**U.S. Citizenship
and Immigration
Services**

Executive Summary
Intergovernmental Affairs (IGA) Quarterly Teleconference
March 20, 2013

Background
On Wednesday, March 20, 2013, U.S. Citizenship and Immigration Services (USCIS) hosted an Intergovernmental Affairs quarterly teleconference for state, local, tribal, and territorial government partners. This teleconference primarily focused on the Systematic Alien Verification for Entitlements (SAVE) Program. During this engagement, subject matter experts provided stakeholders with an overview of the SAVE Program, identified various program updates, and upcoming program initiatives. Please see the high-level summary from this engagement below.

SAVE Program Overview
The Systematic Alien Verification for Entitlements (SAVE) Program is a web-based service that helps federal, state and local benefit-issuing agencies, institutions, and licensing agencies determine the immigration status of benefit applicants so only those entitled to benefits receive them. The Program is fee-based, charging per query for each verification request. This service is currently used by over a thousand registered agencies nation-wide, and has processed more than 12 million queries within fiscal year 2012.

While the SAVE Program is authorized to verify an applicant's immigration status, the benefit-granting agency maintains the sole authority in determining whether an applicant is eligible for a benefit according to its own unique rules and regulations.

Program Updates
The SAVE Program has made significant strides in making program enhancements over the past year, and these efforts have resulted in a variety of operational improvements that assist in meeting the needs of benefit granting agencies and their applicants. Such efforts include immigration verification systems enhancements, SAVE Case Check service, a new online searchable database, the creation of new benefit applicant materials, and developing on-demand training webinars.

- **SAVE Verification System Enhancements**

    o SAVE is pleased to announce the April 21, 2013 release of the latest enhancements to the SAVE verification system. These upgrades enhance

verification services by providing additional verification data points and functions, making it easier for agencies to determine the eligibility of their benefit applicants.

- Benefits to these System Enhancements
  - **Scan and Upload** enables agencies to electronically attach scanned copies of immigration documents to cases. This new feature eliminates the procedure requiring agencies to mail immigration documents, thereby decreasing the overall verification response time. Cases with a scanned copy of the immigration document will not require submission of a paper Form G-845, reducing administrative time and cost.
  - **Photo Tool** allows our user agencies to compare the photo on the document presented by the applicant with the associated photo in the electronic record for the I-551 (LPR Card) and I-766 (EAD). This new feature will also support the verification process and the agency's ability to detect fraud rapidly by identify a photo match/mismatch on the document presented.
  - **Electronic Form G-845 Enhancements** mirror changes to the paper version, already available at www.uscis.gov/forms. Enhancements include the ability to amend the default return mailing address and change the POC, the ability to input additional document data elements such as a SEVIS Number, the ability to input additional data elements into a new screen prior to submission of the Form G-845. The additional information, if any, will be submitted along with the Form G-845. These enhancements also provide agencies with the ability to reprint the Form G-845 as frequently as an agency needs. Previously, agencies were limited to printing it at the time of submission only.
  - **Enhanced 1st Step Functionality** provides additional data elements in the first step that were previously provided at additional verification or on a paper-based Form G-845 supplement. The enhanced first step response will include grant dates for permanent residents, asylees, refugees, parolees as well as sponsorship information, as appropriate for agencies that require such information to determine eligibility.
  - **Auto Second-Step** automatically submits cases requiring additional verification to the second step. This functionality will only be implemented in consultation with the relevant agency.

- **Access Method Migration**
  SAVE works continuously to modernize its verifications systems. To ensure all SAVE user agencies reap the benefits of these enhancements, we are encouraging our batch users to transition to Web Services, a system-to-system interface allowing integration of agency's system with SAVE. Currently, SAVE is working with affected user agencies to support them through the migration process and hope to complete this transition over the next Fiscal year. Transitioning to Web Services will provide many benefits to batch users, including:
  - improved status verification process
  - enhanced agency operational effectiveness

- o boosted customer service capabilities
- o and reduced operating costs.

- **Online Searchable Database**
  In December 2012, the Verification Division introduced a new Online Customer Database that allows the public to see all benefit-granting agencies that are registered with SAVE, in an effort to improve transparency and support the general public. The information within this database is updated quarterly and is available at www.uscis.gov/SAVE.

- **Benefit Applicant Materials**
  In the summer of 2012, the SAVE Program released three new educational resources that provide assistance to benefit applicants working through the verification process. These materials include an agency participation poster, benefit applicant brochure, and a benefit applicant postcard. All three were educational resources have been translated into 18 languages and are available for printing and distribution on the SAVE website at www.uscis.gov/save under "Publications."

- **Webinars On-Demand**
  In the recent months, the SAVE Program has begun developing training materials for agencies using this web-based system. These new educational tools will provide tutorials on SAVE Program and other programs features. These tutorials will be available online via webinar, conveniently accessible twenty-four hours per day. Currently, the SAVE Program is planning to release four tutorials online via webinar:
  - o SAVE Program Overview
  - o How SAVE Works: Verification Process
  - o How SAVE Works: Agency Agreements
  - o How SAVE Works: SAVE Case Check

  Additional materials in development include:
  - o Self-Assessment Guide tutorial
  - o G-845 Instructional Tutorial
  - o SAVE Awareness Video

- **SAVE Case Check**
  In November 2012, the SAVE Program launched SAVE Case Check. Case Check is a web-based service that allows benefit applicants to track the status of their verification cases, if additional verification is needed. This service allows the benefit applicant to monitor their verification case status without the need for repeated visits to their benefit-granting agencies. When Case Check indicates the query is complete, the benefit applicant can return to the SAVE user agency to continue their benefit application or provide more documentation as necessary. This web-based service provides transparency on the status of benefit applicants' SAVE verification case, thus improving customer service.

Future Program Initiatives
The SAVE Program is aware of the unique challenges to continue to meet its mission with a growing and diverse customer base. The program is strategically planning to improve the program's processes and capabilities over the next several years. As the SAVE Program anticipates and prepares to meet increasing user demands, several major initiatives have been planned for the upcoming calendar year. These initiatives include presenting a SAVE user forum and working to enhance agency verification reporting capabilities. For further updates concerning the SAVE Program, please visit www.uscis.gov/SAVE.