



## General Information System (GIS) Message

### Section 1

Transmittal:	25DC065 Upstate and New York City
Date:	October 8, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, HEAP Coordinators, SNAP Directors, Employment Coordinators, Fair Hearing Officers, Staff Development Coordinators, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Required Actions SAVE System Users Must Complete by October 22, 2025
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at 518-474-9344 or <a href="mailto:tabureau@otda.ny.gov">tabureau@otda.ny.gov</a> Supplemental Nutrition Assistance Program Bureau at 518-473- 1469 or <a href="mailto:SNAPBureau@otda.ny.gov">SNAPBureau@otda.ny.gov</a>

### Section 2

The purpose of this GIS message is to remind social services districts (districts) of actions they must take to ensure proper use of the Systematic Alien Verification for Entitlements (SAVE) system in compliance with United States Citizenship and Immigration Services (USCIS) requirements.

Districts **must** perform the three required actions described below and report their completion by emailing the New York State Office of Temporary and Disability Assistance (OTDA) Temporary Assistance Bureau at [tabureau@otda.ny.gov](mailto:tabureau@otda.ny.gov) with "Completion of the Required SAVE System Actions" in the subject line by **close of business on October 22, 2025**. These USCIS requirements are mandatory and must be fulfilled on an ongoing basis to ensure continued compliance. Non-compliance may result in USCIS enforcement actions, which could eventually lead to suspension or termination of SAVE system access. Additional information regarding the SAVE system will be communicated by OTDA to districts via a forthcoming release.

## Required Actions:

### 1. SAVE system Supervisor Users must delete the SAVE system accounts of users who no longer require access.

Districts must ensure that users are assigned and use SAVE system credentials only when necessary for verification procedures. Districts must promptly delete accounts when users separate from district employment, no longer require SAVE system access, are inactive, or are in a deactivated status. For districts that access the SAVE system via a web browser, a Supervisor User in the district with account management authority must take the steps below to delete such user accounts:

1. Log in to the [SAVE](#) system via web browser.
2. Click the dropdown menu at the top of the page for **Agency** and click **Users**.
3. Click **Show Filters** to the right of the search field and filter by **User Status** to locate deactivated and/or inactive users, as well as any users who no longer require access to the SAVE system.
4. Click the trash can icon to the right of the user account listing.
5. Click **Yes, Delete User**.

### 2. All SAVE system users must promptly complete all additional verification actions required by the SAVE system to receive a SAVE system response.

Users must follow SAVE system verification procedures found in the [SAVE User Reference Guide](#), on the [USCIS SAVE website](#) and on the [SAVE](#) system, which includes, but is not limited to performing all additional verification when prompted/required by the SAVE system to receive a final SAVE system response. After users submit an initial verification request, the SAVE system may return a response of “Institute Additional Verification”, “Resubmit Doc”, or otherwise indicate that additional verification is required. When the SAVE system returns any of these responses, users must promptly institute additional verification and follow all verification steps to complete the verification process. Users may also conduct additional verification if they receive an unexpected SAVE system response or have questions about the response.

All SAVE system users must review whether the SAVE cases they created have a notification to request or institute additional verification. If so, they must complete the required action(s) to complete the verification process and receive a final SAVE system response, or close the case if additional verification is no longer needed. For districts that access the SAVE system via a web browser, a Supervisor User in the district must confirm that all users within the district have completed the steps below:

1. Log in to the [SAVE](#) system via web browser.
2. Click **Search Cases** from the Cases dropdown at the top of the page.
3. Use the **Case Status** filter to select **Verification Action Needed**. Additional filters are available to refine search results (e.g., Creation Date, Created By – User, or Created By - Group).

4. Locate case(s) requiring additional verification and click **View Case** to see the case details.
5. If the district still requires a SAVE system response to verify the non-citizen's immigration documentation, **submit the case for additional verification**.
6. If additional verification is no longer needed, **close the case**.

**3. All SAVE system users must complete the required [SAVE Tutorial for Registered Users](#) and certify completion in the system before creating new SAVE cases.**

SAVE system users are required to review the tutorial and certify completion in the SAVE system before creating new SAVE cases. For districts that access the SAVE system via a web browser, a Supervisor User in the district must confirm that all users within the district have completed the steps below:

1. Log in to the [SAVE](#) system via web browser.
2. On the **SAVE Required Updates and Tutorial** screen, click **Continue**.
3. Select **SAVE Tutorial Training Deck** and review the entire tutorial.
4. Check the certification that states, *"I certify that I have read, understood, and will follow the entire guidance found in the SAVE Tutorial Training Deck."*

In addition, before submitting requests for verification in the SAVE system by creating SAVE cases, all users must read and understand the **SAVE Program Guide**, available under Help > Resources after logging into the SAVE system. Users must also maintain a working knowledge of the verification process and procedures and monitor SAVE notifications for updated requirements and training tutorials. SAVE notifications are posted on the [USCIS SAVE website](#) under News & Alerts and in the Message Center within the SAVE system.

**Additional SAVE System Resources:**

For additional information on how to use the SAVE system, please see the [SAVE User Reference Guide](#). SAVE system users can find more resources after logging into the SAVE system under Help > Resources or by visiting [SAVE | USCIS](#). SAVE also offers several webinars. Users may visit [SAVE Webinars | USCIS](#) to register.

**General Reminders:**

Districts are reminded that they must collect and review the immigration documentation from the non-citizen applicant or recipient that contains the information (for example, the alien registration number) required by the SAVE system, unless good cause has been established. In accordance with [13-ADM-07](#), when determining Public Assistance (PA) and/or Supplemental Nutrition Assistance Program (SNAP) eligibility, districts must use the SAVE system to verify the documented immigration category or status of the non-citizen applicant or recipient using the immigration documentation presented by the non-citizen applicant or recipient. Benefits must not be delayed, denied, reduced, or terminated while awaiting verification of a non-citizen's documentation through the SAVE system. If all other factors of eligibility have been met and the non-citizen is otherwise eligible, benefits must be granted pending the SAVE system response.

Districts are also reminded that the SAVE system verifies the validity of the specific immigration document provided by the non-citizen applicant or recipient. It does not determine immigration status or benefit eligibility. Districts must determine benefit eligibility based on the underlying immigration category or status and PA and/or SNAP eligibility rules as detailed on the [LDSS-4579: Non-Citizen Eligibility Desk Aid](#) and in accordance with OTDA policy directives and guidance.