

**DMA ADMINISTRATIVE LETTER: NO. 04-18**  
**DAAS ADMINISTRATIVE LETTER NO. 18-03**  
**DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES:**  
**Food and Nutrition Services Program: EFS\_FNS\_AL-2-2018**  
**Low Income Energy Assistance Program(LIEAP) and Crisis Intervention Program (CIP):**  
**EFS\_EA\_AL-1-2018**  
**Work First Program: EFS\_WF\_AL-3-2018**

**TO:** County Directors of Social Services

**ATTENTION:** Economic Benefits Program Administrators and Managers  
Food and Nutrition Services Staff  
LIEAP and CIP Staff  
Medical Eligibility Services Staff  
Special Assistance Program Staff  
Work First Program Staff

**DATE:** April 20, 2018

**SUBJECT:** Important: Systematic Alien Verification for Entitlements (SAVE)  
Paperless Verification Processing

**EFFECTIVE DATE:** May 1, 2018

**I. GENERAL INFORMATION**

The United States Department of Homeland Security (DHS) provides the Systematic Alien Verification for Entitlements (SAVE) system to assist federal, state, and local benefit-issuing agencies and licensing bureaus in determining a benefit applicant's immigration status. This service helps ensure that only entitled applicants receive federal, state, or local public benefits and licenses. The web based system is used by Food and Nutrition Services, Energy, Medical Assistance, Special Assistance and Work First program staff to verify the authenticity of United States Citizenship and Immigration Services (USCIS) documents to determine program eligibility.

DHS has launched the SAVE Paperless Initiative to improve the SAVE system and to make it more efficient. The initiative will eliminate all paper processing for immigration status verifications.

**II. POLICY PROCEDURES**

The case worker is required to access the SAVE system to verify an immigrant individual's classification, date of admission and the authenticity of their USCIS documents. The web address for SAVE is <https://save.uscis.gov/Web/>. The county social/human services agency can assist the appropriate staff with obtaining the required login to access the SAVE system.

The G-845 (G-845S and G-845 Supplement) paper forms are used in the event the individual does not have original USCIS documents, presents unfamiliar documentation and/or presents documents that appear questionable. Current program policies require the caseworker to mail

a paper copy of the applicable G-845 to SAVE for initial or secondary verification. DHS would then mail the G-845 response to the caseworker.

The SAVE system will no longer accept paper G-845 submissions for initial verification or secondary step verification, effective May 1, 2018. This means all paper G-845 submissions will be rejected and DHS will not return G-845 responses by mail. All G-845 responses will be provided electronically in the designated response field in SAVE.

DHS has provided SAVE training and other information at:

[https://www.uscis.gov/sites/default/files/USCIS/Verification/SAVE/TutorialFiles/SAVELesson3/SAVE\\_Lesson\\_3.swf](https://www.uscis.gov/sites/default/files/USCIS/Verification/SAVE/TutorialFiles/SAVELesson3/SAVE_Lesson_3.swf).

The interactive training provides information on the SAVE verification process and how to submit a verification request. Please ensure that all eligibility staff have reviewed the training and other information by **April 30, 2018**.

Failure to follow the electronic procedures will result in the rejection of the request by SAVE. This may delay the processing times for benefit determination and access to services for affected individuals.

### III. EFFECTIVE DATE

This policy is effective May 1, 2018. Apply this policy to all SAVE requests made on or after May 1, 2018.

Please email any questions regarding this policy to the following:

**Energy, FNS and Work First Program Staff:** [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

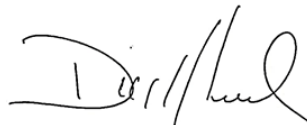
**Medicaid Services Staff:** contact your Medicaid Operational Support Team representative.

**Special Assistance Staff:** [Specialassistance@dhhs.nc.gov](mailto:Specialassistance@dhhs.nc.gov).

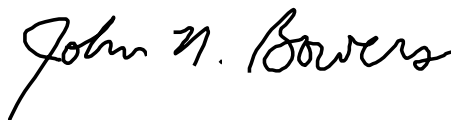
Sincerely,



David Locklear, Deputy Director  
Division of Social Services, Economic and Family Services



Dave Richard  
Deputy Secretary for Medical Assistance



John N. Bowers, Assistant Director  
Division of Aging and Adult Services