



Office of Temporary and Disability Assistance

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Governor

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Commissioner

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Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC027 Upstate Only
Date:	May 13, 2021
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, HEAP Coordinators, SNAP Directors, Staff Development Coordinators
From:	Alison Maura, Director of Temporary Assistance and HEAP Employment and Income Support Programs
Subject:	Requirement for Systematic Alien Verification for Entitlements (SAVE) Users to Complete the SAVE Program Tutorial by Wednesday, May 26, 2021
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at: 518-474-9344 or: otda.sm.cees.tabureau@otda.ny.gov
Attachments:	Attachment 1: SAVE Program Tutorial

Section 2

The purpose of this GIS message is to notify social services districts (districts) of the requirement to have all SAVE users complete the SAVE Program Tutorial (Attachment 1) that SAVE published earlier this year no later than Wednesday, May 26, 2021.

Districts were previously informed of this tutorial via an email that was sent by the New York State Office of Temporary and Disability Assistance (OTDA) Temporary Assistance (TA) Bureau to district TA Directors on Thursday, March 4, 2021. The tutorial provides training on the following topics:

- Program Overview
- Verification Process and User Responsibilities
- Web Browser Step-by-Step
- Additional Resources

All SAVE users, no matter their level of experience, may find this tutorial useful. SAVE users can access the tutorial by opening Attachment 1. The tutorial can also be accessed through the following link: <https://save.uscis.gov/web/media/resourcesContents/SAVETutorial.pdf> or through the Resources page in the SAVE system.

Required Actions

All current SAVE supervisors and users must complete the tutorial no later than Wednesday, May 26, 2021. All SAVE supervisors must also delete all user accounts that have been deactivated, or are no longer necessary, by the same date.

If you are a SAVE supervisor and need assistance to unlock your account, change your password or if your district needs to assign a new SAVE supervisor, please contact the OTDA TA Bureau as soon possible for assistance at: otda.sm.cees.tabureau@otda.ny.gov. Districts are reminded that the OTDA TA Bureau can only assist with those user's accounts that fall under the OTDA SAVE agreement. Those with questions regarding their Medicaid (MA) SAVE accounts should contact the New York State Department of Health (DOH) for assistance. Please note, taking the tutorial once is sufficient to cover SAVE users who have separate SAVE accounts under OTDA and DOH.

After all the SAVE users in your district have completed the tutorial and the inactive accounts have been deleted, please send an email to the OTDA TA Bureau at: otda.sm.cees.tabureau@otda.ny.gov with "Completion of the required SAVE Program Tutorial" in the subject line. Please email this confirmation by close of business on Wednesday, May 26, 2021. Failure to complete the tutorial may be a basis for further compliance action being taken by the United States Citizenship and Immigration Services (USCIS), up to and including suspension or termination from the SAVE Program.