



U.S. Citizenship
and Immigration
Services

Systematic Alien Verification for Entitlements (SAVE) Program

AAMVA 2011 Annual International Conference
Milwaukee, WI

August 21 - 24, 2011

Agenda

- SAVE Program Overview
 - ◆ SAVE Mission
 - ◆ Legislation governing the use of SAVE
 - ◆ Program Participants
 - ◆ Verification Process

- SAVE and REAL ID Enhancements
 - ◆ SAVE Specific Initiatives
 - ◆ DMV Specific Initiatives

- Customer Support Information

- Appendix: Registration

The SAVE Program

- The Systematic Alien Verification for Entitlements (SAVE) Program is an inter-governmental initiative designed to aid benefit-granting agencies in determining an applicant's immigration status, and thereby ensuring that only entitled applicants receive federal, state or local public benefits and licenses.

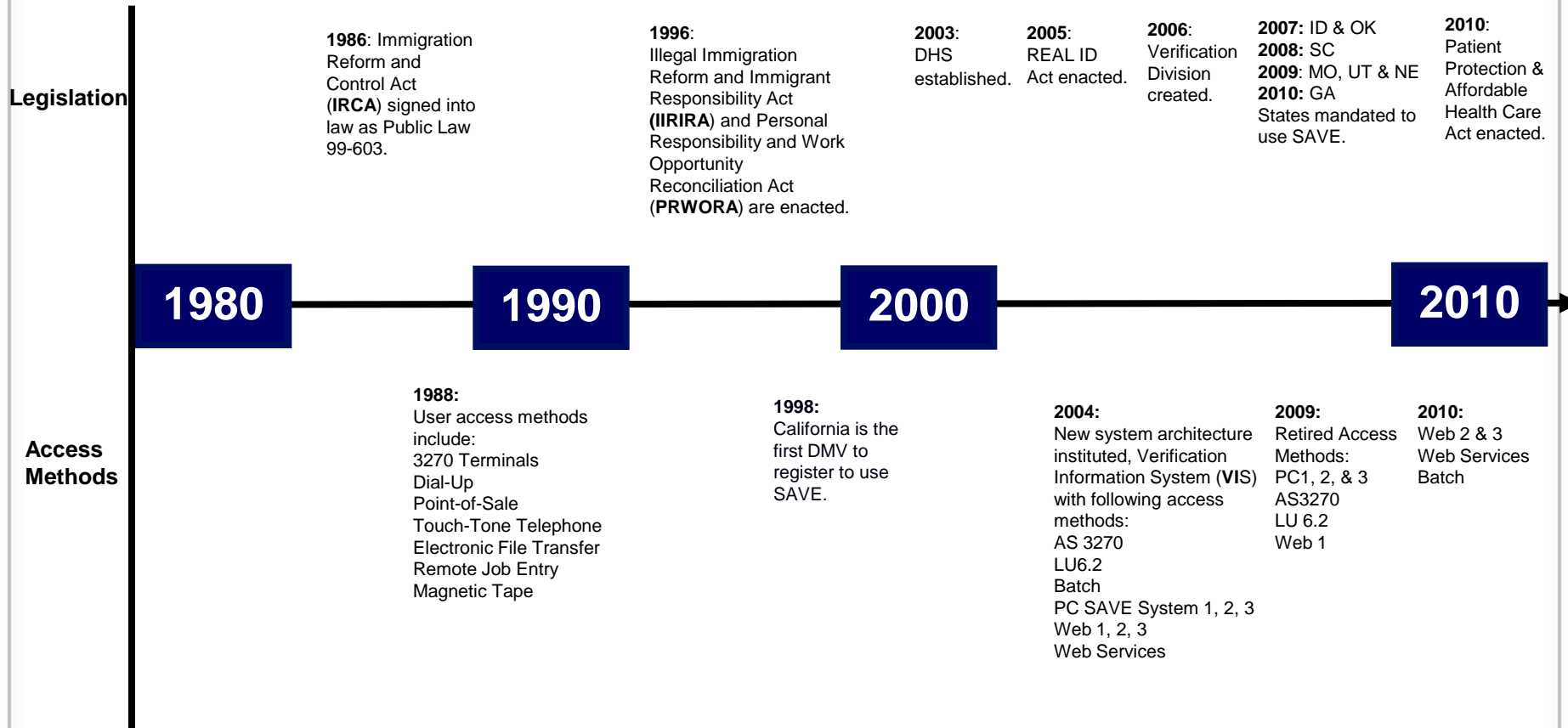
- The SAVE Program verifies:
 - ◆ Non-immigrant status
 - ◆ Immigrant status
 - ◆ U.S. Citizenship for naturalized and derived citizen status

NOTE: The SAVE Program does not make determinations on any applicant's eligibility for a specific benefit or license.

Strategic Goals

- **Goal 1:** Increase awareness of the SAVE Program's accessible, efficient, automated, secure verification services.
- **Goal 2:** Improve SAVE customer experience throughout the entire engagement lifecycle.
- **Goal 3:** Improve SAVE Program efficiency and effectiveness by modernizing the SAVE business processes and systems.
- **Goal 4:** Ensure and enhance SAVE Program compliance.
- **Goal 5:** Improve SAVE internal processes and policies to enhance organizational excellence.

History



Legislation Governing the Use of SAVE

- **Immigration Reform and Control Act (IRCA) of 1986**—Required that a system to verify immigration status of applicants applying for certain types of federally-funded benefits be created and made available to federal, state and local benefit-issuing agencies. The law, as amended, mandates that certain federal programs verify an applicant's immigration status.
- **Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996**—Restricts immigration status eligibility for certain programs funded by federal, state and local government.
- **Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) of 1996**—Requires the U.S. Citizenship and Immigration Services (USCIS) [formerly INS] to respond to inquiries by federal, state and local benefit-issuing agencies seeking to verify citizenship or immigration status of an individual for any lawful purpose.



U.S. Citizenship
and Immigration
Services

Legislation Mandating the Use of SAVE

- **REAL ID Act of 2005**—Establishes certain minimum standards for issuing driver's licenses and state identification cards and requires states to verify the lawful status of applicants by using the SAVE Program.
- **Health Care Reform: Patient Protection and Affordable Care Act**—Provides for health benefits, including enrollment in a Pre-Existing Condition Insurance Plan program, a premium tax credit or reduced cost-sharing to "aliens lawfully present in the United States." Health and Human Services, in coordination with DHS, Social Security Administration (SSA) and the U.S. Treasury Department, are in the process of determining the verification method through use of an online system.
- **State-level Legislation**—Individual states continue to pass legislation mandating immigration status verification through the SAVE Program prior to administering a public benefit or license.

SAVE Program Participants

- **Examples of Agencies and benefits they administer**

- ◆ Social Security Administration (SSA) – Enumeration and Supplemental Security Income
- ◆ Department of Health and Human Services (HHS) – Medicaid and Food Stamps
- ◆ Office of Personnel Management (OPM) – Background Investigations
- ◆ Department of Motor Vehicles (DMVs) – Driver's Licenses/Identification Cards
- ◆ State and Local Agencies – for example, Professional Occupational Licenses

- **Number of agencies participating in the SAVE Program (as of 08/11/2011): 940**

- ◆ Departments of Motor Vehicles (DMVs) – 46
- ◆ Federal Agencies – 27
- ◆ State Agencies – 273
- ◆ Local Agencies – 594

- **Current number of active users: More than 69,000**

Verification of DHS Records

The SAVE Program uses an online system that checks a benefit applicant's immigration status information against millions of Department of Homeland Security (DHS) database records in the following databases:

USCIS

- Central Index System (CIS)
- Redesigned Naturalization Application Casework System (RNACS)
- Computer Linked Application Information Management System (CLAIMS 3 / 4)
- Image Storage and Retrieval System (ISRS)

CBP

- Treasury Enforcement Communications System (TECS)
- Real Time Arrival (RTA)

ICE

- Student and Exchange Visitor Information System (SEVIS)

Access Methods

- SAVE provides an agency with the appropriate access method to the Verification Information System based upon the agency's needs:
 - ◆ Web-based Access – Provides secure Internet access to the system using a web browser, such as Internet Explorer or Netscape.
 - ◆ Web Services – A type of interface designed to support a machine-to-machine interface over a network, such as the Internet.
 - ◆ SAVE via AAMVAnet (aka VLS) – New access methods that enable DMVs to verify immigration status through AAMVAnet's single point of entry, including web services and web-based menu access.

The Verification Process

Step	Description	System Response	General Response Time
Initial Verification	<ul style="list-style-type: none"> Agency submits case based upon information provided by the applicant. System response provides applicant's immigration status or prompts agency to "Institute Additional Verification." 	Electronic	3–5 seconds
2nd Step/ Additional Verification	<ul style="list-style-type: none"> Agency submits additional information on the applicant. System response provides applicant's immigration status or prompts agency to "Resubmit with Docs." 	Electronic	3–5 federal working days
3rd Step Verification	<ul style="list-style-type: none"> Agency submits request that generates a prepopulated Form G-845. Agency prints Form G-845 and mails it with photocopies of the applicant's immigration documents to the designated Status Verification Office (SVO). 	Electronic/ Mail	10–20 federal working days
Paper-Based Verification	<ul style="list-style-type: none"> Agency completes Form G-845. Agency mails form to the designated SVO. 	Mail	10–20 federal working days

Electronic Verifications

SAVE Electronic Verifications: as of 08/08/2011

	Initial	Additional	Third	Total
Fiscal Year (FY) 2010	10,558,697	1,033,379	151,310	11,743,386
FY 11 to date	9,208,247	879,088	157,622	10,244,957

- Throughout FY 2010, greater than 94% of cases that resolved with immigration status did so without requiring additional verification.
- 97% of automated additional verification requests are resolved within 3 business days.

Transaction Charges:

- Agencies that access the SAVE Program are charged \$0.50 per transaction.
- Paper-based Requests on Form G-845 (Document Verification Request) are \$2.00.

Redress Process

■ Additional Verification

- ◆ Additional verification procedures, as required by the MOA, provide an opportunity for a thorough check of the applicant's records.
- ◆ Agencies must provide applicants who are denied a benefit based on their immigration status with an opportunity and information for correcting their immigration records, when necessary.

■ Opportunity to correct and update immigration record

- ◆ Customer agency refers the applicant to the USCIS District Office if SAVE cannot confirm status
- ◆ SAVE cannot correct benefit applicants' immigration records
- ◆ SAVE works with the customer agency to resolve issues but does not have a relationship with the individual benefit applicants

■ Visit SAVE Web page at www.uscis.gov/save to review “How to Correct Your Records Page”

Tips for Ensuring an Efficient Verification

- Institute Additional Verification
 - ◆ When prompted by the system, submit an additional verification for a manual review of the records.
 - ◆ During additional verification, a status verifier conducts a manual search of DHS databases, including databases and data fields that are not automatically searchable during the initial step.
- Institute Additional Verification for TPS Beneficiaries
 - ◆ If an individual presents a TPS-related EAD that is expired on its face, an agency may accept the EAD if DHS has granted an automatic extension.
 - ◆ Agencies presented with such an EAD should institute additional verification in the SAVE system to complete verification of the applicant's immigration status.
- I-94 Arrival/Departure Document for countries of Palau, Micronesia, and Marshall Islands
 - ◆ The "date admitted to" may be left blank for citizens of these countries.
 - ◆ Agencies presented with such a document should leave the document expiration date field blank for verification.
- Communication with the SAVE Program
 - ◆ To allow us to better assist you with your verification needs, we need to understand your business processes and challenges.
 - ◆ If you are unable to connect to the system, please let us know so that we can work with you to resolve the issue and message the issue to stakeholders, as appropriate.



U.S. Citizenship
and Immigration
Services

46 DMVs Registered with SAVE

Alabama	Indiana	Ohio
Arizona	Iowa	Oregon
Arkansas	Kansas	Pennsylvania
A. Samoa	Maine	Puerto Rico
California	Maryland	Rhode Island
Colorado	Michigan	South Carolina
Connecticut	Mississippi	South Dakota
Delaware	Missouri	Tennessee
D.C.	Nebraska	Texas
Florida	Nevada	Utah
Georgia	New Jersey	Vermont
Guam	New Mexico	Virginia
Hawaii	New York	West Virginia
Idaho	North Carolina	Wisconsin
Illinois	North Dakota	Wyoming
		Virgin Islands

More than 1.9 million queries run by DMVs in FY 2011 to date.

SAVE and REAL ID

- Compliance can be obtained through SAVE's standard access methods, regardless of whether you are involved in the VLS pilot process.
- SAVE also supports various business processes – DMVs employ access to SAVE databases in various ways: Web Services, AAMVAnet and Web-3.
- SAVE will provide training and expertise directly to the states as needed. Webinar and site visits are available as required and can include any business process discussions around SAVE/VLS or work with AAMVA.
- SAVE's three step process is the best way to use the program – 56 unique processes create training and administrative challenge at the program level.
- SAVE increased internal resources dedicated to support VLS.
- SAVE Enhancements – we are soliciting feedback on system improvements.

Enhancements

■ FY11 Initiatives

◆ Immigration Document Photos

- Provided through AAMVA's VLS

◆ Passport Verification (May 11, 2011)

- Based on Passport Number and Date of Birth
- Provided through AAMVAnet

■ FY12 Proposed Initiatives

◆ Profile-Based System/Modernization (DMV-tailored profile)

◆ Immigration Document Photos through SAVE

SAVE Specific REAL ID PMO Initiatives

■ Verification of Status

◆ DMV Specific SAVE-Enhancements

- Independent Validation & Verification (IV&V) of SAVE Data Sources and Databases
 - Engage database providers' to develop a plan for improving quality, accuracy, and timeliness for each data source
 - Research additional databases and data fields
- Independent Government Cost Estimate (IGCE) of SAVE Modernization
- SAVE Photo Tool Requirements
- Requirements Analysis for SAVE Enhancements
 - Review and consolidate efforts made to date and determine needs and requirements
 - Develop requirements document for input to design phase and evaluation of infrastructure impact and other DHS review processes

◆ DMV Training and Outreach

- Web-based tutorial
- Information Materials

AAMVA VLS Enhancements

- Addition of immigration document photos for the permanent resident card (I-551) and the employment authorization document (I-776).
- Build-out VLS to include the 3-step verification process and align with SAVE functionality.
- Verification of U.S. passport (number and Date of Birth).
- Web Services Access Alternative for SAVE (mainframe interface).
- Web-Based Menu Access Alternative (for VLS, passport verification and hot link to SAVE).
- Operations and maintenance.

Customer Service and Training Options

Customer Contact Options:

- ◆ USCIS Information Services:
(888) 464-4218
- ◆ Technical Assistance:
(800) 741-5023
- ◆ SAVE WEBSITE:
www.uscis.gov/save
- ◆ USCIS WEBSITE:
www.uscis.gov
- ◆ SAVE E-Mail:
SAVE.help@dhs.gov

Customer Training Options:

- ◆ On-line Tutorials
- ◆ On-Site Training
- ◆ Webinar Training
- ◆ User Guides
- ◆ Reference Materials



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Appendix



Agency Registration Process

- Agency Begins Application Process: To register for SAVE, an agency visits the SAVE website and clicks “Sign Up for the SAVE Program.” The agency provides information necessary to determine the agency’s eligibility.
- Review Process:
 - ◆ SAVE Operations conducts an initial review to confirm the agency’s eligibility to participate in the program.
 - ◆ SAVE Policy reviews the authorities for legal sufficiency and coordinates approval from USCIS Office of Chief Counsel.
- Enter into Agreements: Upon completion of the MOA and Anticipated Collections Addendum, the SAVE Program establishes the agency’s user account, provides instructions for accessing the online SAVE system and offers additional training materials.

Privacy Controls and Processes

■ Privacy Protections under the MOA

- ◆ Limiting Disclosure and Use
- ◆ Responsibility and Accountability
- ◆ Notice

■ Redress

- ◆ Additional verification procedures provide an opportunity for a thorough check of the applicant's records.
- ◆ Agencies must provide applicants who are denied a benefit based on their immigration status with an opportunity and information for correcting their immigration records, when necessary.

■ Transparency

- ◆ New SAVE-specific Privacy Impact Assessments (PIAs) and System of Records Notices (SORNs) will clarify how personal information is used for immigration status verification.



U.S. Citizenship
and Immigration
Services

Thank You

