naturalization Number: SR [REDACTED]

Visa Number: [REDACTED]

Passport Number: [REDACTED]

Document Type: I-551

Last Name: phillips

Middle Name: [REDACTED]

Initiated By: GLOV1459

Citizenship Cert. Number: [REDACTED]

SEVIS ID: [REDACTED]

Document Exp. Date: [REDACTED]

Other Document Desc: [REDACTED]

First Name: shammyann

Date of Birth: 09/28/1982

Initiated On: 07/29/2009

Initial Verification Results

Last Name: [REDACTED]

Middle Name: [REDACTED]

Country: GUYAN - GUYANA

Date of Entry: 03/10/2009

EAD Expiration Date: [REDACTED]

System Response: LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED

First Name: SH [REDACTED]

COA Code: Z14

Date of Birth: 09/28/1982

Date Admitted To: INDEFINITE

Print Case Details | Request Additional Verification | Complete and Close Case

\* = required entry

Download Viewers

- The screen is complete and indicates “Lawful Permanent Resident-Employment Authorized,” so:
  - Click on **Print Case Details** – the results from the SAVE inquiry must be scanned and indexed into the case record.
  - Click on **Complete and Close Case** to close the case.

**Form G-845, Document Verification Request**

**Section A. To Be Completed by Registered Agency Only**

**To: U.S. Citizenship and Immigration Services (USCIS)**  
**Attn: USCIS SAVE Program Status Verification Office**

**From:** Type or Stamp Name and Address of Registered Agency

**Print clearly since USCIS may use above agency address with a No. 10 window envelope.**

1. Immigration Document Number:

Alien Registration Number (A-Number)

A-

I-94 (Arrival-Departure Record) Number

▶

Other immigration number (if A-Number/I-94 Number not available):

Identify document containing the other immigration number:

2. Applicant's name as shown on the immigration document (Last, First, Middle)

3. Nationality

4. Date of Birth (mm/dd/yyyy):▶

5. Social Security Number:

6. Student and Exchange Visitor Information System (SEVIS)

Number: ▶

7. Case Verification Number

8. Registered Agency Case Number

9. Check all that apply:

a. Photocopy of primary immigration document attached. **Ensure copies are legible.** If there is print on both sides of the immigration document, attach a copy of **front and back.**

b. Other Information Attached (specify documents):

**10. Benefit**

<input type="checkbox"/> TANF	<input type="checkbox"/> Unemployment Insurance
<input type="checkbox"/> Education Grant/ Loan/ Work Study	<input type="checkbox"/> Employment Authorization
<input type="checkbox"/> Food Stamps	<input type="checkbox"/> Social Security Number
<input type="checkbox"/> Housing Assistance	<input type="checkbox"/> SSI or RSDI
<input type="checkbox"/> Medicaid/Medical Assistance	<input type="checkbox"/> Driver's License/ID
<input type="checkbox"/> Background Check	
<input type="checkbox"/> Other (specify below)	

11. Name of Agency Official

12. Title of Agency Official

13. Telephone Number (include area code)

(  )  -

14. Fax Number (include area code):

15. Date (mm/dd/yyyy): ▶



**Section A. To Be Completed by Registered Agency Only (continued)**

**Registered Agency Comments**

**Section B. To Be Completed by USCIS**

**USCIS RESPONSES:** After review of the documents and/or information submitted, and/or of our records, we find that the document appears valid and relates to a/an:

- 1. **Lawful Permanent Resident** alien of the United States.
- 2. **Conditional Resident** alien of the United States.
- 3. Alien **employment authorized** in the United States as indicated:
  - a. No expiration (indefinite)
  - b. Expires on (mm/dd/yyyy):
  - c. Prior employment authorization date(s):
 

- 4. Alien **not employment authorized** in the United States.
- 5. Alien has an **application pending** for (specify USCIS benefit):
- 6. Alien **granted asylum or refugee** status in the United States.

- 7. Alien **paroled** into the United States under section 212 of the Immigration and Nationality Act (INA).
  - a. No expiration (Indefinite)
  - b. Parole granted on (mm/dd/yyyy):
  - c. Parole expires on (mm/dd/yyyy):
- 8. **Cuban/Haitian entrant** of the United States.
- 9. **Conditional entrant** of the United States.
- 10. **Nonimmigrant** alien.  
(Specify type or class below):
- 11. American Indian born in Canada to whom the provisions of section 289 of the INA apply. Date status recognized (mm/dd/yyyy):
- 12. U.S. Citizen.

**OTHER USCIS RESPONSES:**

- 13. USCIS is searching indices for further information.
- 14. This document is **not valid** because it appears to be: (Check all that apply)
  - a. Expired
  - b. Altered
  - c. Counterfeit



**Section C. USCIS Comments**

- 1. Unable to process request without an original consent of disclosure statement signed by the applicant. Resubmit request.
- 2. No determination can be made from the information submitted. Obtain copy of the original alien registration document. Resubmit request.
- 3. No determination can be made without seeing both sides of the documents submitted. Resubmit request.
- 4. Cannot read document copy. Resubmit request.
- 5. Other:

**USCIS Stamp**





The Peace Bridge - Buffalo, New York

As a result of the Intelligence Reform and Terrorism Prevention Act of 2004, significant changes to our nation's border security were mandated. One of these changes, known as the Western Hemisphere Travel Initiative (WHTI), requires a passport or other federally-approved identification document for all travel into the United States.

New York State DMV is issuing EDLs and Enhanced Non-Driver IDs which meet this requirement. These new documents allow for a convenient and cost-effective method of land or sea border crossing.

**Note:** An EDL cannot be used for air travel between the U.S. and other countries.

You can apply for your Enhanced Driver License (EDL) or Non-Driver ID at a DMV office.

For a complete list of DMV office locations, Frequently Asked Questions (FAQs), downloadable forms and more information on New York State's EDL program visit:

[www.nysdmv.com/edl.htm](http://www.nysdmv.com/edl.htm)

You may also call the NYS DMV EDL Helpline to speak with a representative Monday through Friday, except state holidays, from 8:00 a.m. to 4:00 p.m., at 1-518-474-9981.

SAMPLE

New!

NYS DMV

## Enhanced Driver Licenses and Non-Driver Identification Cards

For New York State Residents Who Are U.S. Citizens



[www.nysdmv.com](http://www.nysdmv.com)

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

David A. Paterson, Governor

David J. Swarts, Commissioner



# New York State's Enhanced Driver License - A Smart Way To Travel

An EDL- Your single, secure document for driving, identity and border crossings by land and sea between the U.S., Canada, Mexico, and some countries in the Caribbean\*

## WHAT IS AN ENHANCED DRIVER LICENSE /NON-DRIVER ID?

The Department of Motor Vehicles (DMV) Enhanced Driver License (EDL)/ non-driver ID can be used for land and sea border crossings between the U.S., Canada, Mexico, and some countries in the Caribbean\*. **It can be used instead of a passport as an IDENTITY and CITIZENSHIP document at these crossings, as well as for air travel within the U.S.** This new license is an option for NYS residents who are U.S. citizens. Commercial driver licenses (CDLs) and motorcycle licenses can also be issued as an EDL.

**Note: An EDL cannot be used for air travel between the U.S. and other countries.**

## HOW DOES AN EDL WORK?

The EDL contains a Radio Frequency Identification (RFID) tag with a unique number that can be read by specialized equipment at select border crossing locations.

**The RFID tag does not contain any personal information.**

Border agents will read the RFID tag or scan the Machine Readable Zone (MRZ) on the back of the card, simplifying your border crossing. RFID technology has been used safely for more than thirty years and can be found in car keys, bank cards and security access cards. **For added security, your card will be issued with a protective sleeve for storage when not in use.**

## BENEFITS OF AN EDL

**Convenience:** You will receive your EDL in approximately 2 weeks, the same amount of time as a regular driver license. A passport can take up to 4 weeks to receive. Because an EDL is the size of a regular driver license, it allows you to carry a single, wallet-sized secure document that meets your driving, identity and land and sea border crossing needs. Your EDL will always be available and ready for those frequent or unplanned trips across the border.

**Faster Border Crossings:** Select high-volume border crossings will be equipped with scanners to read your EDL, thus facilitating a faster entry than if you were carrying a passport.

**Cheaper than a Passport:** An EDL costs \$30 more than a driver license or non-driver ID and is less expensive than a passport. Your EDL is valid for up to 8 years, or up to 10 years for a non-driver ID. A passport costs \$100 (plus the cost of photos) and is valid for 10 years.

## APPLYING FOR YOUR ENHANCED DRIVER LICENSE OR NON-DRIVER ID

### Where can I get an Enhanced Driver License or Non-Driver ID?

New York State residents who are U.S. citizens can apply for an EDL at a DMV office.

### What documents are required to get an EDL or Non-Driver ID?

As part of the application process, you may be interviewed by a DMV representative about your documents. You must provide the following types of proofs:

- Proof of U.S. citizenship such as a U.S. passport, a birth certificate, a Certificate of Naturalization, a Certificate of Citizenship or a U.S. Consular Report of Birth Abroad
- Two proofs of New York State residence, such as a utility bill and a lease agreement with your name and your current address. **Note: Your NYS driver license, learner permit, or non-driver ID only qualifies as ONE proof of residence. Additional acceptable proofs may include a credit card statement or banking statement in your name and current address**
- Proof of identity such as a driver license, learner permit or non-driver ID card issued by New York State
- A first-time New York State applicant will be required to show his or her original Social Security Card. A current NYS license or NDID card holder who has a verified Social Security Number (SSN) on file will be permitted to show proof of his or her SSN with a Social Security Card or a W-2 form, Form 1099 (Income Tax Earning Statement) or a computer generated pay stub containing his or her full social security number.

**Please note that only original documents or government-issued copies will be accepted. Each time you renew your EDL document, there will be a \$30 fee in addition to the regular document fees. You do not have to visit a DMV office to renew your EDL. You may renew online.**

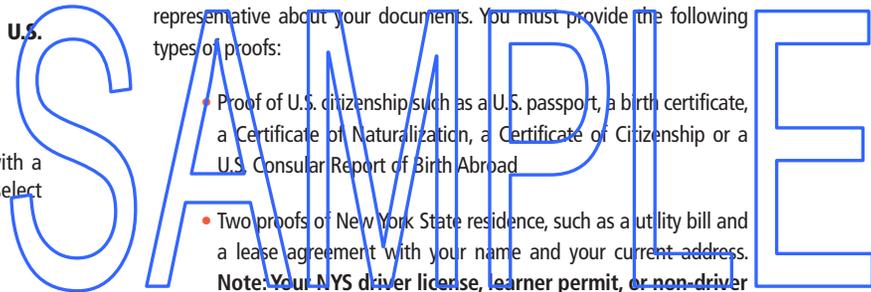
For a complete listing of accepted documents, visit <http://nysdmv.com/forms.htm>

## MINORS

### Can a child apply for an Enhanced Non-Driver ID?

**Yes.** A child **under the age of 16** who is applying for an enhanced non-driver ID must have his/her parent or guardian present.

- If a child is between the ages of 16 and 18 and **has the necessary proofs of identity**, the parent or guardian does not need to be present as long as they have signed the back of the MV-44 form giving their consent to allow the minor to apply for a junior license or non-driver ID.
- If the child is between the ages of 16 and 18, but **does not have necessary proofs of identity**, he/she must submit a MV-45 Statement of Identity and/or Residence by a Parent or Guardian, and his/her parent or guardian must be present to sign the form in the presence of a DMV representative.



Reverse side of EDL document

## SECURITY ENHANCEMENTS

All EDL's/Non-Driver ID's will have:

- A Machine Readable Zone on the back of the card to be scanned at the border.
- A Radio Frequency Identification (RFID) tag required by the Federal Government to facilitate faster, simpler identification checks at the border.

The face and reverse side of the EDL will not contain any personal information beyond that which normally appears on your regular NYS driver license or non-driver ID. It will feature the word "Enhanced" that identifies it as an enhanced driver license or non-driver ID, as well as the U.S. flag icon on the front of the card to indicate the cardholder is a U.S. citizen. The RFID tag stores an identification number specific to the card in which the tag is embedded. **It does not store any personal information.**

\*To verify the travel documents required, check with your local travel agent, cruise line or specific countries you plan to visit in the Caribbean.

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

Forward original to: **SAVE Liaison**

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

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

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

- Application       Recertification       Other Contact

**One Clearance per Referral**

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

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

\*Only required if Permanent Resident Card (Form I-551) issued from 1997 or later, or if Employment Authorization Document (Form I-766) is presented.

**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