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General Information System (GIS) Message

Section 1

Transmittal:	21 TA/DC072 Upstate and New York City
Date:	October 27, 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:	Systematic Alien Verification for Entitlements (SAVE) System Improvements
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at: 518-474-9344 or: otda.sm.cees.tabureau@otda.ny.gov
Attachments:	Attachment 1: How to Request Review of Immigration Documentation Presented by a Benefit Applicant Attachment 2: Guide to Understanding SAVE Verification Responses

Section 2

The purpose of this GIS message is to notify social services districts (districts) of recent Systematic Alien Verification for Entitlements (SAVE) system improvements. The changes described apply only to the SAVE system, which is accessed via secured web browser. Note, SAVE has not changed the web services access method.

SAVE has updated its web address and streamlined its login webpage. The SAVE system can be accessed by visiting: [SAVE - Home \(uscis.gov\)](https://uscis.gov). District workers are encouraged to bookmark this new web address.

The update to the SAVE system home webpage includes a change to the name of the “Initiate Case” button to “Create New Case.” The functionality of this button has not changed. SAVE system users/district workers must be logged into the SAVE system to access this function. Revisions to the SAVE Help webpages have also been implemented, which include the reformatting of the Online Resources, SAVE Glossary and Contact Us pages.

In addition, SAVE has renamed the “Fraud” button to “Request Document Review.” If there is reason to believe that immigration documentation presented by an applicant may be fraudulent or altered, district workers must first review the [SAVE Guide on Immigration Documents Commonly Used by Benefit Applicants](#), prior to selecting the “Request Document Review” button. By selecting this button, district workers can upload and submit a copy of the documentation for SAVE Status Verification Operations

(SVO) personnel to review. For more information on this change, districts may refer to the documents listed below.

- [How to Request Review of Immigration Documentation Presented by a Benefit Applicant](#), and
- [Guide to Understanding SAVE Verification Responses](#).

The above-mentioned documents are linked and attached to this GIS message and can also be viewed by logging into the SAVE system and accessing the Resources page.