



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	23 TA/DC024 Upstate and New York City
Date:	March 23, 2023
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, HEAP Coordinators, SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	SAVE Program Enables Duplicate Case and No Status – Not Employment Authorized Responses
Effective Date:	February 20, 2023 and February 28, 2023
Contact Information:	Temporary Assistance (TA) Bureau at: (518) 474-9344 or tabureau@otda.ny.gov

Section 2

The purpose of this General Information System (GIS) message is to inform social services districts (districts) that multiple enhancements have been deployed by the United States Citizenship and Immigration Services (USCIS) Systematic Alien Verification for Entitlements (SAVE) Program.

On February 20, 2023, the SAVE Program enabled a new initial verification response, "Unable to Create Case," when a SAVE system user tries to submit a duplicate case.

A case is a duplicate only if the original case is still open and the following data elements are identical to those in the original case:

- User submitting the case;
- Applicant's name, date of birth and immigration enumerator;
- Benefit(s) the case is submitted for; and
- Any additional information requests (for example, grant date).

Instead of the creation of a duplicate case, the "Unable to Create Case" response will provide the number for the original case. The SAVE system user can then use the "Case Search" function to locate and track the original case.

There is no transaction charge for an inquiry that results in an "Unable to Create Case" response. This response will also eliminate duplicate cases, which can cause a backlog and are inefficient for the SAVE system and districts.

On February 28, 2023, the SAVE Program began to provide a new initial verification response, “No Status – Not Employment Authorized” for public assistance (PA) applicants whose federal immigration records indicate they have no immigration status and are not employment authorized. If SAVE system users receive a No Status – Not Employment Authorized response, but believe the response is incorrect (for example, the PA applicant presented documentation of an immigration status) or the PA applicant requests additional verification, SAVE system users must still submit the case for additional verification. Additional verification may also be required when PA applicant information submitted by the district does not match federal immigration records.

Please direct questions to the New York State Office of Temporary and Disability Assistance (OTDA) Temporary Assistance (TA) Bureau at: (518) 474-9344 or tabureau@otda.ny.gov.