



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC057 Upstate Only
Date:	August 11, 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:	Minimizing Delays with the Systematic Alien Verification for Entitlements (SAVE) Verification Process
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at: 518-474-9344 or: otda.sm.cees.tabureau@otda.ny.gov
Attachments:	Attachment 1: SAVE Affidavit of Support Sponsor Information Tip Sheet

Section 2

The purpose of this GIS message is to notify social services districts (districts) that National Archives Federal Records Center (FRC) coronavirus-related delays continue to prolong resolution of a small percentage of Systematic Alien Verification for Entitlements (SAVE) cases.

Districts were previously informed of potential delays in a January 2021 email from the New York State Office of Temporary and Disability Assistance (OTDA) Temporary Assistance (TA) Bureau. OTDA advised districts that the United States Citizenship and Immigration Services (USCIS) reported districts may experience a delay in receiving a final response to a small number of SAVE cases that require review of records stored at a National Archives FRC facility. The delay is due to a backlog of SAVE cases and other file requests.

OTDA's email also informed districts that SAVE cases with a "Case in Process" status continue to be pending, rather than closed. For SAVE cases involving an emergency situation, districts were advised to request expedited processing by contacting the SAVE Verification Service Line (VSL) at: 877-469-2563. However, districts must show good cause, as determined by USCIS, for the request of expedited processing and SAVE cannot guarantee expedited processing because it does not control FRC processing of SAVE file requests. An example of good cause may be if the applicant is hospitalized or disabled and cannot obtain documentation of their immigration status. In these situations, the district should contact the SAVE VSL and discuss the case before submitting it. The SAVE VSL representative will provide guidance on whether or not the case demonstrates good cause and should be submitted for expedited processing. If it is determined that a case should be submitted for expedited processing, the SAVE VSL representative will provide further instructions.

The January 2021 email also reminded districts that in accordance with [13-ADM-07](#), TA must not be delayed, denied, reduced, or terminated, pending verification of a non-citizen's documentation through the SAVE system. If all other factors of eligibility have been established and the non-citizen is otherwise eligible, TA must be granted while awaiting a response from the SAVE system.

As a small number of SAVE cases continue to be delayed, districts are encouraged to minimize these delays and maximize privacy protections by avoiding unneeded additional verification requests. For example, as sponsor deeming provisions cannot be applied to applicants or recipients of non-Temporary Assistance for Needy Families (TANF) funded Safety Net Assistance (SNA), districts should not submit additional verification requests for sponsor information in these instances. Please refer to [99 ADM-2](#) for further guidance on deeming of sponsor's income and resources. SAVE has updated the [SAVE Affidavit of Support Sponsor Information Tip Sheet](#) (Attachment 1) to include information regarding these situations.

For more information regarding National Archives FRC operating status, please see: www.archives.gov/frc/operating-status.