



# Questions & Answers for SAVE Agency Search Tool

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**Q. What do the different benefit categories mean?**

A. Please see the Benefit Categories Definitions List in the *SAVE Agency Search Tool User Guide* for an explanation of the benefit categories filter.

**Q. How often will the SAVE Agency Search Tool be updated to show new agencies enrolled or changes in names of agencies?**

A. The SAVE Agency Search Tool will be updated to show new agencies on a quarterly basis.

**Q. Will only active accounts display? Or will terminated agency accounts show if usage is still within a certain time period?**

A. No terminated agencies will be listed in the SAVE Agency Search Tool database, only active agencies will be reported.

**Q. Will accounts be taken off the SAVE Agency Search Tool database if inactive—and if so, how long do they have to be inactive to be at risk?**

1. No. All SAVE registered agencies will be included and will not be removed from the database for inactivity unless they request to terminate their SAVE registration.

**Q. What are the possible reasons why I receive no results after searching?**

A. Name typed incorrectly, agency used another name or agency misspelled name at registration.

**Q. Do associated agencies appear on SAVE Agency Search Tool database?**

A. No. Only agencies that have completed the registration process and have a signed and approved Memorandum of Agreement are listed in the SAVE Agency Search Tool Database.

**Q. Can I search by a agency name only without selecting a state?**

A. Yes, you must enter three or more characters into the field to filter by agency name.

**Q. Are the searches case sensitive?**

A. No, searches are not case sensitive.

**Q. Is there a wildcard feature in searching for agency names (i.e. %)?**

A. Use the percent (%) sign as a wildcard character to substitute for any other character or characters in a search phrase. When used at the beginning of a search phrase, such as “%admin” the results will include all agency names that include an “admin”, such as “Small Business Administration”, “National Aeronautics and Space Administration” and “Transportation Security Administration.”

When used in the middle of a search phrase, as in “city%al”, the search results will include all agency names that begin “City” and have “al” somewhere in the end, such as “City of Albany”, “City of Baldwin”, and “City of Bloomingdale”. Note that any number of wildcards can be used in a search phrase. For example, the search phrase “%department%health%services” may return: “California Department of Health Care Services”, “California Department of Health Care Services” or “Utah Department of Health, Eligibility Services”.

Note: Agency names are listed as they’ve been entered by the agency so inconsistencies and misspellings may exist.