	FIA ACTION TRANSMITTAL
DHS MARYLAND DEPARTMENT OF HUMAN SERVICES **Department of Human Services** **311 West Saratoga Street** **Baltimore MD 21201**	
Control Number: 19-20	**Effective Date: Immediately**
	Issuance Date: July 1, 2019

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

FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR

RE: SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE)
VERIFICATION

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY
DISABILITY ASSISTANCE PROGRAM (TDAP), AND
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
(SNAP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

The Systematic Alien Verification for Entitlements (SAVE) is a verification tool maintained by The United States Department of Homeland Security, Citizenship and Immigration Services (USCIS). This tool allows case managers to directly access and verify information on a customer's citizenship and immigration status.

To comply with federal regulations, local department case managers **must** run a SAVE query as part of the eligibility process for TCA and SNAP programs. FIA policy also requires case managers to run a SAVE query for TDAP eligibility. All additional verification procedures must be completed when prompted by the system. Failure to complete the additional verification timely may cause the incorrect denial or delay of benefits.

Lastly, although this policy applies to TCA, TDAP, and SNAP it is a best practice to also run SAVE for Medical Assistance only cases.

This AT replaces AT #10-30. AT#10-30 is now obsolete.

<u>Action Required</u>

All non-citizens applying for TCA, TDAP or SNAP benefits must present immigration documentation, or in some cases, verbally provide information from such documentation, that the local department issuing benefits determines is reasonable evidence indicating a satisfactory immigration status.

All local department case managers MUST run SAVE for non-citizen customers.

SAVE verification must be obtained when a non-citizen:

- Customer applies for benefits for the first time;
- Customer applies for benefits for the first time after leaving and subsequently returning to the country;
- Customer reports a change in immigration status or that he or she has naturalized; or
- Customer has an existing case, but at application, redetermination or interim change the case manager cannot verify SAVE was previously run.

SAVE documents must be uploaded to ECMS. The ALAS screen of CARES must be updated with the most current SAVE result and the case narration must be entered.

<u>Policy / Procedure Reminders</u>

- When the case manager inputs the customer information into the SAVE system, during the application/redetermination process, SAVE will respond with the immigration status or with directions to institute additional verification. Case managers must begin the additional verification steps when the system indicates. Upon receiving the additional information, the system provides the immigrant status or requests that the agency submit the immigrant's document for review.

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

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

- For some customers such as refugees and asylees, a previous immigration status may exempt them from the requirements of the 5-year bar despite their current status as reported by SAVE.

<u>SAVE Electronic Verification Process</u>

Initial Verification

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

System Response:

- The system returns the customer's current immigration status or a message prompting the agency to "Institute Additional Verification".

- If the immigration status is confirmed, the verification process is complete.

- If the status is not confirmed, the process continues on to additional verification.

Institute Additional Verification Prompt

- If you receive the prompt to "Institute Additional Verification" submit additional customer information using the prompts provided. If the status is confirmed, the verification process is complete. If the status is not confirmed, the process continues to third step verification. An electronic response is generally returned within 3-5 <u>federal</u> working days.

Third Step Verification

- If you are prompted to "Resubmit Doc", a copy of the immigration document (front and back) must be uploaded to the SAVE system by following the prompts. Form G-845 will be transmitted via SAVE and does not need to be mailed or emailed directly to USICS. An electronic response is generally returned within 3-5 <u>federal</u> working days, though cases requiring more extensive research may take longer.

Additional information regarding the use of SAVE can be found on the Help tab of the SAVE website and the SAVE Manual located on Knowledge Base.
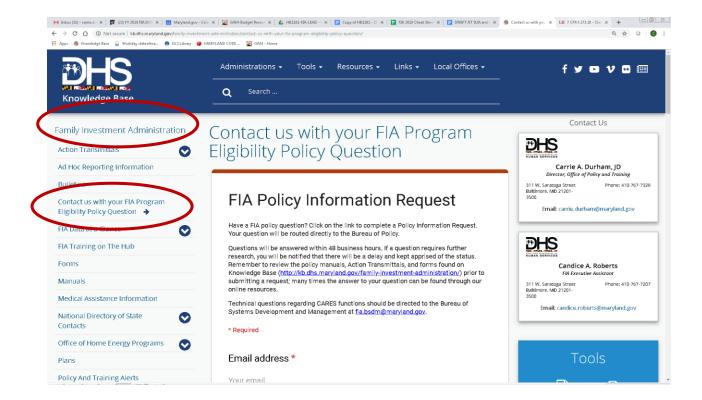
Attachments
1. Updated SNAP Manual Section 120
2. Updated TCA Manual Section 310
3. Updated TDAP Manual Section 300

Inquiries

If you need SAVE access, please contact Annabelle Redman, annabelle.redman@maryland.gov, or John Fisher, johnp.fisher@maryland.gov.

For TCA, TDAP and SNAP policy-related questions, please complete the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

cc: DHS Executive Staff
         FIA Management Staff
         DHS Constituent Services
         DHS Help Desk
         Office of Administrative Hearings