

SAVE Desk Aid

The Systematic Alien Verification for Entitlements Program (SAVE) was created in part to ensure that only lawfully admitted aliens receive federally subsidized benefits such as TANF, Medicaid and food assistance. At initial application, the CDJFS is required to conduct a SAVE query for each applicant who is not a U.S. citizen in order to verify an individual's alien status, date of entry, and whether the immigration document presented is valid. The immigration document presented must be original. If the person does not have an original document, refer him or her to their United States Citizenship and Immigration Services (USCIS) office to obtain current documentation.

This query is only required to be completed once unless the CDJFS has reason to believe an individual's alien status has changed. No release from the client is required to conduct a SAVE query. However, if the individual states he/she does not want the CDJFS to conduct a SAVE query, no query should be done and the individual should be coded as an ineligible alien (IA) on AEICZ.

SAVE queries are usually completed on-line by accessing a database operated by the USCIS, a branch of the Department of Homeland Security. This database contains records of registered aliens living in the U.S.

The SAVE web address is: <https://www.vis-dhs.com/WebOne/>

After reaching the website, the caseworker first must agree to the SAVE terms of use by checking a small box and selecting "Continue". The system will then go to the login screen. The caseworker should enter his/her SAVE user ID and password. Then point and click on "Login." Initially, caseworkers are assigned a temporary password and will be directed to select a new password once they log in. Passwords are case sensitive. They must be eight characters and include three of the following four items: capital letter, small case letter, number, other keyboard character (@, \$, *).



The screenshot shows the login interface for the U.S. Citizenship and Immigration Services Verification Information System. At the top left is the USCIS logo. The header text reads "U.S. Citizenship and Immigration Services" and "Verification Information System Logon". Below this, the text "Please login:" is displayed. There are two input fields: "User ID:" and "Password:", both with red asterisks indicating required fields. Below the input fields are two buttons: "Login" and "Reset". At the bottom of the login area, there are two links: "Forgot your password?" and "Forgot your User ID?".

Initial Verification

There is an excellent on-line tutorial (top of screen) that is very helpful at walking you through the process step-by-step, but here are the basics:

1. Once logged in, point and click on **"Initial Verification"** in the upper left hand corner.

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Welcome to the SAVE Program's Verification Information System (VIS)

Agency: Ohio - Dept of Jobs & Family Svcs, Ofc of Family Stability (HWOH)
Department: FRANKLIN (OP)

The first step in the verification process is to select "Initial Verification" from the Case Administration menu.

Access the tutorial about using SAVE using this link.

News

- 10/30/2008 - SAVE Reminder: G-845 Case Verification Number Requirement
- 08/04/2008 - Newly Revised SAVE Website
- 08/01/2008 - How to Handle Form I-94 Misprinted with Only 10 Digits
- 03/03/2008 - All G-845s handled by the Dallas and Chicago offices will now be handled by Headquarters

More

2. Complete the Enter Initial Verification Information screen:
 - a. Enter the **eight or nine digit alien number** (A-number) from the documentation presented. The alien number is the eight or nine digit number that follows the "A" on the status documentation presented. If the alien number has fewer than nine digits, enter zeros in front of the number.
 - b. Select the program or programs for which you are exploring eligibility (**Food Stamps/Assistance, TANF, or Medicaid**). To select more than one program, click on one, then hold the Ctrl button on your keyboard and click to select the additional entries.
 - c. Click on "**Submit Initial Verification.**" You should receive a response almost immediately.

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Enter Initial Verification Information

Alien Number: 012345678 * **a**

Benefits: (use the Ctrl button to select multiple benefits) Food Stamps * **b**
Medicaid
TANF

Submit Initial Verification Cancel

c

* = required entry

3. Under "Initial Verification Results" review the following:
 - a. Check that the name and date of birth listed match the client's.
 - b. Use the **Country** listed to complete the country code field on AEICZ. Sometimes this varies from the country listed on the I-94. This is frequently the case with refugees who were born in refugee camps. If there is a discrepancy, use the country of origin from the I-94 or other status document to complete the country of origin code field on AEICZ (CRIS-E table TCOU).
 - c. Use **Date of Entry** to complete the "Entry Date" field on AEICZ, unless the status document shows a different date.
 - d. **System Response** lists the individual's current alien status, such as lawful permanent resident (PR), refugee (RE), etc. Use this response, in conjunction with the COA field, to complete the "Alien Stat" field on CRIS-E screen AEICZ (CRIS-E table TCTZ).
 - e. The **COA (class of admission)** field contains a two or three letter/digit code which indicates the reason the individual was originally allowed to enter the U.S. The On-Line Resources link from the SAVE home page has a list of these codes and what they mean.
 - Some COA codes indicate a person came in with one **qualified alien status**, e.g. refugee, and has since adjusted to another qualified alien status, e.g. Lawful Permanent Resident (LPR). This is important, because a refugee retains that status and may remain eligible for benefits, even though he/she adjusts to LPR status. Enter the least restrictive status in the "Alien Stat" field on AEICZ (CRIS-E table TCTZ). Use your "Typical Documents Used to Verify Qualified Alien Status" desk aid to assist in this process.

Case Verification Number: [REDACTED]

Initial Verification	
Alien Number:	012345678
Benefits:	Medicaid TANF
Initiated By:	JMAC5912
Initiated On:	03/02/2009
Initial Verification Results	
Last Name:	DOE
First Name:	JOHN
Middle Name:	
COA:	CU6
Country:	CUBA - CUBA
Date of Birth:	08/26/1951
Date of Entry:	08/16/1999
EAD Expiration Date:	
System Response:	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED

Buttons: [Print Case Details](#) [Request Additional Verification](#) [Complete and Close Case](#) [Close](#)

* = required entry

4. Review the verification response and compare it to the documentation submitted. If there are no discrepancies between the documentation presented and the initial verification response, point and click on the box that says "**Print Case Details.**"

5. Selecting the "Print Case Details" button will bring up a screen that looks like this.
 - a. Select print from your file menu or the icon on your toolbar.
 - b. Place the printout in case record and use it to help you complete CRIS-E screen AEICZ.
 - c. Select the green "Back" arrow on your browser to go back to the verification page.
 - d. Click "**Complete and Close Case**" on the verification page to remove the case from your active SAVE caseload.



SENSITIVE BUT UNCLASSIFIED

Department of Homeland Security
SAVE Program

Report Prepared: 03/17/2009
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Case Verification Number:

Initial Verification:

Alien Number:	012345678	Benefits:	Medicaid TANF
Initiated By:	JMACS912	Initiated On:	03/02/2009

Initial Verification Results:

Last Name:	DOE	First Name:	JOHN
Middle Name:		COA:	CU6
Country:	CUBA - CUBA	Date of Birth:	08/26/1951
Date of Entry:	08/16/1999	EAD Expiration Date:	
System Response:	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED		

Additional Verification:

Last Name:	First Name:
Middle Name:	A.K.A.:
I-94 Number:	Date of Birth:
User Case Number:	Doc. Expiration Date:
Document Type:	Special Comments:
Doc. Description:	
Initiated By:	Initiated On:

Additional Verification Results:

DHS Response:	Expires On:
	Date Admitted To:
COA Code:	Response Date:
USCIS Benefits:	
Revocation Date:	
DHS Comments:	

Case Closure Information:

Closed By:	Date:
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SENSITIVE BUT UNCLASSIFIED

Secondary/Additional Verification

6. If the Initial Verification system response from SAVE is "Institute Additional Verification", is incomplete, does not match the documentation the alien presented, or if you want to explore whether an individual has a sponsor, point and click on "**Request Additional Verification.**" This is called a secondary verification request.

U.S. Citizenship and Immigration Services
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Case Verification Number: [Redacted]

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Initial Verification

Alien Number:	012345678	Benefits:	Food Stamps Medicaid TANF
Initiated By:	JMAC5912	Initiated On:	03/02/2009

Initial Verification Results

Last Name:	MOHAMMED	First Name:	AHMED
Middle Name:	MUSSE	COA:	PEN
Country:	SOMAL - SOMALIA	Date of Birth:	01/11/1948
Date of Entry:	02/14/2007	EAD Expiration Date:	
System Response:	INSTITUTE ADDITIONAL VERIFICATION		

[Print Case Details](#) [Request Additional Verification](#) [Complete and Close Case](#) [Close](#)

* = required entry

If the System Response is "Institute Additional Verification," you must select the "Request Additional Verification" button.

7. Selecting the “Request Additional Verification” button takes you to another screen where you can enter other identifying information about the individual. Enter as much information as you possibly can.
 - a. Include the 11-digit Departure number from the upper left hand corner of the I-94 card (Arrival/Departure Record) in the “**I-94 Number**” field. This is different from the individual's 7 to 9 digit alien number.
 - b. In the “**document type**” field, select on the document that the individual provided to prove the status from the drop down menu.
 - c. The “**Special Comments**” field is free form and should be used to explain what it is you are requesting.
 - d. If exploring whether an individual has a sponsor, point and click on the box after the field “**Request Affidavit of Support Data.**”
 - e. The “**Case Verification Number**” at the top of the screen is a unique system-generated number that appears when a verification request is submitted and helps identify the specific SAVE inquiry. All correspondence related to the inquiry should contain the Case Verification Number.

Someone at USCIS will research and should respond within three working days.

U.S. Citizenship and Immigration Services
WEB-1 Case Details

Case Verification Number: [REDACTED]

Case Administration

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Initial Verification

Alien Number: 012345678

Benefits: Food Stamps
Medicaid
TANF

Initiated By: JMAC5912

Initiated On: 03/02/2009

Initial Verification Results

Last Name: MOHAMMED

Middle Name: MUSSE

Country: SOMAL - SOMALIA

Date of Entry: 02/14/2007

System Response: INSTITUTE ADDITIONAL VERIFICATION

First Name: AHMED

COA: PEN

Date of Birth: 01/11/1948

EAD Expiration Date:

Enter Additional Verification Data

Last Name: (default may be changed) MOHAMMED *

First Name: (default may be changed) AHMED *

Middle Name: (default may be changed) MUSSE

A.K.A.:

I-94 Number: 12345678910

Date of Birth: (mm/dd/yyyy) 01/11/1948 *

User Case Number: 5070000000

Document Type: I-94 (Arrival/Departure Record) *

Doc. Expiration Date: (mm/dd/yyyy)

Doc. Description:

Special Comments: I-94 shows asylum status was granted 12/3/08. Is this the correct status and date?

Request Affidavit of Support Data:

Submit Additional Verification **Cancel**

* = required entry

[Download View](#)

8. After waiting three working days:
 - a. Log back into SAVE.
 - b. Point and click on **“Search Cases”** in the left hand column of the screen. This will take you to a screen entitled **“Enter Case Search Criteria.”**
 - c. Under **“Case Status”**, point and click on **“Cases with Additional Verification Responses.”**
 - d. If you have a **specific case** you want to search for, enter the Verification Number, Alien Number, I-94 Number, or User Case Number in the appropriate field.
 - e. Click on **“Display Case Summary List.”**

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Enter Case Search Criteria

Case Status:

- All Open Cases
- Cases Requiring Action
- Cases with Additional Verification Responses** **c**
- Cases with Third-Step Verification Responses
- Cases In Process
- Closed Cases

Verification Number:

Alien Number: **d**

I-94 Number:

User Case Number:

Date Initiated From:
(mm/dd/yyyy)

Date Initiated To:
(mm/dd/yyyy)

Group:

Initiated By:

e

* = required entry

- Under "Case Summary List" will be a picture of a manila folder with a red arrow. The red arrow indicates that SAVE has responded. Next to the file with the red arrow, point and click on the "verification number."

U.S. Citizenship and Immigration Services
WEB-1 Case Summary List

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You are viewing cases 31-40 of 46

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Case Summary List

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Case Status ¹	Verification Number	Alien Number	System Response	COA	Date of Entry	Last Name	First Name	M.I.	Initial Ver. By	Initial Ver. Date	Additional Ver. By	Additional Ver. Date
	20090541018	456789012	Asylum / Refugee	RE3	12/16/2008	KAREV	ALEX		GKRULL12	02/23/2009	GKRULL12	02/23/2009
	20090271331	123456789	Other						EEVA4780	01/27/2009	EEVA4780	01/27/2009
	20090260914	234567890	Lawful Permanent Resident	F41	04/11/1998	TORRES	CALLIE		EEVA4780	01/26/2009	EEVA4780	01/26/2009
	20090260912	345678901	Lawful Permanent Resident	F42	04/11/1998	BAILEY	MIRANDA		EEVA4780	01/26/2009	EEVA4780	01/26/2009
	20090131253	012345678	Asylum / Refugee	PEN	10/13/2003	MOHAMMED	AHMED		EEVA4780	01/13/2009	EEVA4780	01/13/2009
	20090270846	567890123	Resubmit Doc (Need copy original)			GREY	MEREDITH		ECONNERY	01/27/2009	ECONNERY	01/27/2009
	20090261627	678901234	Asylum / Refugee		08/13/2006	STEVENS	IZZIE		ECONNERY	01/26/2009	ECONNERY	01/26/2009
	20090371120	789012345	Asylum / Refugee	AS	11/26/2008	GREY	LEXI		DWILLI14	02/06/2009	DWILLI14	02/06/2009
	20090330953	890123456	Resubmit Doc (Need copy original)	PEN	05/17/2000	YANG	CRISTINA		DWILLI14	02/02/2009	DWILLI14	02/02/2009
	20090371503	901234567	Resubmit Doc (Need copy original)	PEN	11/07/2007	SHEPHERD	DEREK		DSCHOTTE	02/06/2009	DSCHOTTE	02/06/2009

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¹ Legend: - Case Requiring Action - Case with Additional Verification Response - Cases with Third-Step Verification Responses - Case In Process - Closed Case

* = required entry

10. Under "Additional Verification Results" is SAVE's response to the Additional Verification request. Under "Affidavit of Support Data" is SAVE's response to our request whether the individual has a sponsor.
11. If the SAVE response provided you with the information you requested and need, click on "Print Case Details," select print from your file menu or toolbar and place the printout in the case record. Be sure to make any changes needed on CRIS-E screen AEICZ.
12. Use the green "Back" arrow to return to your verification page. Click "Complete and Close Case" to remove it from your list of active SAVE cases.
13. If the SAVE response was not complete or did not give you all of the information you requested, contact SAVE at 1-888-464-4218. If you still do not get the information you need, contact the Refugee Services Section at REFUGEE@jfs.ohio.gov.

U.S. Citizenship and Immigration Services WEB-1 Case Details		Case Verification Number: [REDACTED]	
Case Administration Initial Verification Additional Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Reports View Reports	Initial Verification		
	Alien Number:	012345678	Benefits:
			Food Stamps Medicaid
	Initiated By:		Initiated On:
			01/13/2009
	Initial Verification Results		
	Last Name:	MOHAMMED	First Name:
			AHMED
	Middle Name:	ALI	COA:
			PEN
Country:	SOMAL - SOMALIA	Date of Birth:	
		01/11/1948	
Date of Entry:	02/14/2007	EAD Expiration Date:	
System Response	INSTITUTE ADDITIONAL VERIFICATION		
Additional Verification			
Last Name:	MOHAMMED	First Name:	
		AHMED	
Middle Name:		A.K.A.:	
I-94 Number:	12345678910	Date of Birth:	
		01/11/1948	
User Case Number:	5070000000		
Document Type:	I-94	Doc. Expiration Date:	
Doc. Description:		Special Comments:	
		I-94 shows asylum status was granted 12/3/08. Is this the correct status and date?	
Initiated By:		Initiated On:	
		01/13/2009	
Additional Verification Results			
DHS Response:	Asylum / Refugee	Expires On:	
COA Code:		Date Admitted To:	
USCIS Benefits:		Response Date:	
		01/15/2009	
Revocation Date:			
DHS Comments:	ASYLEE 12/03/2008		
Affidavit of Support Data			
This alien was not sponsored on Form I-864.			
<input type="button" value="Print Case Details"/> <input type="button" value="Complete and Close Case"/> <input type="button" value="Close"/>			
* = required entry Download View			

Third-Step Verification

14. If your DHS response is "Resubmit Doc (Need copy original)," you are required to go through the third-step verification process. You need to send a copy of the alien's original documentation to USCIS with form G-845.
15. The G-845 form should be typed and should always include the Case Verification Number. SAVE will partially pre-populate a G-845 form for you to print and mail with a copy of the documentation when you select the "Resubmit Verification" button below the Additional Verification Results section.



U.S. Citizenship and Immigration Services

WEB-1 Case Details

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Case Verification Number: 2009XYZ1234567

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Initial Verification

Alien Number: 012345678 **Benefits:** Food Stamps

Initiated By: **Initiated On:** 02/06/2009

Initial Verification Results

Last Name: FLORES **First Name:** JORGE

Middle Name: **COA:** PEN

Country: CUBA - CUBA **Date of Birth:** 02/12/1979

Date of Entry: 11/07/2007 **EAD Expiration Date:**

System Response: INSTITUTE ADDITIONAL VERIFICATION

Additional Verification

Last Name: FLORES **First Name:** JORGE

Middle Name: **A.K.A.:**

I-94 Number: 23456789100 **Date of Birth:** 02/12/1979

User Case Number:

Document Type: I-94 **Doc. Expiration Date:**

Doc. Description: **Special Comments:**

Initiated By: **Initiated On:** 02/06/2009

Additional Verification Results

DHS Response: Resubmit Doc (Need copy original) **Expires On:**

COA Code: **Date Admitted To:**

USCIS Benefits: **Response Date:** 02/10/2009

Revocation Date:

DHS Comments:

[Print Case Details](#)
[Resubmit Verification](#)
[Complete and Close Case](#)
[Close](#)

If the DHS Response is "Resubmit Doc (Need copy original)," you must select the "Resubmit Verification" button and mail copies of documentation to USCIS.

16. Mail the G-845 form with copies of the documentation to U.S. Citizenship and Immigration Services, 4th Floor, Crystal Plaza VI, 2221 South Clark Street, Arlington, VA 20529, Attn: Immigration Status Verification Unit. Be sure to include copies of **both sides** of any documentation you send to USCIS.

Department of Homeland Security
U.S. Citizenship and Immigration Services

Third-Step Verification

OMB #1653-0032
Document Verification Request

Section A - to be completed by the submitting agency

To: U.S. Citizenship and Immigration Services (USCIS)

6. Verification Number 2009XYZ1234567

7. Photocopy of Document Attached.
(If printed on both sides, attach a copy of the front and of the back.)
 Other information attached *(specify documents)*

From: Typed or Stamped Name and Address of Submitting Agency:

FRANKLIN
65 E. State Street

Columbus, OH 43215

Attn: Status Verifier

(USCIS may use above address with a No. 20 window envelope)

1. Alien Registration Number or I-94 Number
012345678
2. Applicant's Name *(Last, First Middle)*
Flores, Jorge
3. Nationality
Cuba
4. Date of Birth *(Month/Day/Year)*
February 12, 1979
5. U.S. Social Security Number

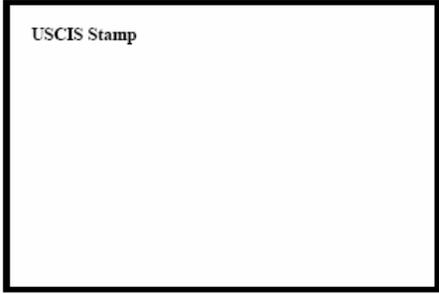
8. (Benefit)	(Your Case Number)
<input type="checkbox"/> TANF	
<input type="checkbox"/> Education/Grant/Loans/Workstudy	
<input checked="" type="checkbox"/> Food Stamp	5800000000
<input type="checkbox"/> Housing Assistance	
<input type="checkbox"/> Medicaid/Medical/Assistance	
<input type="checkbox"/> Unemployment Insurance	
<input type="checkbox"/> Employment Authorization	
<input type="checkbox"/> Other <i>(specify)</i>	

9. Name of Submitting Official
John Doe
10. Title of Submitting Official
11. Date
February 6, 2009
12. Telephone Number
614-555-1212

Section B - to be completed by USCIS

USCIS RESPONSE: From the documents or information submitted and/or a review of our records we find that:

1. This document appears valid and relates to a **Lawful Permanent Resident Alien** of the United States.
2. This document appears valid and relates to a **Conditional Resident Alien** of the United States.
3. This document appears valid and relates to an **Alien authorized employment** as indicated below:
 a. Full-Time
 b. Part-Time
 c. No Expiration (Indefinite)
 d. Expires on *(specify Month/Day/Year, below)*
4. This document appears valid and relates to an alien who has an application pending for *(Specify USCIS Benefit below)*
5. This document relates to an alien having been **granted asylum/refugee** status in the United States.
6. This document appears valid and relates to an alien **paroled** into the United States pursuant to Section 212 of the I&N Act.
7. This document appears valid and relates to an alien who is a **Cuban/Haitian entrant**.
8. This document appears valid and relates to an alien who is a **conditional entrant**.
9. This document appears valid and relates to an alien who is a **nonimmigrant**. *(specify type or class below)*
10. This document appears valid and relates to an alien **not authorized employment** in the United States.
11. Continue to process as legal alien. USCIS is searching indices for further information.
12. This document is **not valid** because it appears to be *(check all that apply)*:
 a. Expired
 b. Altered
 c. Counterfeit



Please see reverse for additional comments.

Form G-845S (Rev. 01/31/05) Y

17. Responses to third-step verification requests will be returned within 10 days and can be found in your case list under “Cases with Third-Step Verification Responses.” Select this option.
18. Select “Display Case Summary List” to view your list of responses.

U.S. Citizenship and Immigration Services
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Enter Case Search Criteria

Case Status:

- All Open Cases
- Cases Requiring Action
- Cases with Additional Verification Responses
- Cases with Third-Step Verification Responses
- Cases In Process
- Closed Cases

Verification Number:

Alien Number:

I-94 Number:

User Case Number:

Date Initiated From:
(mm/dd/yyyy)

Date Initiated To:
(mm/dd/yyyy)

Group:

Initiated By:

* = required entry

19. When you select the case verification number from your list of cases, your third-step verification response will look like the screen below.
20. Print case details, place them in file, go back to your verification page using the green "back" arrow, and select "Complete and Close Case".

U.S. Citizenship and Immigration Services
Online Resources | Tutorial

Case Verification Number: 2009XYZ1234567

Case Administration Initial Verification Additional Verification Search Cases User Administration Change Password Pwd Challenge Q&A Change Profile Reports View Reports	<p>Initial Verification</p> <p>Alien Number: 012345678 Benefits: Food Stamps</p> <p>Initiated By: Initiated On: 12/08/2008</p> <hr/> <p>Initial Verification Results</p> <p>Last Name: FLORES First Name: JORGE Middle Name: COA: PEN Country: CUBA - CUBA Date of Birth: 02/12/1979 Date of Entry: 11/07/2007 EAD Expiration Date: System Response: INSTITUTE ADDITIONAL VERIFICATION</p> <hr/> <p>Additional Verification</p> <p>Last Name: FLORES First Name: JORGE Middle Name: L A.K.A.: I-94 Number: 23456789100 Date of Birth: 02/12/1979 User Case Number: Document Type: I-94 Doc. Expiration Date Doc. Description: Special Comments: Initiated By: Initiated On: 12/08/2008</p> <hr/> <p>Additional Verification Results</p> <p>DHS Response: Resubmit Doc (Need copy original) Expires On: COA Code: Date Admitted To: USCIS Benefits: Response Date: 12/10/2008 Revocation Date: DHS Comments:</p> <hr/> <p>Third Level Verification</p> <p>Initiated By: Initiated On: 01/26/2009</p> <hr/> <p>Third Level Verification Results</p> <p>DHS Response: Conditional Resident Expires On: COA Code: Date Admitted To: USCIS Benefits: Response Date: 03/17/2009 Revocation Date: DHS Comments:</p> <hr/> <p>Third Level Affidavit of Support Data</p> <p>This alien was not sponsored on Form I-864.</p> <p style="text-align: center;"> <input type="button" value="Print Case Details"/> <input type="button" value="Complete and Close Case"/> <input type="button" value="Close"/> </p>
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* = required entry

SAVE User Hints

- Use the green arrow keys to move backward and forward through SAVE screens.

Case Search - Microsoft Internet Explorer provided by ODJFS

File Edit View Favorites Tools Help

Address <https://www.vis-dhs.com/WebOne/CaseSearch.aspx> Go Links »

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Enter Case Search Criteria

Case Status:

All Open Cases
 Cases Requiring Action
 Cases with Additional Verification Responses
 Cases with Third-Step Verification Responses
 Cases In Process
 Closed Cases

Verification Number:

Alien Number:

I-94 Number:

User Case Number:

Date Initiated From:
(mm/dd/yyyy)

Date Initiated To:
(mm/dd/yyyy)

Group:

Initiated By:

* = required entry [Download Viewers](#)

- To view some or all of the SAVE Tutorial, Click on the “Tutorial” section from anywhere in SAVE. You can look at the topics you need and use the green back arrow at the top of the page to go back to the case verification you were working on.

U.S. Citizenship and Immigration Services
WEB-1 Case Search

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Case Administration
Initial Verification
Additional Verification
Search Cases
User Administration
Change Password
Pwd Challenge Q&A
Change Profile
Reports
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Enter Case Search Criteria

Case Status:

All Open Cases
 Cases Requiring Action
 Cases with Additional Verification Responses
 Cases with Third-Step Verification Responses
 Cases In Process
 Closed Cases

Verification Number:

Alien Number:

I-94 Number:

User Case Number:

Date Initiated From:
(mm/dd/yyyy)

Date Initiated To:
(mm/dd/yyyy)

Group:

Initiated By:

* = required entry [Download Viewers](#)

- Point and click on “On-Line Resources” for an index of available resources.
 - The Class of Admission (COA) Tables are found in your Online Resources section, as are a User Guide, a SAVE Program Guide, and “A Guide to Selected U.S. Travel and Identity Documents.”

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Online Resources

- [Web 1 User Guide](#)
System Instructions for Web-1 Access Method
- [Fact Sheet: Status of the Citizens of the Freely Associated States of the Federated States of Micronesia and the Republic of the Marshall Islands](#)
Compacts of Free Association with the Federated States of Micronesia and the Republic of the Marshall Islands
- [Fact Sheet: Status of Citizens of the Republic of Palau](#)
Compact of Free Association with the Republic of Palau.
- [Where To Mail The Form G-845 or G-845S](#)
Mailing addresses for Forms G-845, G-845S, G-845 Supplement, and Third-Step G-845 cases (mail-in cases) submissions have changed. Please reference the attached table to identify the appropriate FCO for your State and/or County.

All manual G-845s that were previously processed in Dallas, TX and Chicago, Illinois should be mailed to Arlington, VA.
- [SAVE Program Guide](#)
The SAVE Program Guide is a reference for both prospective and current user agencies.
- [Class of Admission \(COA\) Tables](#)
The Class of Admission (COA) Tables are a reference tool for SAVE User Agencies. The tables provide a listing of the COAs and a description of the immigration status.
- [Billing and Collections Frequently Asked Questions](#)
Billing and Collections Frequently Asked Questions.
- [Status Verification Operations Announcement](#)
No In-Person Service and Faxes Only With Prior Approval
- [Billing and Collections Fact Sheet](#)
Document Billing and Collections Fact Sheet.
- [Document Verification Request, Form G-845S](#)
Document Verification Request, Form G-845S.
- [Document Verification Request, Form G-845](#)
Document Verification Request, Form G-845. This form is formatted as a fillable Portable Document Format (PDF). You may use Adobe Acrobat

- It is important to log out of SAVE to end your session when you have finished using it. To do so, simply click on “Exit” in the top right corner.

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SAVE Reminders

If an individual provides what appears to be a valid immigration document, the caseworker should not delay, deny, reduce or terminate benefits while awaiting a response from SAVE. Do not pend benefits while waiting additional verification from SAVE.

SAVE rule cites (Ohio Administrative Code) are:

5101:1-1-50 OWF
5101:4-7-14 Food Assistance
5101:1-37-03 Medicaid

When there is a conflict between SAVE and the document presented, use the information on the document to complete CRIS-E while resolving the issue with SAVE.

A SAVE query must be run for all non-U.S. Citizens.

Second and third step verification is required if the SAVE response asks for it.

If after entering the alien number, your response is a blank screen with a system response of "Institute Additional Verification", check to make sure you entered the alien number into SAVE, not the beginning of the Departure Number from the I-94.

Use the "special comments" section when requesting additional verification to clearly explain what is needed, so anyone looking at the query knows why additional verification was sought.

Document SAVE actions on CLRC.

SAVE is not intended to be used to report illegal/undocumented aliens who do not show up in the database or aliens who do not wish to have their status verified on SAVE. It is to be used to verify the immigration status of aliens for determining eligibility for assistance programs.

If the SAVE response to additional verification request does not provide the requested information, contact SAVE at (888) 464-4218. If SAVE queries and verifications do not result in successful resolution, contact the ODJFS refugee mailbox at REFUGEE@jfs.ohio.gov.