



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	24DC019 Upstate and New York City
<b>Date:</b>	April 22, 2024
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA Directors, HEAP Coordinators, SNAP Directors, Employment Coordinators, Fair Hearing Officers, Staff Development Coordinators, WMS Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	Updated SAVE System Requirements for Use of Foreign Passport Numbers
<b>Effective Date:</b>	February 5, 2024
<b>Contact Information:</b>	Temporary Assistance Bureau at 518-474-9344 or <a href="mailto:tabureau@otda.ny.gov">tabureau@otda.ny.gov</a>

### Section 2

The purpose of this GIS message is to inform social services districts (districts) that the United States (U.S.) Department of Homeland Security (DHS) recently announced new Systematic Alien Verification for Entitlements (SAVE) system requirements for use of foreign passport numbers.

On February 5, 2024, the SAVE system updated its requirements when users enter foreign passport numbers at case creation to improve the quality and accuracy of initial verification responses.

When creating a SAVE system case with a foreign passport number, a message will now advise users that they must enter an additional U.S. Government-issued enumerator, such as an Alien/U.S. Citizenship and Immigration Services (USCIS) Number, Card Number/I-797 Receipt Number, Visa Number, or I-94 Number. The SAVE system will not allow case submission until the additional enumerator is entered.

To receive the fastest results, follow these SAVE system best practices:

- Ask Temporary Assistance (TA) applicants to provide their most recently issued immigration documents;
- Include all immigration enumerators provided by the applicant;
- Enter the applicant’s name, date of birth, and immigration enumerators exactly as they appear on the applicant’s immigration documents; and
- Review all data to ensure the information is entered accurately.

In accordance with [13-ADM-07](#), when determining TA eligibility, districts must use the SAVE system to verify a non-citizen's immigration documentation. Benefits must not be delayed, denied, reduced or terminated pending verification of the non-citizen's documentation through the SAVE system. If all other factors of eligibility have been established and the non-citizen is otherwise eligible, benefits must be granted while awaiting a response from the SAVE system.

In instances where a non-citizen applies for TA and is denied because they are unable to provide immigration documentation supporting a non-citizen status that would be satisfactory for benefit eligibility, districts are encouraged to direct those non-citizens to contact their immigration attorney and/or call the New York State Office for New Americans (ONA) hotline at 1-800-566-7636 for assistance with obtaining new or updated immigration documentation.

If a district has eligibility questions regarding any type of immigration documentation that a non-citizen presents, the district may contact the TA Bureau by calling 518-474-9344 or emailing [tabureau@otda.ny.gov](mailto:tabureau@otda.ny.gov).