



**Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance**


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**Online Guide Transmittal 2023-34  
April 27, 2023**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Programs: SAVE Update and Best Practices**

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**Overview**

The Systematic Alien Verification for Entitlements (SAVE) program provides government agencies with a tool to verify the immigration status of noncitizen applicants seeking benefits. Based on recent updates to the SAVE system and information obtained from SAVE trainings, the Online Guide has been updated to advise staff of the following instructions:

- Ensure that data submitted to SAVE exactly matches data from the client's immigration documentation.
- Provide more than one immigration numeric identifier, such as the A number and the passport number, when available.
- Ensure that after the Initial Verification results are saved to the client's ECF, the Initial Verification request is closed by selecting "Close Case" from the bottom of the SAVE page.

Additionally, in February 2023, the USCIS updated the SAVE website by enabling a new initial verification response, "Unable to Create Case," that SAVE will provide when a user tries to submit a duplicate request.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of updates to the SAVE system as well as best practices for requesting a SAVE response.

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**Revised Online  
Guide Page**

<b>Topic:</b>	Cross Programs
<b>Book:</b>	SAVE
<b>Page:</b>	Systematic Alien Verification for Entitlements (SAVE)

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to DTA.Procedural Issues.

Systems issues should be directed to the Systems Support Help Desk.

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