



Race Track Industry Program

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**Regulator's Workshop – Working with
the SAVE Program**

PRESENTOR:

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Ms. Wendy Davis: We're going to stay on time here today, and I am so pleased to say that we have enjoyed so much our two representatives who have joined us from Homeland Security, and this afternoon we are going to look at a little different program than we looked at I believe it was two days ago. Today, we have Christal Gainyard, to talk about the SAVE program, and how you can utilize it with your regulatory agencies. Thanks so much for being here, and I will turn it over to you.

Ms. Christal Gainyard: Thank you. Good morning, everyone. My name is Christal Gainyard, I'm a Management and Program Analyst with the SAVE Program. I also have a couple of my colleagues here today, Phyllis Bell, whom you heard speak two days ago. She's sitting at the table, on e-Verify program, and then we have Al Gallmann from the District Office in Tucson, he's sitting over there at the table with Phyllis.

Before I get started, I just want to see a show of hands, of those who are familiar with the SAVE Program. Anyone? Okay. Well, that's good. We all are on the same playing field in terms of learning about the SAVE Program.

My purpose today is to educate you on the SAVE Program, to provide you with a high level overview of the SAVE Program, the laws that govern the use of the program, some of the program requirements, registration information, and then I'm going to provide you with some customer service information, and then I'll take questions at the end.

SAVE Program. I just first want to start off by saying, the SAVE Program is not the same program as e-Verify. E-Verify is the sister program for the SAVE Program, in that e-Verify verifies employment eligibility, and the SAVE Program verifies immigration status. So, you cannot use the e-Verify program for SAVE Program, and vice-versa.

What SAVE does, is it offers benefit-granting agencies and institutions with a secure, effective, and efficient method of verifying immigration status for those that are applying for

benefits. Now, in this case, in terms of racing and gaming, it would be a license for your jockeys.

The SAVE Program verifies non-immigrants, immigrants, those who are US citizens who were naturalized, and those who have derived citizenship.

The SAVE Program provides you with a status, and based on that status, the agency makes a determination whether or not to issue the benefit or license based on the agency's regulation. Therefore, SAVE cannot tell and agency to issue a benefit. The agency must make that determination.

The SAVE program, as I mentioned, is legislatively-governed. We just celebrated our silver anniversary, we've been around for 25 years. We began in 1986 with the Immigration Reform and Control Act, and this required USCIS to establish a system to respond to Federal, State and Local government agencies who were verifying immigration status for federal benefits. There were agencies like HHS, Department of Labor, and Department of Education, who were among those agencies mandated to use the Program in 1986.

Then, in 1996, the Personal Responsibility and Work Opportunity Reconciliation Act was enacted, and this kind of restructured the program. It set forth guidelines in terms of who was qualified, or who was eligible, to receive certain benefits. Because, at that time, so many people were trying to obtain benefits, and so they had to specify who exactly was eligible to receive benefits.

Then, in 1996, the Illegal Immigration Reform and Immigrant Responsibility Act was enacted, and this basically required USCIS to respond to government agencies that were verifying immigration status for any lawful purpose.

Then, in 2005, the Real ID Act was enacted. This required DMVs, or Motor Vehicle Administrations to establish minimum criteria for issuing a state-issued driver's license or a state-issued identification card for any Federal purpose.

Now, on the verification process — the SAVE Program operates using a verification process. There are three steps to the verification process. You have initial verification, second step, and/or additional verification, and third-step verification.

What happens here is that the agency will submit the information into the system. When they submit the information into the system, it is based on a document that the applicant provides you with. So, if it's an EAD card, or a green card, whatever document that particular applicant provides the agency with, the agency will enter information from that document into the system.

Within three to five seconds, the system will provide you with either an immigration status or a message. If it provides you with the immigration status, then based on that status, the agency may make the determination to issue the benefit. However, if it provides you with a message, the message will be, "Institute additional verification." What this does is pushing you into second step, and that simply means we require more information so that we can provide you with a status, in order for you to make the determination to issue the benefit.

Now, in the second step you're doing the same thing as the first step. You're entering information into the system, so that the status verifier can verify the information. Again, as with the first step, it's going to provide you with an immigration status or a message. Again, if it provides you with the immigration status, the agency may make the

determination to issue the benefit. However, if it provides you with a message, in the second step the message will be, "Re-submit with docs."

This takes approximately three to five Federal working days for you to receive this response, and the difference here is that on the first step you'll receive the message back immediately. In order to view the response for second step, you have to log back into the system three to five days later to retrieve that message.

So, if you have a message that says, "Re-submit with docs," you're going to do two things. One, you're going to select a button to re-submit with docs, which will push you into the third step. By selecting the button, you are electronically submitting the application to the status verification office.

The second thing that's going to happen is that a pre-populated G-845 application will appear on your screen. The application is going to be pre-populated with the information that you entered into the system during the first and second step. You're going to print that application, and make a copy of the front and back of the document that the applicant provided you with, and mail that into the Status Verification Office.

When you mail the application, and when they receive it at the Status Verification Office, they're going to marry the application with the electronic document that's in the system so that they can continue to resolve or work on the case. This takes about 10 to 20 Federal working days.

For those who do not have access to an electronic system, we have a paper-based method which is the paper G-845, not to be confused with the electronic G-845. This process also takes 10 to 20 Federal working days. What you would do is simply complete the G-845, make a copy of the front and back of the document that the customer provided you with, and mail it into the Status Verification Office.

When you register for the SAVE Program, you will be assigned a Status Verification Office so you don't have to worry about, "where do I have to mail this application to?"

Now, we're going to talk about some program requirements. In order to be eligible for the SAVE Program, you must meet two qualifying conditions. You must be a Federal, State or Local government agency that provides a public benefit. There are certain legal authorities that we require you to submit to us. One, we require you to submit the legal authority that authorizes you to verify immigration status for a benefit. The other citation that we require you to provide us is the authority that grants your agency to issue the benefit.

The SAVE Program is a fee-for-service program, so we charge per transaction. For initial query there's a \$0.50 charge. There is a \$0.50 charge for initial retry, and what that is, is if you're submitting an initial query and you make like a fat-finger error, and you mistakenly enter in the wrong information, it gives you an opportunity to either correct the data or continue to move to the second step.

Then, for an additional query, there is a \$0.50 charge, so at the most you will be charged \$1.50 for one applicant.

For the third step, there is no charge for that because it's a part of the second step, so there is no charge for the electronic G-845. Again, those who do not have access to an electronic system, there's a \$2.00 flat fee for the G-845 application.

The USCIS Burlington Finance Center will invoice you monthly to provide you with information regarding all the transaction charges you have. When you sign up for the SAVE Program, there's a minimum transaction charge of \$25.00. If your query volume exceeds \$25.00, then the agency will be charged for that actual query. However, if you do not have any queries for that month, then you will not be charged.

We accept the following payments: credit card and check.

So, how does the SAVE Program work? We offer several access methods for verifying immigration status. We have a web-based access method which is over a secure Internet, where you use a web browser to verify the information. We also have web services, which is a machine-to-machine interface so you can use your machine to interface over a network, to access SAVE information. Then we have SAVE via AAMVAnet or VLS, which stands for Verification Lawful Status. This is reserved for the driver's licensing bureaus or the DMVs or MVAs.

These entities use AAMVAnet to verify the immigration status.

Then again, for those who do not have access to an electronic system, we have the paper-based G-845.

Now, we're going to talk about the SAVE registration process. The SAVE registration process is done online. You will log on to our website here at www.USCIS.gov/save. You will select, "Sign up for SAVE."

Then, you will select "SAVE Registration" located on the far right hand side. Now, SAVE Registration have several steps, one in which is pre-registration, which is where agencies would request a USER ID and password. After completing pre-registration, the agency reads the disclaimer and select, "I agree," and "Continue."

Then, the agency must select "Register as a new user." Once this is selected, the system is going to ask for a series of information. Everything with a red asterisk what the agency will need to complete. Now, just to let you know, this is an example of what you will actually see, so these are actual screen shots of the registration process.

The password will be e-mailed to you, and once you receive that you're going to log right back into the SAVE system and begin the registration process. So, this is where registration begins. You will enter in your e-mail address and your password, and you will select "Login," read the disclaimer, and begin SAVE registration.

Again, you're going to complete everything with the red asterisks to include everything about your agency the agency-designated POC.

Now, I just want to pause here to mention that if you have an agency POC, please make sure that the e-mail address is valid and it's a mailbox that's going to be manned, because some people use a mailbox that's like a general mailbox, that's not really manned too much. What we do is send information to that mailbox regarding your registration, such as important documents about the SAVE program. So, we need that e-mail address to be a valid e-mail address, something that someone is going to man constantly.

Then, you're going to enter in the benefits that your agency issues. If you have multiple benefits you can hold down the control button, and select the benefits that your agency issues. Next, you will be required to enter in your legal authority. If you have a Federal

legal authority, you will enter it in the slot provided. If you have a state legal authority, you're going to enter it in the slot provided, and then you will enter in the number of hours you think your agency will use on this system.

We also require you to submit a Law and Statute Checklist. On this particular list, we ask you to complete the fields that are shaded in gray. You need the agency's information, the address, the phone number, the POC. We also require you to enter in the benefit that your agency is issuing, and the citation that requires you to verify for that particular benefit.

Agencies are also required to enter in the law that authorizes the agency to verify immigration status, as well as the law that authorizes the agency to issue the benefit. All agencies are required to enter into a Memorandum of Agreement (MOA) with the SAVE Program, which sets forth the rules and guidelines in terms of using the SAVE Program. The MOA must be signed by the agency's POC and it will also be signed by the Chief of the SAVE Program.

The Anticipated Collection Addendum is another form that you will be required to complete when you register for the SAVE Program. This particular document is updated annually according to your agency's fiscal year. Our fiscal year starts in October, so if yours starts in June then you can expect to receive an e-mail in May, 30 days prior to your agency's fund expiration date.

The next step in the registration process is providing you access to the system, which is a verification information system. We also are going to provide you with a Status Verification Office, which I mentioned earlier. This is where you submit your G-845s. We also determine your agency profile access method, because every agency is different, so we have different profile and access methods for agencies.

We will set you up in the system and provide you with a user account and password. We also are going to provide you with a copy of your agency's MOA and a copy of your agency's Anticipated Collection Addendum, as well as provide you with customer service information.

We have several numbers for you to contact in case if you need some assistance, for program assistance, if you're looking for anything regarding program-wide inquiries or anything regarding policy, or any other type of procedures. You can contact 877-469-2563 to retrieve information on that, or e-mail us at SAVE.Help@DHS.gov.

We also have a number for technical support, if you have any issues, if you have slow response time or anything, you can't get into the system, and you may call 800-741-5023 to retrieve information on how to get into the system.

For case status support, you may contact 877-469-2563 for cases pending over 10 Federal working days, and if you have a G-845 that's pending over 20 Federal working days (please make sure to have the case verification number as it helps us locate a particular case), and then, we have the SAVE Program website, which has a wealth of information. It has the most up-to-date information regarding the SAVE Program, so any and everything you want to know about the SAVE Program is on our website. I've also passed out some information for you all — the SAVE brochure, the webinar schedule, SAVE FAQs, and the How to Correct your Record Fact Sheet.

We also have the USCIS website, and this website provides you with anything you want to know about immigration, you can visit USCIS at www.USCIS.gov.

In order to better educate our customers, we are available to provide on-site training. We can also provide customized webinars. We just completed a webinar yesterday for the Pittsburgh agency. Sometimes, they invite users of the system into the webinars so that we can provide them with a better understanding and maneuver them through the system, so if you would like to have a customized webinar for your agency, we can tailor one for you.

We also have online tutorials, user guides, and a trainer-trainer module (for agencies to train other users at their agencies on the SAVE program).

If you would like to request training, you may send us an e-mail at SAVE.Help@DHS.gov and if there is any other information you would like to know about the SAVE Program, you can visit our website www.uscis.gov/save.

We're proud to say that we have a new SAVE logo. I think we just got it like last year, or the year before last, so we are allowing agencies to use it. It's protected by trademark, so if you are a participant in the SAVE program you can use our SAVE logo, but you must submit a request. We can submit your request to use our SAVE logo at USCIS.verlogo@dhs.gov.

This concludes my presentation. I will entertain any questions if you have any regarding the SAVE Program. No questions? Well, let me just say this. I had a question yesterday, someone came to the booth. He was a regulator, and he said, "How can I determine whether or not they're using the system properly?"

I was like, "Well, who do you mean by they, I'm not sure what you're saying?" So, he was saying that the racetrack, verified a particular person for a license, and the regulator issues the license.

So, I mentioned to him, I said, "I think you may be getting confused with e-Verify, because E-Verify verifies employment eligibility. The SAVE Program verifies immigration status for a license or benefit."

If your agency is responsible for providing licenses, then the agency that issues the license must verify the benefit applicant through SAVE. You can't verify the immigration status through E-Verify. I just wanted to leave that thought with you all.

Mr. Robert Miller: I'm counsel for the California Horse Racing Board. That was just my question — this SAVE Program requires a specific state statute that says your agency is required to check immigration status? Or, is it a Federal statute?

Ms. Christal Gainyard: It could be either-or. It could be a Federal, or a State. When I was showing the screenshot, there was a split screen. If you have a Federal law like the laws I went over earlier any of those laws are Federal laws. So, if your agency has that Federal law, you can verify immigration status using the Federal law. If you have a State law, (because some states have laws that require them to verify immigration status, such as Georgia) Georgia was mandated by law to verify immigration status for certain benefits, so if your state has legislation requiring lawful status verification, then you can join the Program using that law. If you have the Federal law, then you can join the Program using the Federal law.

Mr. Robert Miller: Okay, all right. Well, thank you very much.

Ms. Christal Gainyard: You're welcome. Any other questions? No? Well, I thank you all for your time. I know you are all ready to get up out of here, I know you were here since Monday, so I just thank you for staying and listening to my presentation.



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