

Appendix 2

Systematic Alien Verification for Entitlements (SAVE) Program Instructions Manual

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PREFACE

Appendix 2 is a copy of the User Manual created by The Immigration and Naturalization Service in 2000 for the Systematic Alien Verification Entitlements (SAVE) Program. On March 1, 2003 the Immigration and Naturalization Service (INS) was abolished and the functions of INS became part of the Department of Homeland Security (DHS). Therefore any reference in this manual to Immigration and Naturalization (INS) will now mean Department of Homeland Security (DHS).

The Department of Homeland Security SAVE program Office in coordination with HUD Headquarters provides authorized HUD users with the User access codes, Computer Based Tutorial (CBT) and Quick Reference Guides needed to access the SAVE database.

Questions or comments regarding this Manual or the SAVE Program should be directed to the Department of Homeland Security, SAVE Program, ULLOCO Building, 425 I Street, NW Washington, DC 20536, 202-514-2317.

Appendix A and Appendix F of the DHS SAVE User Manual are not included in Appendix 2 of this Handbook. Form G-845 S, Appendix F, is Exhibit 4-2 of this Handbook.

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1. INTRODUCTION	3
1-1 Purpose and Scope.....	3
2. SAVE PROGRAM	5
2-1 Background	5
2-2 SAVE Legal Basis	5
2-3 Program Components.....	7
2-4 SAVE Program Administration.....	10
2-5 General Verification Procedures	11
2-6 Legal Protection and Safeguards	11
3. PRIMARY VERIFICATION PROCEDURES	14
3-1 Background	14
3-2 General Verification Procedures	14
3-3 Required Documentation	14
3-4 Immediate Secondary Verification	16
3-5 ASVI Access Methods.....	16
3-6 Understanding ASVI Output Data	17
3-7 General Information	22
3-8 ASVI Enrollment Process.....	22
4. LENGTH OF SERVICE	22
4-1 ASVI Billing Process	23
5. SECONDARY VERIFICATION PROCEDURES	24
5-1 Background	24
5-2 Initiating Secondary Verification	24
5-3 Obtaining Secondary Verification	25
5-4 Attachments	25
5-5 Completing the Document Verification Request.....	26
5-6 Completing the Document Verification Request Supplement	28
5-7 Mailing Document Verification Requests	28
5-8 Obtaining Copies of the Document Verification Requests and Supplement	29
5-9 Document Verification Request and Supplement Responses	29
5-10 Understanding the INS Response.....	30
5-11 Delayed Replies.....	34
5-12 INS Record Keeping.....	35
Appendix A:	Sample Immigration Documents
Appendix B:	Glossary
Appendix C:	Hispanic Names
Appendix D:	INS Office Locations
Appendix E:	INS Office Addresses
Appendix F:	Forms G845S, G845 and Supplement
Appendix G:	INS Records Systems
Appendix H:	Questions and Answers

Introduction

Section 121 of the Immigration Reform and Control Act of 1986 (IRCA), as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), requires verification of citizenship and immigration status of applicants applying for many federal, state, and local public benefits. Each applicant for benefits must declare in writing whether or not they are a citizen or national of the United States, and if not, that they are in a satisfactory immigration status.

The Illegal Immigration Reform and Immigrant Responsibility Act of 1996 requires the Immigration and Naturalization Service (INS) to respond to inquiries by federal, state, and local benefit issuing agencies and institutions seeking to verify or determine the citizenship or immigration status of any individuals within the jurisdiction of the agency for any lawful purpose.

If an applicant or recipient for any of the benefits listed in IRCA, as amended, is not a U.S. citizen or national, they must provide the benefit provider with documentation from the INS that contains their Alien Registration Number (A-Number), or verbally provide information from such documentation, that provides reasonable evidence of his or her current immigration status. The INS verifies the immigration status through automated and/or manual methods. The process of verification is known as the Systematic Alien Verification for Entitlements (SAVE) Program.

The INS is currently using the SAVE automated and manual verification processes to provide federal, state, and local benefit issuing agencies and institutions with information which will assist them in determining an individual's eligibility under Title IV of PRWORA.

1-1 Purpose and Scope

This manual describes the SAVE Program, including its legal basis, automated and manual verification processes, and administrative procedures. Chapter 2 gives general program guidelines and information on administration, and is designed for managers and supervisors at benefit issuing agencies and institutions. Chapter 3 provides a detailed overview of the primary verification process. Chapter 4 provides detailed instructions for performing secondary verification. This manual serves as both a training and reference guide for benefit providers and their managers.

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2. SAVE PROGRAM

This chapter of the Systematic Alien Verification for Entitlements (SAVE) Program Manual describes the program and explains its legal basis and measures to safeguard the rights of naturalized citizens and non-citizens.

Any questions or comments regarding this chapter of the manual should be directed to the Immigration and Naturalization Service (INS) SAVE Program at (202) 514-2317.

2-1 Background

The SAVE Program is an intergovernmental information-sharing initiative designed to aid benefit providers in verifying an applicant's immigration status, thereby ensuring that only entitled applicants receive public benefits. The INS SAVE Program provides an information service for benefit issuing agencies and institutions. The INS does not make determinations on any applicant's eligibility for a specific benefit.

The SAVE Program has been in operation since 1987. Significant costs in claims for un-entitled non-citizens have been avoided through benefit issuing agencies and institutions' participation in the SAVE Program.

2-2 SAVE Legal Basis

In 1986, Congress passed the Immigration Reform and Control Act of 1986 (IRCA), which required INS to establish a system for verifying the immigration status of non-citizen applicants for, or recipients of, certain types of federally funded benefits, and to make the system available to federal, state, and local benefit issuing agencies and institutions that administer such benefits. The IRCA and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), mandates the following programs and overseeing agencies to participate in the verification of an applicant's immigration status: the Temporary Assistance to Needy Families (TANF) Program, the Medicaid Program, and certain Territorial Assistance Programs (U.S. Department of Health and Human Services); the Unemployment Compensation Program (U.S. Department of Labor); Title IV Educational Assistance Programs (U.S. Department of Education); and certain Housing Assistance Programs (U.S. Department of Housing and Urban Development).

The PRWORA created a very complex set of eligibility requirements that cannot be easily summarized. These requirements continue to be regularly amended by Congress. The PRWORA did not affirmatively make any person eligible for any benefit. Rather, it placed a new set of limitations on non-citizen eligibility on top of any pre-existing program requirements (some of which may have limited non-citizen eligibility). With certain exceptions, PRWORA made non-citizens who are not qualified aliens ineligible for federal public benefits, and aliens who are not qualified aliens or lawful non-immigrants or aliens paroled into the United States under Section 212(d)(5) of the

INA for less than one year ineligible for state or local public benefits. There are also limitations on the eligibility of qualified aliens for benefits, again with exceptions. The PRWORA, as amended by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA) and the Balanced Budget Act of 1997 (BBA), defines a “qualified alien” as:

- An alien who is lawfully admitted for permanent residence under the Immigration and Nationality Act (INA)
- An alien who is granted asylum under Section 208 of the INA
- A refugee who is admitted to the United States under Section 207 of the INA
- An alien who is paroled into the United States under Section 212(d)(5) of the INA for a period of at least one year
- An alien whose deportation is being withheld under Section 243(h) of the INA (as in effect prior to April 1, 1997) or whose removal has been withheld under Section 241(b)(3)
- An alien who is granted conditional entry pursuant to Section 203(a)(7) of the INA as in effect prior to April 1, 1980
- An alien who is a Cuban/Haitian Entrant as defined by Section 501(e) of the Refugee Education Assistance Act of 1980
- Certain aliens who have been battered or subjected to extreme cruelty as defined in USC Section 1641 (c)

The PRWORA restrictions do not apply to all federal, state, and locally funded activities or programs; they apply only to non-exempted “federal public benefits” and “state and local public benefits.” Therefore, benefit providers should first determine whether the particular program they administer is providing a “federal public benefit” or a “state and local public benefit” for which Title IV of PRWORA or other applied laws require alien eligibility. For example, emergency medical care and certain forms of disaster relief are exempt, as are other key benefits. If an agency requires further assistance in determining whether a specific benefit it administers is a federal, state, or local public benefit, it should contact the overseeing federal, state, or local Government agency, as that agency would be in the best position to make that determination.

The PRWORA defines “federal public benefit” as:

- Any grant, contract, loan, professional license, or commercial license provided by an agency of the United States or by appropriated funds of the United States.
- – AND –
- Any retirement, welfare, disability, public or assisted housing, post-secondary education, food assistance, unemployment benefit, or any other similar benefit for which payments or assistance are provided to an individual, household, or family eligibility unit by an agency of the United States or by appropriated funds of the United States.

The PRWORA’s definition of “state and local public benefit” parallels the definition of federal public benefit, except that it substitutes “state or local government” for “the United States.” State or local public benefits do not include federal public benefits; therefore, a benefit cannot meet both definitions. If a benefit qualifies as a “federal

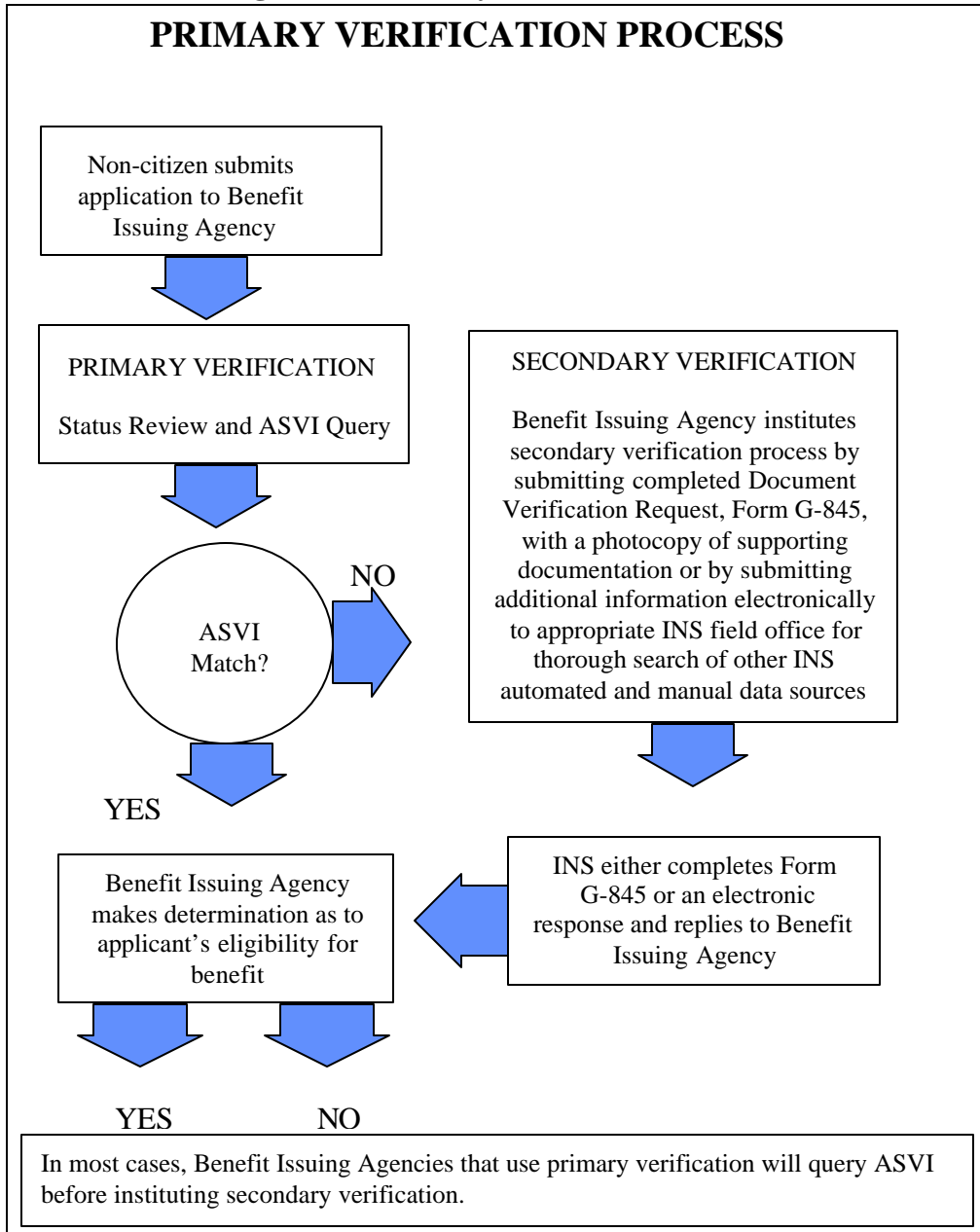
public benefit,” it is not a “state or local public benefit” regardless of whether state or local funding is also involved.

The IIRIRA requires INS to respond to inquiries by federal, state, and local benefit issuing agencies and institutions seeking to verify or determine the citizenship or immigration status of any individual within the jurisdiction of the agency for any lawful purpose. The INS is currently using the SAVE Program’s automated and manual verification processes to provide federal, state, and local benefit issuing agencies and institutions with information which will assist them in determining an individual’s eligibility under Title IV of PRWORA.

2-3 Program Components

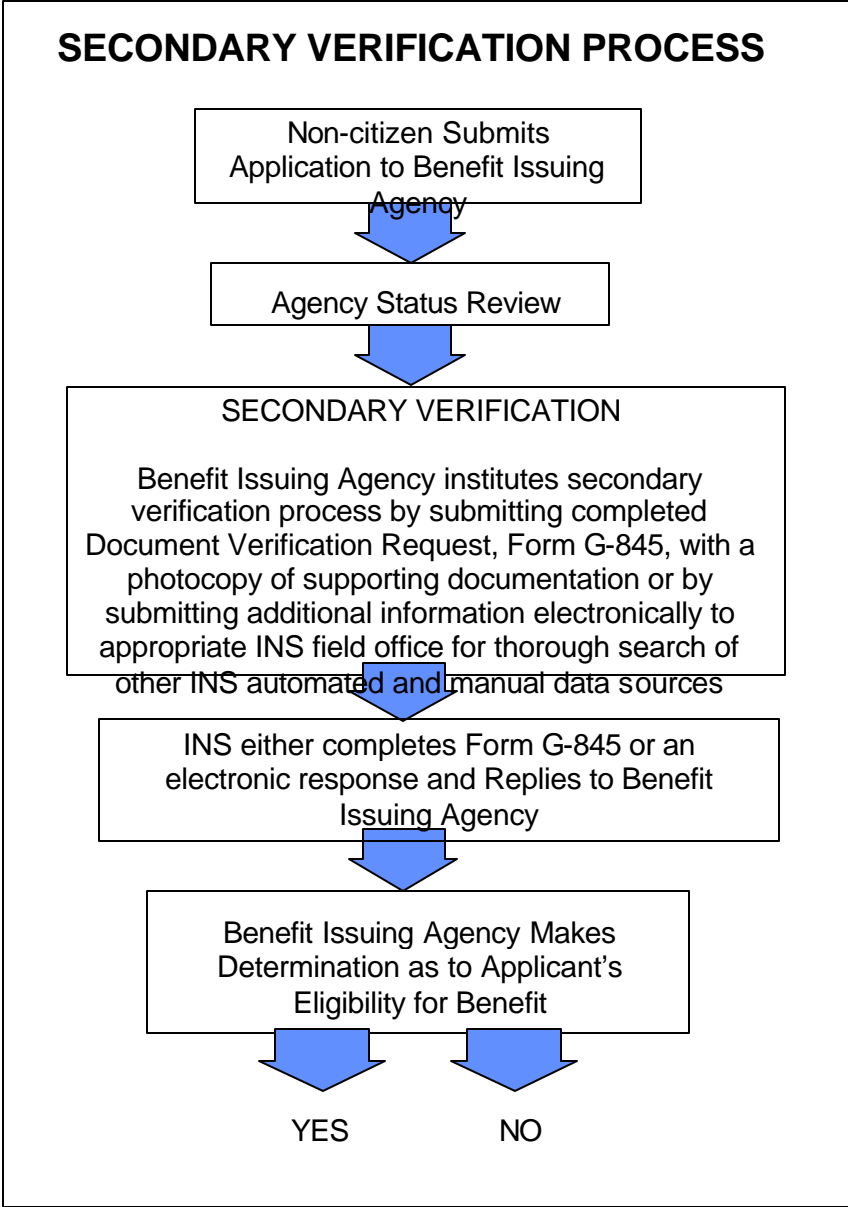
As mandated by IRCA, INS developed an effective, secure, and cost effective method of verification. The SAVE Program relies on the Alien Status Verification Index (ASVI) database, which contains information on more than 60 million non-citizens. When accessed by the user, ASVI responds within 3 to 5 seconds of the query. The ASVI database is housed and maintained under contract with Lockheed Martin Integrated Business Solutions (LMIBS). The automated process is known as the “primary verification.” The following flow chart, Figure 2-1 shows the Primary Verification Process.

Figure 2-1: Primary Verification Process



In addition, SAVE verification is available through secondary verification if the use of ASVI is not cost-effective. The SAVE Program also requires participating benefit issuing agencies and institutions to use secondary verification when directed by an ASVI system message during primary verification, or when the primary check or initial inspection of a non-citizen's immigration documentation reveals material discrepancies or when verification of a naturalized citizen is required. See Figure 2-2 for a flow chart on the Secondary Verification Process.

Figure 2-2: Secondary Verification Process

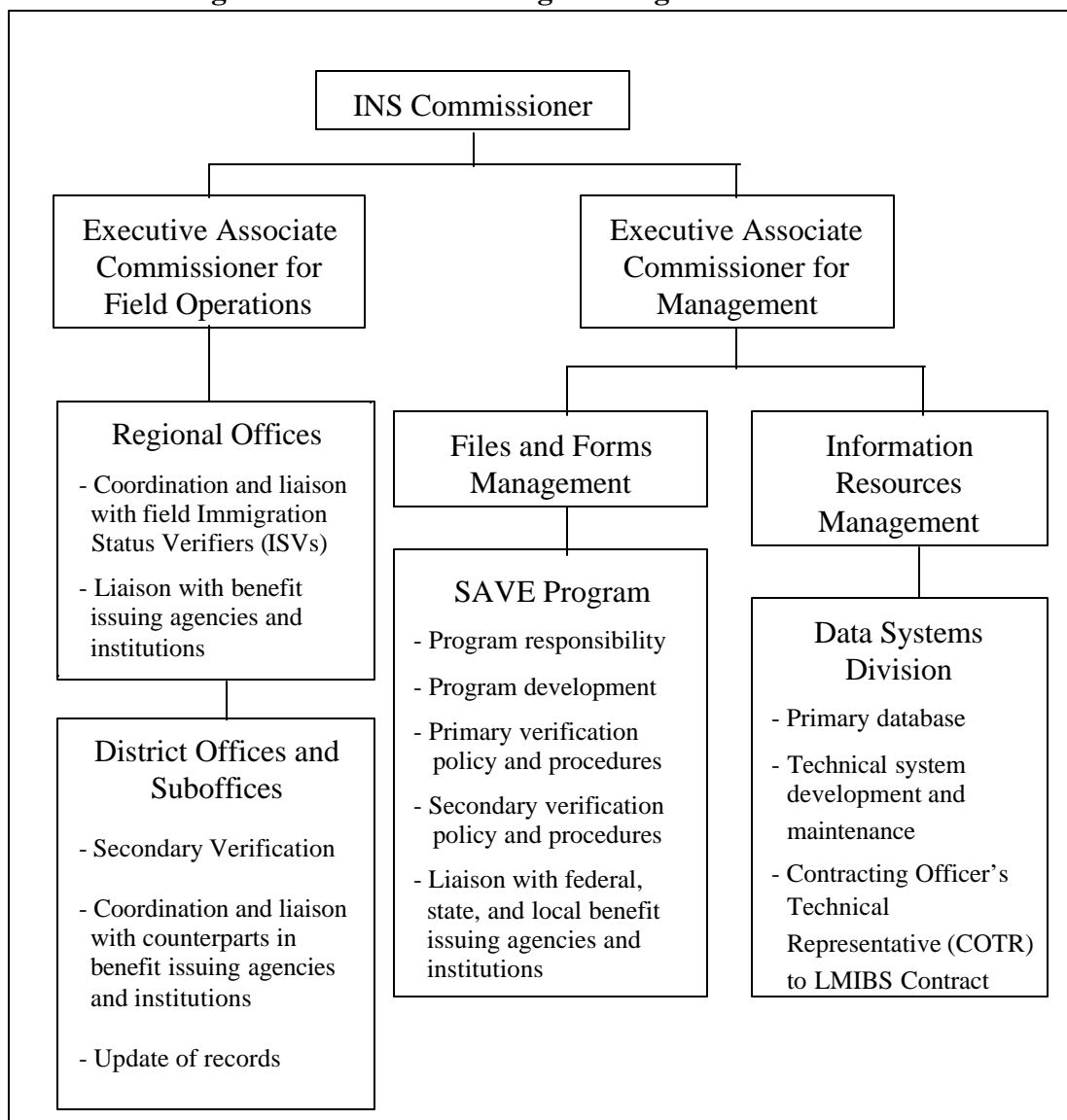


Agencies that do not access ASVI will proceed directly to the secondary verification process.

2-4 SAVE Program Administration

The SAVE Program is administered at the INS Headquarters Office in Washington, DC, by the Office of Files and Forms Management, SAVE Program. User agencies and institutions may contact INS SAVE Program staff at (202) 514-2317. The Data Systems Division of the INS Office of Information Resources Management has responsibility for providing technical support to the SAVE Program. The SAVE Program also provides policy and guidance relating to the secondary verification process to INS field offices. The INS Headquarters Office of Field Operations, Regional and District Offices, and Suboffices have operational responsibility for carrying out policy and guidance provided by the SAVE Program. Figure 2-3 is the INS organization chart as it relates to the SAVE Program.

Figure 2-3: INS SAVE Program Organizational Chart



Although IRCA, as amended by PRWORA, mandates only federal public benefit programs to participate in SAVE, any federal, state, or local benefit issuing agency or institution, or licensing issuing bureau that requires verification of a non-citizen's immigration status may inquire about participation by contacting the INS SAVE Program at (202) 514-2317.

2-5 General Verification Procedures

At the time of application, all individuals applying for public benefits listed in IRCA and PRWORA, are required to declare in writing, under penalty of perjury, whether they are a United States citizen or a United States non-citizen national, or that they are in a satisfactory immigration status. If an applicant claims to have a satisfactory immigration status, they must present immigration documentation that the federal benefit provider is required to verify with INS, or that the state and local benefit provider can opt to verify with INS, via automated access to ASVI or through manual submission of a Document Verification Request, or both.

Detailed instructions for the primary and secondary verification processes are located in Chapters 3 and 4, respectively.

2-6 Legal Protection and Safeguards

Determination of Benefits Award or denial of a benefit based on immigration status and the establishment of a fair hearing process are the responsibilities of the benefit issuing agency or institution. The benefit issuing agency or institution will obtain INS verification of immigration status, and determine whether or not the non-citizen is eligible for a benefit according to its own regulations.

Fair Hearing Each benefit issuing agency or institution will maintain its own fair hearing and appeals process for individuals who have been denied benefits. The INS will provide the appropriate immigration technical consultation and witness support necessary to the agency or institution during the fair hearing process on a prearranged and approved basis. The INS should be consulted well before the hearing is scheduled to resolve any problems, such as data discrepancies or misunderstandings that might have led to the denial.

Nondiscrimination Various Federal civil rights laws and regulations prohibit discrimination by governmental and private entities on the basis of race, color, national origin, gender, religion, age, and disability. Thus in operating or participating in a federally assisted program and implementing the requirements of the INA, as amended by PRWORA, including those described in this user's manual, a benefit

issuing agency or institution should not, on the basis of race, color, or national origin, directly or indirectly differentiate among persons in the types of program services, aids, or benefits it provides or the manner in which it provides them. For example, benefit providers should treat all similarly situated individuals in the same manner, and should not single out individuals who look or sound foreign for closer scrutiny or require them to provide additional documentation of citizenship or immigration status.

**Protection
Under Federal
Statutes**

Certain data that is released during the verification process requires INS to comply with sections of the Privacy Act (5 U.S.C. 552a). Consequently, INS will maintain a Record of Disclosure on all alien registration numbers checked through the verification process for legal permanent residents (LPRs) and naturalized citizens. The following data will be maintained regarding each query, and it will be disclosed in accordance with the Privacy Act:

- Alien registration number
- Date and time of disclosure
- Benefit issuing agency or institution requesting immigration status verification
- Non-citizen's immigration status at the time of inquiry

The INS will protect an individual's privacy to the maximum degree possible, in accordance with the Immigration and Nationality Act and any other applicable statutes.

If an immigration document does not contain an alien registration number, INS will conduct computer checks against all available INS data systems during manual verification to determine the holder's immigration status. The INS will make a record of disclosure when all the following conditions hold true:

- It finds that an alien registration number exists for that applicant;
- The document appears bona fide; and
- The non-citizen's immigration status requires disclosure accounting.

The records of disclosure created by checks made against ASVI and other systems of records will be available to any person or agency in accordance with federal statutes.

The verification processes maintain an audit trail which is used for purposes of identifying inordinate and extraordinary use of Alien Registration Numbers. Examples of such suspicious activities include non-existent Alien Registration Numbers and numbers checked

repeatedly from multiple localities within a short period of time. This information may be used by INS and other federal, state, and local law enforcement entities for investigation of possible criminal activity, in accordance with existing federal statutes. The ASVI audit trail will not be used by INS for non-criminal, administrative enforcement of immigration laws. Benefit issuing agencies or institutions that require information from the audit trail should contact the INS SAVE Program at (202) 514-2317.

Safeguards

The INS, participating benefit issuing agencies and institutions, and contractors shall protect the individual's rights to the fullest extent of the law.

Immigration and Naturalization Service. The SAVE Program has been implemented in a manner that provides for verification of immigration status without regard to sex, color, race, religion, or national origin of the individual involved. The INS stores information in a secure area in order to safeguard its confidentiality. Data usage is restricted to persons whose duties and responsibilities indicate a need for its review.

Participating Benefit Issuing Agencies and Institutions. Participating benefit issuing agencies and institutions shall provide a non-citizen applicant with a reasonable opportunity to furnish evidence of satisfactory immigration status. The benefit issuing agency or institution using SAVE should make the determination for itself whether benefits should be provided on an interim or temporary basis to applicants pending completion of the SAVE processes, applying any legal authority that may be relevant to that benefit. For example, IRCA's statutory provisions regarding Medicaid, unemployment compensation, and other Federal benefit programs required to use SAVE generally prohibit benefit issuing agencies and institutions determining eligibility for these benefits from delaying, denying, reducing, or terminating benefits pending SAVE verification.

Lockheed Martin Integrated Business Solutions (LMIBS). The database housed and maintained by LMIBS is a "read only" system. No update capability is available to the benefit providers. However, if data discrepancies in ASVI are discovered during manual verification, INS will update the database as necessary.

The LMIBS, under contract with INS, stores the database and provides access to authorized benefit issuing agencies and institutions using proper security safeguards. This system avoids dissemination of applicant information to unauthorized individuals or agencies.

3. PRIMARY VERIFICATION PROCEDURES

This chapter of the SAVE Program manual provides instructions for primary verification. It gives guidelines for evaluating non-citizen documentation, interpreting ASVI output, and selecting cases for immediate manual verification when necessary.

Questions, comments, and changes regarding information in this section of the manual should be directed to the INS SAVE Program at (202) 514-2317.

3-1 Background

SAVE Program participants will generally use the Alien Status Verification Index (ASVI) database, which contains information on more than 60 million non-citizens for initial automated status verification. This automated process is known as primary verification. When accessed by the user, ASVI will respond within 3 to 5 seconds of the query. Current users access the ASVI database, which is housed and maintained by Lockheed Martin Integrated Business Solutions (LMIBS), with any one of six access methods. Those methods of access include: 3270-terminal, Personal Computer, Point-of-Sale, Touch-Tone Telephone, Electronic File Transfer, or Remote Job Entry. The touch-tone telephone, point-of-sale, and electronic file transfer access methods are no longer available to new users of the SAVE Program.

In addition, SAVE verification is available to benefit issuing agencies and institutions through a manual verification process, known as secondary verification, when the use of ASVI is not cost effective. Secondary verification is also required when primary verification reveals material discrepancies or when the user is so directed by an ASVI system message.

3-2 General Verification Procedures

At the time of application, all individuals applying for the public benefit programs listed in the Immigration Reform and Control Act of 1986 (IRCA), as amended by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), must declare in writing, under penalty of perjury, that they are United States citizens or United States non-citizen nationals and, if not, that they are in a satisfactory immigration status. If an applicant is not a citizen or non-citizen national of the United States, they must present immigration documentation that the benefit issuing agency or institution will verify with INS, through the automated system or by submitting a Document Verification Request, Form G-845, to INS.

3-3 Required Documentation

All non-citizens applying for public benefits must present immigration documentation, or in some cases, verbally provide information from such documentation, that the benefit issuing agency or institution determines is reasonable evidence indicating a satisfactory immigration status. The document must be returned to the non-citizen by the reviewing agency.

If an applicant presents an expired document or is unable to present any immigration documentation evidencing their immigration status, refer the applicant to the local INS Office to obtain documentation of their immigration status. In unusual cases involving applicants who are hospitalized or medically disabled, or who can otherwise show good cause for their inability to present documentation, and for whom securing such documentation would constitute an undue hardship, if the applicant can provide other identifying documentation i.e., marriage records, court orders, etc., the benefit issuing agency or institution may submit the Document Verification Request and, if applicable, a copy of any expired INS document presented, to the local INS Office to verify the applicant's immigration status.

Section 264 of the Immigration and Nationality Act (INA), 8 U.S.C. 1304, states non-citizens 18 years of age or older in the United States must have immigration documentation in their possession at all times. Non-citizens without documentation, such as those who claim documents were lost or stolen, should be referred to the local INS office (as shown in the U.S. Government listing of the telephone directory) to request new documentation prior to the initiation of primary or manual verification procedures.

Most non-citizen applicants will present documentation that contains an Alien Registration Number (A-Number). This number references an individual's non-citizen file at INS. The A-Number contains seven, eight, or nine numerical digits preceded by the letter A, e.g., A72 735 835. Each A-Number is unique in that it pertains to only one person; even minors and infants who are not citizens or nationals of the United States are assigned individual A-Numbers.

Immigration documentation includes but is not limited to the examples shown in Appendix A of this manual. Except for the Arrival-Departure Record, Form I-94, such documents should show the A-Number of the bearer. Some documents have expiration dates. These dates should be checked during the benefit issuing agency or institution's visual examination of the documentation. Some forms have been released in several editions and, therefore, valid documentation may not match the example exactly. The examples in Appendix A represent those INS documents that are most commonly presented and are not all inclusive. Appendix B-Glossary, defines terms related to immigration status.

A Form I-94 with the following endorsement will have an A-Number annotated on it and is an acceptable document as long as the expiration date has not passed: *"Processed for I-551. Temporary Evidence of Lawful Admission for Permanent Residence. Valid until _____ . Employment Authorized or Temporary Form I-551, Admission for permanent resident or (port) (date) verified."* A non-citizen's passport may also contain the endorsement above and will have an A-Number annotated on the passport.

Non-citizens also may present other pertinent documents, such as marriage records or court orders, that indicate the identity or United States residency of the holder. Although these documents may not serve as adequate proof of immigration status, they may prove useful in the secondary verification process, when required.

Some INS documents do not contain a photograph of the bearer. When such documentation is presented, INS strongly recommends that the benefit provider ask for a document that includes a photograph, such as a driver's license or an employee badge. A copy of this document need not be provided during the secondary verification process because the purpose of requesting the document is to ensure that the benefit provider can identify the non-citizen satisfactorily.

3-4 Immediate Secondary Verification

Under most circumstances, an automated check of INS records through ASVI is the first step in the verification process. However, the following circumstances require that the benefit provider forego the use of ASVI and perform secondary verification immediately:

- A document appears to be counterfeit or altered. Characteristics of suspect documentation include photograph substitution and ink discoloration.
- A non-citizen presents unfamiliar INS documentation, or a document that indicates immigration status, but does not contain an A-Number.
- A non-citizen presents immigration documentation with an A-Number in the 60,000,000 or 80,000,000 series.
- The non-citizen has no immigration documentation and is hospitalized, medically disabled, or who can otherwise show good cause for their inability to present documentation, and for whom securing such documentation would constitute an undue hardship.
- The non-citizen presents a foreign passport and/or Form I-94 and the "Admission for Permanent Residence" endorsement is more than 1 year old.
- The applicant presents a Certificate of Naturalization or a Certificate of Citizenship, and verification of U.S. citizen status is required.
-

If a non-citizen applicant presents any of the above immigration documentation to the benefit issuing agency or institution, photocopies should be submitted immediately to INS with a completed Document Verification Request for secondary verification. See Chapter 4 of this manual for instructions on submitting a secondary verification request to INS.

3-5 ASVI Access Methods

Current users access the ASVI database with any one of six access methods. Those methods of access include:

- 3270-type terminal, or personal computer with 3270 emulation board, using a dedicated telecommunications line (interactive access, monitor, and printer)
- Personal computer (PC) or teletype terminal, using a standard telephone (asynchronous) line (interactive access, monitor and printer)
- Point-of-sale (POS) emulation (interactive access, PC, and printer)
- Touch-tone telephone or standard dial telephone with tone generator (interactive access, voice data response)
- Electronic file transfer (EFT) using personal computer with communications software, via a standard telephone or dedicated telecommunications line (batch access, monitor, and printer)

- Remote job entry (RJE) terminal, or personal computer with RJE emulation board, using a standard telephone or dedicated telecommunications line (batch access, monitor and printer)

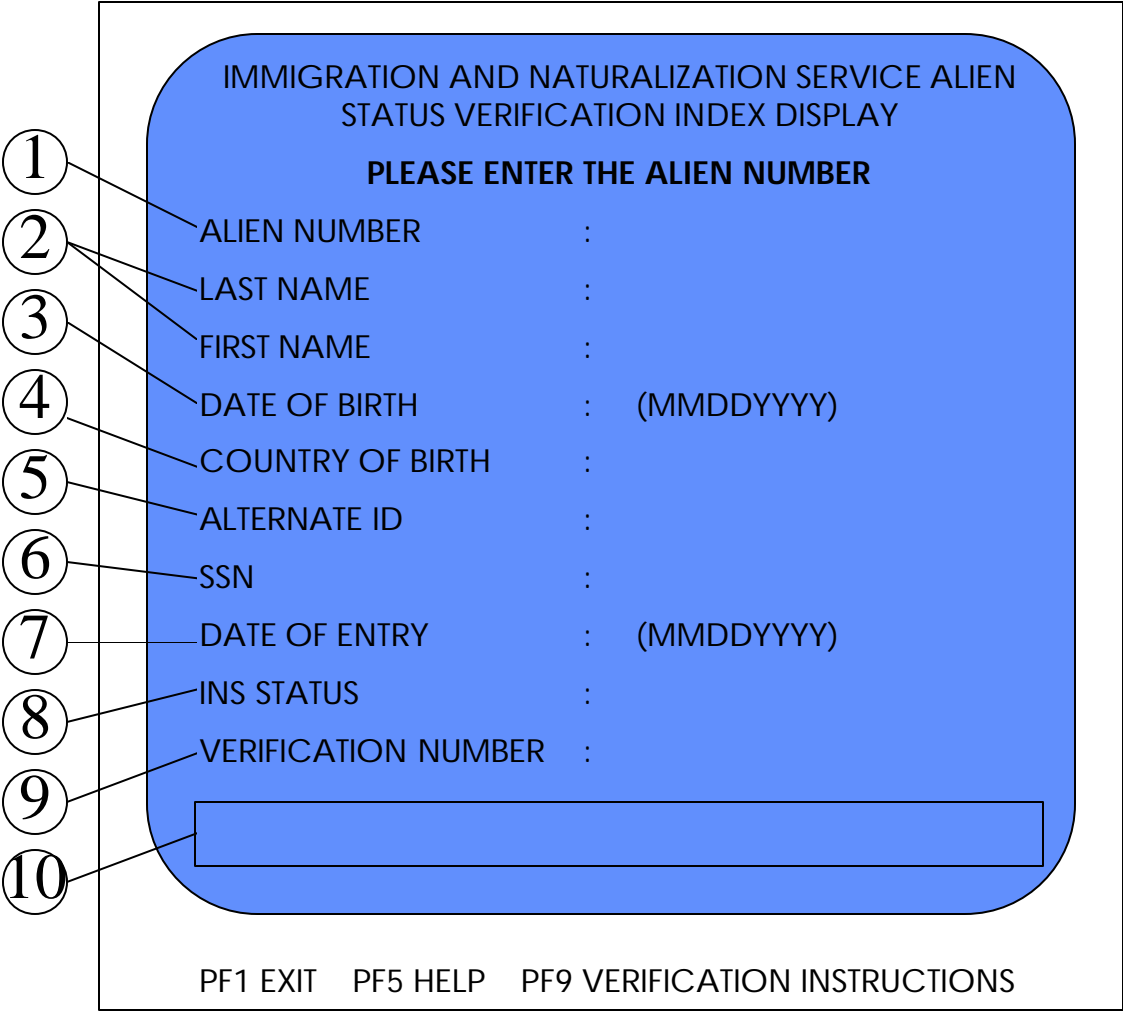
The touch-tone telephone, point-of-sale, and electronic file transfer access methods are no longer available to new users of the SAVE Program. Contact the INS SAVE Program at (202)514-2317 to obtain step-by-step instructions for accessing ASVI via any of the other methods listed above.

3-6 Understanding ASVI Output Data

The data fields contained in the display or voice output response for most ASVI users are illustrated in Figure 3-1.

Benefit providers should compare data on the documentation to the corresponding fields in ASVI. The biographical data and status information in ASVI must correspond to the data on the documentation. If the benefit provider determines that discrepancies exist, he or she should initiate the secondary verification process, as instructed in Chapter 4. Secondary verification must also be initiated when ASVI returns the message "Institute Secondary Verification."

Figure 3-1: ASVI Output Data Fields



The following is provided to assist benefit issuing agencies and institutions in understanding the data output fields provided by ASVI:

Table 1

Field	Explanation
1. Alien Number	<p>An A-Number is a seven, eight, or nine-digit number referencing an actual paper file, known as the Alien File, relating to an individual. Each A-Number is unique in that it pertains to a single person; even infant and minor non-citizens are assigned individual A-Numbers.</p> <p>When entering an A-Number into ASVI, nine digits are required. If the A-Number is less than nine digits, add leading zeros. Do not enter the “A” in any case.</p> <p>Examples: A9 735 832 - enter as 009735832 A72 735 835 - enter as 072735835 A999 999 999 - enter as 999999999</p>
2. Last Name	<p>Hispanic surnames may include as many as four names, e.g., Rivera Gonzales de Cuervo. In some cases, applicants may hyphenate parts of the surname, e.g., Rivera-Gonzales de Cuervo, whereas the database seldom uses the hyphenated format. Some non-citizens may be registered under abbreviated or Anglicized versions of their names. ASVI also may give transposed versions of names, e.g., de Cuervo Rivera Gonzales. Refer to Appendix C for a more detailed explanation of Hispanic Names.</p> <p>In Asian cultures, the surname frequently is written before the given name. The names of non-citizens from such cultures may be recorded in transposed order in INS files.</p> <p>In the case of a recent marriage, the non-citizen may not have yet furnished the new name to INS. Hence, ASVI may not reflect the name change.</p>
First Name	<p>Many Hispanic first names consist of more than one word, for example, Maria de los Angeles. Connecting prepositions and articles such as “de la” may not have been recorded properly in INS records.</p>

Field	Explanation
3. Date of Birth	Occasionally, the month and day elements of the birth date may be transposed in the ASVI database or on a non-citizen's application for benefit. The INS registers the date of birth by month, day, and year using format MMDDYYYY, e.g., 01041957 is January 4, 1957. Some cultures record dates as day, month, and year using format DDMMYYYY, e.g., 01041957 is April 1, 1957. A non-citizen may continue to provide dates in this fashion.
4. Country of Birth	<p>With certain access methods, only the first five letters of the name of the country of birth will be given in the ASVI response. In the case of Austria and Australia, however, only the last five letters of the country of birth would be shown in an abbreviated version of the country name.</p> <p>A non-citizen's country of birth is not necessarily their country of nationality, i.e., the country to which they owe allegiance.</p>
5. Alternate ID	If a non-citizen also has an Admission Number (Number issued to a non-citizen on an Arrival-Departure Record, Form I-94), it will be displayed in this field. Querying ASVI by the Admission Number is also available to benefit issuing agencies and institutions if there is a reasonable need and accessing ASVI by this number is found feasible by the INS SAVE Program.
6. Social Security Number (SSN)	INS records currently do not contain a Social Security Number for every non-citizen on file. When the SSN is available, ASVI will announce the SSN, for touch-tone telephone access, or will fill the display field with the SSN for other access methods.
7. Date of Entry	This date represents the non-citizen's most recent entry into the United States or the date his or her status was adjusted to a lawful permanent resident. The INS uses numeric representation in the format MMDDYYYY.
8. INS Status	INS has over 650 alphanumeric codes that identify a non-citizen's immigration status. ASVI displays or announces one of these codes when a query is performed. The codes are categorized into six groups that correspond to interpretative messages listed in item number 10 below. Benefit issuing agencies and institutions can obtain a description of INS codes of admission by contacting the INS SAVE Program.

Field	Explanation
9. Verification Number	The system will provide a unique verification number with the output from every query. This number will contain information that identifies the query. Users should always record this number in the applicant's file for both quality assurance and ease in processing Freedom of Information Act requests.
10. ASVI System Message/Employment Eligibility Statement	<p>This message helps the benefit-issuing agency or institution verify that a non-citizen's immigration status is valid or if a secondary verification is required. It also provides employment eligibility information. Most users will receive one of the seven messages listed below:</p> <ul style="list-style-type: none"> • Lawful Permanent Resident - Employment Authorized • Refugee - Employment Authorized • Asylee – Employment Authorized • Cuban/Haitian Entrant - Temporary Employment Authorized • Section 245A Temporary Resident - Temporary Employment Authorized • Section 210 Temporary Resident - Temporary Employment Authorized • Application Pending - Temporary Employment Authorized • Institute Secondary Verification <p>If one of the first six messages is received, normal user agency procedures for issuing benefits may continue. The seventh message, "Institute Secondary Verification," requires further inquiry into INS records. When this message appears, manual verification procedures, as described in Chapter 4, should be followed.</p>

3-7 General Information

System Hours	The ASVI database is available for interactive queries between 7:00 a.m. Eastern Standard Time (EST), and 8:00 p.m. Pacific Standard Time (PST), Monday through Friday.
Technical Assistance	Users should call the Customer Service Help Desk regarding technical problems with the ASVI System such as inability to access the system, exceptionally slow response times, and system failures. The Customer Service Help Desk provides support Monday through Friday, 8:00 a.m. EST to 8:00 p.m. EST via its toll-free telephone number, 1-800-467-0375.
Program Assistance	The INS SAVE Program will answer questions regarding program policies and enrollment procedures. Personnel are available from 7:30 a.m. EST to 5:00 p.m. EST, Monday through Friday, at (202) 514-2317.

3-8 ASVI Enrollment Process

After a benefit issuing agency or institution expresses interest and receives approval from INS to participate in the SAVE Program, the procedures below should be followed:

Step	Action
1.	The benefit issuing agency or institution determines the best access method to meet their needs in light of the size and scope of the estimated non-citizen population. The INS SAVE Program can provide assistance in this area.
2.	A Memorandum of Understanding (MOU) is formalized with INS. An example of suggested language for a MOU is available from the INS SAVE Program.
3.	The benefit issuing agency or institution prepares a purchase order for teleprocessing services based on estimated usage and access method selected, and mails it to the INS contractor at the following address: Lockheed Martin Integrated Business Solutions, 12506 Lake Underhill Road, MP-266, ATTN: Kim Pearson, Contracts Administrator, Orlando, FL 32825-5002. Each benefit issuing agency or institution should prepare a purchase order form that is used within each respective office. The purchase order should contain the following information:
4.	<p>LENGTH OF SERVICE</p> <ul style="list-style-type: none"> Obligated dollar amount Citation of INS contract number Original signature of appropriate representative <p>Each benefit issuing agency or institution must complete a new purchase</p>

Step	Action
	order form each fiscal year (by October 1) in order to continue accessing the ASVI database.
4.	The contractor enrolls the benefit issuing agency or institution in the SAVE Program and assigns an account number. Appropriate user identification numbers, authorization codes, and instructions for accessing the ASVI database are provided at this time.
5.	The benefit issuing agency or institution accesses the ASVI database.

4-1 ASVI Billing Process

The following are billing procedures:

Step	Action
1.	The agency or institution accesses ASVI with a unique user identification number.
2.	The contractor collects usage data.
3.	The contractor prepares the billing.
4.	The contractor sends the invoice to the benefit issuing agency or institution's resource accounting division.

5. SECONDARY VERIFICATION PROCEDURES

This chapter of the SAVE Program Manual provides instructions for secondary verification, for both the Alien Status Verification Index (ASVI) and non-ASVI user. It gives guidelines for initiating secondary verification and understanding INS' response to the verification request.

Questions and comments regarding secondary verification should be directed to the INS SAVE Program at (202)-514-2317.

5-1 Background

The SAVE Program requires participating agencies and institutions to submit secondary verification requests to the INS under specified circumstances. The INS conducts thorough searches of applicable INS databases and paper files, as necessary, to respond to such secondary verification requests. A combination of both the primary and secondary components of the SAVE Program are used by a large number of SAVE users. However, status verification involving only the secondary process is available to benefit issuing agencies and institutions that have a very small number of non-citizen applicants for benefits.

The purpose of the secondary verification process is two-fold. First, it allows agencies to participate in the SAVE Program when access to the automated system would not be cost effective. Second, it provides a thorough search of all applicable INS automated databases and paper files when questions arise during the visual verification of documentation or the primary verification.

5-2 Initiating Secondary Verification

Benefit issuing agencies and institutions with access to ASVI will perform primary verification for most non-citizen applicants prior to initiating secondary verification procedures. However, certain circumstances require that the benefit provider forego the use of ASVI and perform secondary verification immediately. Refer to the "Immediate Secondary Verification" topic in Chapter 3 for circumstances that require immediate secondary verification. Additionally, secondary verification should occur after an automated ASVI check when:

- ASVI returns a response of "Institute Secondary Verification"
- A material discrepancy between an applicant's immigration documentation and the record contained in ASVI exists
- A non-citizen claims they obtained Lawful Permanent (or Conditional) Resident Status because they were a battered alien, a parent of a battered child(ren), or a victim of domestic violence. Refer to the Interim Guidance on Verification of Citizenship, Qualified Alien Status, and Eligibility Under Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, 62 FR 61344 at Exhibit B to Attachment 5 (Nov. 17, 1997), for instructions on verifying non-citizens claiming status in this category.

- Sponsorship information from the non-citizen's Affidavit of Support (Form I-864) is required

5-3 Obtaining Secondary Verification

To obtain secondary verification, the benefit provider will forward a completed Document Verification Request with fully readable photocopies of both sides of the non-citizen's immigration documentation to their local INS Office for review. The INS Offices are listed by state and county in Appendix D; their addresses are given in Appendix E.

Benefit issuing agencies and institutions mandated by the Immigration Reform and Control Act of 1986 (IRCA) to participate in the SAVE Program are required to use Form G-845S, Document Verification Request and all other participating benefit issuing agencies and institutions must use Form G-845, Document Verification Request. The Document Verification Request Supplement, Form G-845 Supplement, can be used in conjunction with both forms, but not separately to obtain additional immigration information required to make a determination for benefit eligibility as a result of the PRWORA, as amended. These forms are included in Appendix F and can be copied by benefit issuing agencies and institutions for use in instituting secondary verification.

A separate Document Verification Request should be completed for each applicant and should include copies of the documents for that person only. If a family unit has applied for a benefit, each member will require a separate Document Verification Request.

5-4 Attachments

A photocopy of all applicable printed pages of each piece of immigration documentation presented should be attached to the Document Verification Request. The INS requires that benefit issuing agencies and institutions copy all printed sides of each INS-issued card or form presented. When the non-citizen presents a foreign passport as documentation, INS only requires copies of those pages that identify the issuing country, holder, and immigration status while in the United States (i.e., Form I-94 INS stamp).

If the applicant presents expired immigration documents or is unable to present any immigration documentation evidencing his or her immigration status, the benefit issuing agency or institution should refer the applicant to the local INS office to obtain documentation of status. In unusual cases involving applicants who are hospitalized or medically disabled, or who can otherwise show good cause for their inability to present documentation, and for whom securing such documentation would constitute an undue hardship, if the applicant can provide other identifying documentation i.e., marriage records, court orders, etc., the benefit issuing agency or institution may file the Document Verification Request, and, if applicable, copies of any expired INS documents presented, with the local INS office to verify immigration status. As with any documentation of immigration status, the benefit issuing agency or institution should confirm that the status information received from INS pertains to the applicant whose identity has been verified.

Although an INS document is all the identification required to complete the secondary verification request, the attachments may include identification bearing a photograph of the applicant. If the non-citizen has presented another pertinent document, such as a marriage record or court order, it may be included as well. Refer to Appendix A for examples of commonly presented INS documentation. Note that other INS forms can serve as valid identification documents.

The name and address of the benefit issuing agency or institution submitting the Document Verification Request should be typed or stamped in the block labeled **"From."** The INS office address the Document Verification Request is being sent to should be typed or stamped in the block labeled **"To."**

5-5 Completing the Document Verification Request

The Document Verification Requests (Form G-845S and Form G-845) (see Appendix F) should be completed as fully as possible by the submitting agency. It is essential that the form contain sufficient information to verify the immigration status of the non-citizen. The benefit issuing agency or institution completes Section A.

The following chart provides instructions for completing Section A of Form G-845S and Form G-845.

Table 2

Field	Instructions
1. Alien Registration Number or I-94 Number	Enter the alien registration number as the letter A followed by a series of seven, eight, or nine digits. The admission number found on the Form I-94 consists of eleven digits and is found at the upper left-hand corner of the form. It may assist in the various searches made during secondary verification.
2. Applicant's Name	Enter last, first, and middle name of applicant. If documentation indicates more than one variation of the name, enter all versions. Appendix C provides information on Hispanic names.
3. Nationality	Enter the foreign nation or country to which the applicant owes allegiance. This is normally, but not always, the country of birth.
4. Date of Birth	Enter the birth date using the MM/DD/YYYY format. If the complete date of birth is not known, give available information.

Field	Instructions
5. Social Security Number	Enter the non-citizen's nine-digit Social Security number, if known. Copy the number directly from the non-citizen's Social Security card whenever possible.
6. Verification Number	Enter the verification number assigned when ASVI was queried, if applicable. If ASVI was not queried, enter "none."
7. Photocopy of Document Attached and Other Information Attached	Indicate that INS documentation is attached by checking the top box. Use the bottom box if other information has been included in support or in lieu of INS documents.
8. Benefit/Your Case Number	If completing the Form G-845S, mark the blocks showing the benefit program(s) for which the non-citizen has applied. If completing the Form G-845, enter the benefit program(s) for which the non-citizen has applied. This block may also be used to show the benefit issuing agency's or institution's case number.
9. Name of Submitting Official	The name of the submitting official from the benefit issuing agency or institution should be entered.
10. Title of Submitting Official	The title of the submitting official from the benefit issuing agency or institution should be entered.
11. Date	The date the Document Verification Request is being completed by the submitting official from the benefit issuing agency or institution should be entered.
12. Telephone Number	The telephone number that the Immigration Status Verifier can contact the submitting official from the benefit issuing agency or institution, if necessary, should be entered

The name and address of the benefit issuing agency or institution submitting the Document Verification Request should be typed or stamped in the box labeled "**From.**" The INS office address the Document Verification Request is being sent to should be typed or stamped and the box labeled "**To.**"

5-6 Completing the Document Verification Request Supplement

The Document Verification Request Supplement (G-845 Supplement) (See Appendix F) may only be used in conjunction with the Document Verification Request (Form G-845S or Form G-845), not separately. It should also be completed as fully as possible by the benefit issuing agency or institution. The following information should be provided on Form G-845 Supplement by the benefit issuing agency or institution.

- Non-citizen applicant's last, first, and middle name;
- Social Security Number (if available);
- Alien Registration Number (A-Number) and/or I-94 Number;
- Typed or stamped name and address of submitting agency;
- Current date;
- Submitting agency's telephone number.

Refer to the "Completing the Document Verification Request" topic in this Section for more detailed instructions on providing this information.

The benefit issuing agency or institution should indicate what status information is required from INS by checking off the appropriate numbered block(s) in the "Complete the following items:" section on the top portion of the Form G-845 Supplement. It is very important that the benefit issuing agency or institution complete this section, so that INS can provide all appropriate INS status information required to make a determination regarding the applicant's eligibility for benefits under Title IV of PRWORA, as amended. The following INS information can be obtained by submitting Form G-845 Supplement:

1. Immigration status;
2. Date alien entered the United States;
3. Date status was granted;
4. Date status expires;
5. Citizen status;
6. Special benefit provisions for certain victims of abuse; and
7. Affidavit of Support.

5-7 Mailing Document Verification Requests

Photocopies of documentation should be stapled to the Document Verification Request with a single staple in the upper left-hand corner. The form and documents can be folded and placed in a window envelope, with the block labeled "To" showing in the address area. More than one G-845 can be mailed in a single envelope; however, INS discourages benefit issuing agencies and institutions from collecting forms over an extended period of time in order to mail them in bulk.

All benefit issuing agencies and institutions should mail Form G-845 to their local INS Office. The notation, "ATTN: Immigration Status Verifier," should be included on the envelope to ensure proper handling by the INS mailroom. Immigration Status Verifiers

(ISVs) are located in INS Offices throughout the United States, Puerto Rico, Virgin Islands, and Guam. To determine the correct INS Office, review the list of states and counties in Appendix D; their mailing addresses are included in Appendix F.

5-8 Obtaining Copies of the Document Verification Requests and Supplement

Benefit issuing agencies and institutions may duplicate the Document Verification Requests and Supplement provided in Appendix F; both forms should be reproduced as two-sided documents. Additional copies of the forms may also be obtained as follows:

1. Request Document Verification Request (Form G-845S and Form G-845) and the Document Verification Supplement (Form G-845 Supplement) from the INS Form Distribution Center serving your region as noted below:

East of the Mississippi River: Eastern Forms Center
P.O. Box 567
Williston, VT 05497

West of the Mississippi River: Forms Center West
5600 Rickenbacker Road
Building 701A
Bell, CA 90201

2. Download the Document Verification Requests and Supplement from the Internet: www.usdoj.gov/ins/forms.
3. Call the INS Forms Request Line: 1-800-870-3676. (Due to the high volume of calls to this line, the best time to call is early on weekday mornings.)

5-9 Document Verification Request and Supplement Responses

Immigration Status Verifiers (ISVs) will research the non-citizen applicant's records in INS automated databases and paper files, complete the response portion, Section B, of the Document Verification Request, and return both the form and attached photocopies to the requesting agency within ten working days of receipt by the local INS Office for mandated benefit issuing agencies and institutions, and within the timeframe specified in the Memorandum of Understanding (MOU) for all other benefit issuing agencies and institutions.

The secondary verification process includes the following:

- Examination of the photocopies of the immigration documentation
- Search of all applicable INS records systems (both automated and manual)
- Review of the applicant's Alien File (A-File), if required
- Evaluation of findings
- Determination of immigration status
- Return Form G-845 to benefit issuing agency or institution

Automated INS databases and paper files that may be used include:

- Central Index System (CIS) — The most complete online record of non-citizens and naturalized citizens in the United States
- Non-immigrant Information System (NIIS) — An automated database that contains information on non-immigrants, such as visitors and foreign government officials
- Computer-Linked Application Information Management System (CLAIMS) - A national automated database that records and tracks cases for immigration benefits
- Students/Schools System (STSC) — The online file of foreign students in U.S. academic and vocational educational institutions
- Deportable Alien Control System (DACs) - An automated database that records activities associated with aliens who are detained or placed under docket control for deportation or exclusion
- Alien Files — The paper files on non-citizens in the United States
- INS Microfilm Files — Files containing pre-CIS records
- Federal Records Center Index — Resource used to access retired government records

A description of each of these sources is located in Appendix G.

5-10 Understanding the INS Response

The Document Verification Request and Supplement are self-reply forms. The ISV will check all appropriate statements on the lower half and back of the Document Verification Request, and, if applicable, on the lower half and back of the Document Verification Request Supplement, to indicate the applicant's immigration status and work eligibility. Statements on the front of the Document Verification Request are interpreted as follows:

Table 3

Block	Explanation
<p>1. This document appears valid and relates to a <u>Lawful Permanent Resident</u> alien of the United States</p>	<p>Checked when the documentation submitted is determined to be a valid Form I-551, or a valid Form I-94, with the notation "<i>Processed for I-551, Temporary Evidence of Lawful Admission for Permanent Residence.</i>" (The term temporary here refers to documentary evidence. It is not intended to imply that the immigration status itself is temporary.) Immigration law allows this person to live and work in the United States on a permanent basis.</p>

Block	Explanation
<p>2. This document appears valid and relates to a <u>Conditional Resident alien</u> of the United States</p>	<p>Checked when the documentation submitted is determined to be a valid Form I-94 stamped with the notation Processed for I551, "<i>Temporary Evidence of Lawful Admission for Permanent Residence</i>," or a valid Form I-551. Under the law, this person is allowed to live and work in the United States. However, INS will reevaluate his or her status within 2 years. Conditional resident non-citizen status is normally granted to non-citizens that marry U.S. citizens or nationals, or lawful permanent resident non-citizens of the United States.</p>
<p>3. This document appears valid and relates to an alien <u>authorized employment</u> as indicated below:</p>	<p>Checked to indicate if the authorization covers full-time or part-time employment and when, if applicable, the period of employment will expire. "Indefinite" will be indicated if there is no specific expiration date for employment eligibility.</p>
<p>4. This document appears valid and relates to an alien who has an application pending for:</p>	<p>Checked when a non-citizen's application for a new immigration status or change of immigration status is pending. If a change of status is pending, the appropriate block indicating the current status will also be checked. (When an application is pending, it means that a determination has not yet been made by the INS.)</p>
<p>5. This document relates to an alien having been granted <u>asylum/refugee status</u> in the United States.</p>	<p>Checked when a non-citizen has been granted asylee or refugee status in the United States, because of persecution or a well-founded fear of persecution in his or her country of nationality. These statuses are considered temporary. Documentation presented may include Form I-94, Stamped with "<i>Section 207—Refugee</i>" or "<i>Section 208—Asylee</i>" or a Form I-571, Refugee Travel Document.</p>
<p>6. This document appears valid and relates to an alien <u>paroled</u> into the United States pursuant to Section 212 of the INA</p>	<p>Checked for a non-citizen who has been allowed to enter the United States under emergency conditions or when his or her entry has been determined to be in the public interest. This status is temporary. Documentation presented may include Form I-94, stamped with "<i>Section 212(d)(5) – Parolee</i>."</p>
<p>7. This document</p>	<p>Checked for Cubans who entered the United States</p>

Block	Explanation
appears valid and relates to an alien who is a <u>Cuban/Haitian entrant</u>	between April 15, 1980, and October 10, 1980, and Haitian who entered the country before January 1, 1981. This is a temporary status. Documentation presented may include Form I-94, stamped Cuban/Haitian Entrant. This status is covered by Section 501(e) of the Refugee Education Assistance Act of 1980, as amended.
8. This document appears valid and relates to an alien who is a <u>conditional entrant</u>	This category of non-citizens was originally defined by Section 203(a)(7) of the INA but was abolished by the Refugee Act of 1980. The INS no longer provides benefit issuing agencies and institutions with this response.
9. This document appears valid and relates to an alien who is a <u>nonimmigrant</u>	Checked to indicate a non-citizen who is temporarily in the United States for a specific purpose. This category includes students, visitors, and foreign government officials. Documentation presented may include Form I-94.
10. This document appears valid and relates to an alien <u>not authorized employment in the United States</u>	Checked when a non-citizen's status prohibits employment in the United States.
11. Continue to process as legal alien. INS is searching indices for further information	Checked if INS will withhold judgment regarding the status or validity of documentation pending further investigation. This statement does not imply that the applicant is an illegal non-citizen or the holder of fraudulent documentation. The non-citizen should be presumed eligible while INS' final notification regarding immigration status is pending.
12. This document is not valid because it appears to be:	Checked for expired documentation or when the documentation appears to be counterfeit or altered. If necessary, the ISV will use the back of the Form G-845 to elaborate on this entry. When the entries for counterfeit or altered documents are checked, the requesting agency or institution should follow its own guidelines for investigating and prosecuting cases of fraudulent documentation.
The Comments block on the second page of the Document Verification Request is used to provide the benefit provider with further instruction. It includes the following statements:	
13. No determination	Checked when the benefit issuing agency or

Block	Explanation
can be made from the information submitted. Please obtain a copy of the original alien registration documentation and resubmit.	institution is required to resubmit the Document Verification Request with copies of both sides of the original immigration documentation presented by the non-citizen applicant.
14. No determination can be made without seeing both sides of the document submitted (please resubmit request)	Checked when the benefit issuing agency or institution is required to resubmit the Document Verification Request with copies of all sides of each document presented by the non-citizen applicant.
15. Copy of document is not readable (please resubmit request)	Checked when the benefit issuing agency or institution is required to resubmit the Document Verification Request with higher quality copies of the original immigration documentation presented by the non-citizen applicant.

Blocks 16 and 17 were originally designed to assist benefit issuing agencies and institutions in determining when a non-citizen applicant was Permanently Residing [in the United States] Under Color of Law (PRUCOL). The INS would indicate if this class or category of non-citizen applicants were actively being pursued for expulsion at that time. The PRWORA replaced the PRUCOL doctrine, and Immigration Status Verifiers (ISVs) were instructed to no longer provide PRUCOL status determinations to benefit issuing agencies and institutions. However, the Noncitizen Benefit Clarification and Other Technical Amendments Act of 1998 amended PRWORA and requires INS to provide PRUCOL information to the Social Security Administration's Supplemental Security Income Program (SSA/SSI). Currently, SSA/SSI is the only program receiving PRUCOL determinations from INS.

Any additional ISV comments will be included at block 18.

The ISV will stamp and initial the front of the Document Verification Request in the block labeled "**stamp**."

The following is an explanation of the INS information a benefit issuing agency or institution can obtain from the INS on the Document Verification Request Supplement:

1. **Immigration status.** The INS will provide the non-citizen applicant's current immigration status by conducting a thorough search of INS automated databases and paper files.
2. **Date alien entered the United States.** The INS will provide the original date the non-citizen applicant entered the United States. (This date is not always the same as what is provided through ASVI, when a non-citizen adjusts his or her immigration status. In most cases, the date of entry changes in ASVI to reflect the date the non-citizen obtained his or her Lawful Permanent Resident status.)
3. **Date status was granted.** The INS will provide the date the non-citizen obtained his or her current immigration status as noted in paragraph 1 above.
4. **Date status expires.** The INS will provide the date the non-citizen's immigration status expires. If the non-citizen's immigration status is indefinite, INS will provide this information in the response.
5. **Citizen status.** The INS will confirm whether a prior non-citizen naturalized and is a United States citizen.
6. **Special Benefit Provision for Certain Victims of Abuse.** The INS will confirm whether or not a non-citizen obtained his or her Lawful Permanent (or Conditional) Resident status because he or she was a battered alien or a parent of a battered child(ren) or a victim of domestic violence.
7. **Affidavit of Support.** The INS will confirm whether or not the non-citizen was sponsored on Form I-864, Affidavit of Support, and if so, INS will provide sponsorship information.

The ISV will initial and stamp the back of the form in the block labeled "**Stamp.**"

When the Document Verification Request and Supplement are returned, the benefit issuing agency or institution must refer to its own eligibility requirements to determine if the applicant qualifies for a benefit. The benefit provider makes the actual decision on award or denial of a benefit and is responsible for the establishment of a fair hearing process.

5-11 Delayed Replies

The Document Verification Request has been designed to allow rapid response to the submitting agency from INS. Mandated benefit issuing agencies or institutions should allow ten working days for processing. Other benefit issuing agencies and institutions should wait until the expiration of the timeframe specified in the MOU for all other benefit issuing agencies and institutions before contacting the INS Office to request information about verification. When it becomes necessary to contact the INS Office regarding the

status of a request, the benefit issuing agency or institution should be prepared to furnish the non-citizen's name, A-Number or Admission Number, and the date the original Document Verification Request was mailed to INS.

5-12 INS Record Keeping

The INS retains records on the secondary verification process to comply with the Privacy Act.

If any documentation submitted to an ISV indicates criminal misuse of government documents, it may be duplicated and forwarded to the Investigations Branch of INS or to other law enforcement agencies for initiation of an investigation or prosecution action, as may be appropriate. The benefit issuing agency or institution should follow its own guidelines for investigation and prosecuting cases of fraudulent documentation.

Glossary

Personnel at benefit issuing agencies and institutions will encounter unfamiliar terms in processing applications from non-citizens. The definitions in this glossary are informational in nature and should not be used for any other purpose. They do not represent any formal stance or policy of the Immigration and Naturalization Service (INS). Official definitions have been shortened or edited whenever necessary to facilitate use by benefit issuing agencies and institutions.

Table 4

Admission Number	An 11-digit number that is found on the Arrival-Departure Record (Form I-94) and should not be confused with the Alien Registration Number (A-Number)/Alien ID number.
Alien (Non-citizen)	Any person who is not a citizen or national of the United States.
Alien File (A-File)	The history file containing data and documentation pertaining to an individual alien. An A-File is created or amended when any one of several INS actions occurs, for example, application for permanent resident status.
Alien Registration Number (A-Number)/Alien ID Number	A unique 7-, 8- or 9-digit number assigned to an alien at the time his or her AFile is created.
Alien Status Verification Index (ASVI)	An INS database used by benefit issuing agencies and institutions, and other entities in verifying non-citizen immigration status established in accordance with the Immigration Reform and Control Act of 1986 (IRCA).
Asylee	A non-citizen already in the United States or at a port of entry who is granted asylum in the United States. Asylum may be granted to those persons who are unable or unwilling to return to their countries of nationality, or to seek the protection of those countries, because of persecution or a well-founded fear of persecution. This status is covered by Section 208 of the Immigration and Nationality Act (INA). (Also see definition for refugee, which explains the difference between asylum and refugee in the United States.)

Certificate of Citizenship	An identity document proving U.S. citizenship.
Certificate of Naturalization	An identity document proving U.S. citizenship.
Change of Non-Immigrant Status	The action of changing a non-immigrant's classification, e.g., from visitor to student.
Citizen	A person born in a country or who has become a naturalized citizen of that country.
Conditional Entrant	A refugee. (Refer to the definition for refugee conditional entrant, which more fully explains this status.)
Conditional Resident Alien	A non-citizen granted "conditional" resident status based on marriage to a U.S. citizen or national, or a permanent resident alien, for whom conditional status is removed after 2 years if INS rules favorably on a petition by the alien for retention of lawful permanent residence. (The non-citizen's children can also be granted this status.)
Document Verification Request (Form G-845)	A form used by benefit issuing agencies and institutions, and licensing issuing bureaus to request secondary verification of a non-citizen's immigration status from INS.
Documented Non-citizen (Alien)	A non-citizen in the United States who is in possession of valid INS documents.
File Control Office (FCO)	An INS office where A-files are maintained.
Green Card	A slang term describing the Alien Registration Receipt Card. Many versions of these forms are not green in color.
Illegal Alien	A foreign national who (a) entered the U.S. without inspection or with fraudulent documentation or (b) who, after entering legally as a non-immigrant, violated status and remained in the U.S. without authorization.
Immigrant	A non-citizen who has been lawfully granted the privilege of residing permanently in the United States.

Immigrant Visa	A document, issued by a U.S. consulate or embassy abroad, which authorizes a non-citizen to apply for admission as an immigrant to the United States.
Immigration and Nationality Act of 1952 (INA)	Legislation that defined most immigration statutes now in use and formed the basis for U.S. immigration law and policies.
Immigration Reform and Control Act of 1986 (IRCA)	Legislation passed to deter illegal immigration to the United States, using employer sanctions and status verification, and to allow legalization of specific groups of non-citizens.
Immigration Status	The legal status conferred on a non-citizen by immigration law.
Immigration Status Verifier (ISV)	An INS employee who performs immigration status verification duties at local INS field offices.
Lawful Permanent Resident	A non-citizen who has been lawfully granted the privilege of residing permanently in the United States.
Nationality	The state or country to which a person owes legal allegiance. Note that the country of birth does not necessarily correspond to the nationality.
Naturalization	The conferring of nationality of a state or country upon a person who has been born under allegiance to another nation.
Non-Immigrant	A non-citizen who seeks temporary entry to the United States for a specific purpose. This category includes foreign government officials, visitors for business and pleasure, and students. Some non-immigrants have specialized employment privileges, for example, foreign nationals who are employees of the U.S. office of a foreign-owned company.

Parolee	A non-citizen who appears to be inadmissible to the inspecting officer, but who is allowed to enter the United States under emergency conditions or when the non-citizen's entry is determined to be in the public interest. Although parolees are required to leave when the conditions supporting their parole cease to exist, they may sometimes adjust immigration status. Parolee status is covered by Section 212 of the INA.
Passport	Any travel document issued by competent authority showing the bearer's origin, identity, and nationality, if any, which is valid for the entry of the bearer into a foreign country.
Permanent Resident Alien	A non-citizen who has been lawfully granted the privilege of residing permanently in the United States
Primary Verification	An automated query to validate a non-citizen's immigration status using the INS Alien Status Verification Index (ASVI) database.
PRUCOL	A person permanently residing in the United States under the color of law. This is not a status defined by the INA.
Refugee	Any person who is outside their country of nationality and who is unable or unwilling to return to that country because of persecution or a well-founded fear of persecution. Unlike asylees, refugees apply for and receive this status prior to entry into the United States. This status is covered by Section 207 of the INA.
Secondary Verification	A request to validate a non-citizen's immigration status, after or in lieu of automated immigration status verification, using Form G-845. Verification is performed by an ISV using various automated or manual sources.

Systematic Alien Verification for Entitlements (SAVE)	An intergovernmental information-sharing program that is available to benefit issuing agencies and institutions that need to determine a non-citizen's immigration status.
Undocumented Non-citizen (Alien)	A non-citizen in the United States without proper immigration documentation. He or she is in violation of U.S. immigration law.

Hispanic Names

The following instructions will assist user agencies in interpreting and recording Spanish language names correctly. Although INS files reflect some discrepancies, these guidelines were used in recording most Hispanic names. Note that the instructions do not apply to names from other Latin-base languages, i.e., Portuguese, French, Italian, or Romanian.

First Names

Many Spanish first names consist of more than one word, for example, Maria de los Angeles, Maria de la Luz, and Maria del Carmen. When written with a prepositional phrase, as in the examples above, the name should be treated as one first name. If the name is not recorded with a prepositional phrase, for example, Maria Luz or Maria Carmen, it should be considered first and middle names.

In recording Spanish names, nicknames should not be used. Many Spanish first names have equivalent nicknames, which are commonly used as first names, for example, Pancho for Francisco or Pepe for Jose.

Surnames

Hispanic persons customarily use the surnames of both parents. This double surname is derived from the first surname of the father and the first surname of the mother. Neither name is considered a middle name. The surname of the father precedes that of the mother.

The two surnames may be connected by the word “Y,” which means “and” for example, Juan Gomez Y Conde has Juan as a first name, Gomez as the surname of the father, and Conde as the surname of the mother. Some persons may hyphenate the two surnames, for example, Juan Gomez-Conde. For recording purposes, all double last names are entered with the father's surname followed by the mother's surname. Juan Gomez Y Conde would be entered as Juan Gomez Conde.

The preposition “de” with the articles “el,” “la,” “los,” or “las” will appear in a number of surnames. For example, the surname may be shown as de la Torre, de Alba, del Arco, or de la Cruz. Prepositions of this nature that precede the first surname are ignored in indexing. For example, the name of Jose de la Torre Munoz is recorded as Torre Munoz, Jose de la.

Married Names for Women

When a woman marries, she commonly drops the surname of her mother and adds the first surname of her husband, preceded by the preposition “de”. This indicates she is the “wife of” that man. Maria Gomez Garcia, when married to Juan Martinez Ramirez, would become Maria Gomez de Martinez and will be entered as Gomez de Martinez, Maria.

In the event of the husband's death, the woman retains the same name and adds the phase “vda. de,” meaning “widow of.” For example, after her husband's death the woman's name would be Maria Gomez vda. de Martinez and should be entered as Gomez vda. de Martinez, Maria.

Note that the woman's first surname never changes, according to traditional Hispanic usage. After admission to the United States, however, some women have adopted the American custom of using the husband's surname as their own. Maria Gomez de Martinez may begin to give her name as Martinez, Maria Gomez.

INS Office Locations

State or Territory	Counties	INS Office
Alabama		Atlanta, GA
Alaska		Anchorage, AK
Arizona		Phoenix, AZ
Arkansas		Memphis, TN
California	Inyo, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Luis Obispo, Santa Barbara, and Ventura	Los Angeles, CA
California	Imperial and San Diego	San Diego, CA
California	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solono, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo, and Yuba	San Francisco, CA
Colorado		Denver, CO
Connecticut		Hartford, CT
Delaware		Philadelphia, PA
District of Columbia		Washington, DC
Florida		Miami, FL
Georgia		Atlanta, GA
Guam		Agana, GU
Hawaii		Honolulu, HI
Idaho		Helena, MT

Illinois		Chicago, IL
Indiana		Indianapolis, IN
Iowa		Omaha, NE
Kansas		Kansas City, MO
Kentucky		Memphis, TN
Louisiana		New Orleans, LA
Maine		Portland, ME

State or Territory	Counties	
Maryland		Baltimore, MD
Massachusetts		Boston, MA
Michigan		Detroit, MI
Minnesota		St. Paul, MN
Mississippi	Alcorn, Attala, Benton, Bolivar, Calhoun, Carroll, Chickasaw, Choctaw, Clay, Coahoma, DeSoto, Grenada, Humphreys, Itawamba, Lafayette, Lee, Leflore, Lowndes, Marshall, Monroe, Montgomery, Oktibbeha, Panola, Pontotoc, Prentiss, Quitman, Sunflower, Tallahatchie, Tate, Tippah, Tishomingo, Tunica, Union, Washington, Webster, Winston, and Yalobusha	Memphis, TN
Mississippi	Adams, Amite, Claiborne, Clarke, Copiah, Covington, Forrest, Franklin, George, Greene, Hancock, Harrison, Hinds, Holmes, Issaquena, Jackson, Jasper, Jefferson, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Lawrence, Leake, Lincoln, Madison, Marion, Neshoba, Newton, Noxubee, Pearl River, Perry, Pike, Rankin, Scott, Sharkey, Simpson, Smith, Stone, Walthall, Warren, Wayne, Wilkinson, and Yazoo	New Orleans, LA
Missouri	Andrew, Atchison, Barry, Barton, Bates, Benton, Boone, Buchanan, Caldwell, Callaway, Camden, Carroll, Cass, Cedar Christian, Clay, Clinton, Cole, Cooper, Dade, Dallas, Daviess, De Kalb, Douglas, Gentry, Greene, Grundy, Harrison, Henry, Hickory, Holt, Howard, Howell, Jackson, Jasper, Johnson, Laclede, Lafayette, Lawrence, Livingston, McDonald, Mercer, Miller, Moniteau, Morgan, Newton, Nodaway, Oregon, Osage, Ozark, Pettis, Platte, Polk, Pulaski, Putnam, Ray, St. Clair, Saline, Stone, Sullivan, Taney, Texas, Vernon, Webster, Worth, and Wright	Kansas City, MO

Missouri	Adair, Audrain, Bollinger, Butler, Cape Girardeau, Carter, Chariton, Clark, Crawford, Dent, Dunklin, Franklin, Gasconade, Iron, Jefferson, Knox, Lewis, Lincoln, Linn, Macon, Madison, Maries, Marion, Mississippi, Monroe, Montgomery, New Madrid, Pemiscot, Perry, Phelps, Pike, Ralls, Randolph, Reynolds, Ripley, St. Charles, St. Francois, St. Louis, Ste. Genevieve, Schuyler, Scotland, Scott, Shannon, Shelby, Stoddard, Warren, Washington, and Wayne	St. Louis, MO
Montana		Helena, MT
Nebraska		Omaha, NE
Nevada	Clark, Esmeralda, Lincoln, and Nye	Las Vegas, NV
Nevada	Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine	Reno, NV
New Hampshire		Boston, MA
New Jersey		Newark, NJ
New Mexico		El Paso, TX

State or Territory	Counties	INS Office
New York	Albany, Broome, Chenango, Columbia, Delaware, Fulton, Greene, Hamilton, Herkimer, Madison, Montgomery, Oneida, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Tioga, Warren, and Washington	Albany, NY
New York	Allegany, Cattaraugus, Cayuga, Chautauqua, Chemung, Clinton, Cortland, Erie, Essex, Franklin, Genessee, Jefferson, Lewis, Livingston, Monroe, Niagara, Onondaga, Ontario, Orleans, Oswego, St. Lawrence, Schuyler, Seneca, Steuben, Tompkins, Wayne, Wyoming, and Yates	Buffalo, NY
New York	Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster, and Westchester	New York, NY
North Carolina		Charlotte, NC
North Dakota		St. Paul, MN
Ohio		Cleveland, OH
Oklahoma		Dallas, TX
Oregon		Portland, OR
Pennsylvania	Adams, Berks, Bradford, Bucks, Cameron, Carbon, Centre, Chester, Clinton, Columbia, Cumberland, Dauphin, Delaware, Franklin, Fulton, Huntingdon, Juniata, Lackawanna, Lancaster, Lebanon, Lehigh, Luzerne, Lycoming, Mifflin, Monroe, Montgomery, Montour, Northampton, Northumberland, Perry, Philadelphia, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, Wyoming, and York	Philadelphia, PA
Pennsylvania	Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, McKean, Mercer, Somerset, Venango, Warren, Washington, and Westmoreland	Pittsburgh, PA
Puerto Rico		San Juan, PR
Rhode Island		Providence, RI
South Carolina		Charlotte, NC

South Dakota		St. Paul, MN
Tennessee		Memphis, TN

State or Territory	Counties	INS Office
Texas	Anderson, Andrews, Archer, Armstrong, Bailey, Baylor, Borden, Bosque, Bowie, Briscoe, Callahan, Camp, Carson, Cass, Castro, Cherokee, Childtess, Clay, Cochran, Coilin, Coilingsworth, Comanche, Cooke, Cottie, Crosby, Dallam, Dallas, Dawson, Deaf Smith, Delta, Denton, Dickens, Donley, Eastland, Ellis, Erath, Fannin, Fisher, Floyd, Foard, Franklin, Freestone, Gaines, Garza, Gray, Grayson, Gregg, Hale, Hall, Hamilton, Hansford, Hardeman, Harrison, Hartley, Haskell, Hemphill, Henderson, Hill, Hockley, Hood, Hopkins, Houston, Howard, Hunt, Hutchinson, Jack, Johnson, Jones, Kaufman, Kent, King, Knox, Lamar, Lamb, Leon, Limestone, Lipscomb, Lubbock, Lynn, Marion, Martin, Mitchell, Montague, Moore, Morris, Motley, Navarro, Nolan, Oehiltree, Oldham, Palo Pinto, Panola, Parker, Parmer, Potter, Rains, Randall, Red River, Roberts, Rockwall, Rusk, Scurry, Shackelford, Sherman, Smith, Somervell, Stephens, Stonewall, Swisher, Tarrant, Taylor, Terry, Throckmorton, Titus, Upshur, Van Zandt, Wheeler, Wichita, Wilbarger, Wise, Wood, Yoakum, and Young	Dallas TX
Texas	Brewster, Crane, Culberson, Eetor, El Paso, Hudspeth, Jeff Davis, Loving, Midland, Pecos, Presidio, Reeves, Terrell, Upton, Ward, and Winkler	El Paso, TX
Texas	Brooks, Cameron, Hidalgo, Kenedy, Kleberg, Starr, and Willacy	Harlingen, TX
Texas	Angelina, Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Grimes, Hardin, Harris, Jasper, Jefferson, Liberty, Madison, Matagorda, Montgomery, Nacogdoches, Newton, Orange, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Tyler, Walker, Waller, Washington, and Wharton	Houston, TX
Texas	Aransas, Atascosa, Bandera, Bastrop, Bee, Bell, Baxar, Blanco, Brazos, Brown, Burieson, Burner, Caldwell, Calhoun, Coke, Coleman, Comal, Concho, Coryell, Crockett, DeWitt, Dimmit, Duval, Edwards, Fails, Fayette, Frio, Gillespie, Glasscock, Goliad, Gonzales, Guadalupe, Harp, Hayes, Irion, Jackson, Jim Hogg, Jim Wells, Karnes, Kendall, Kerr, Kimble, Kinney, Lampasas, La Saile, Lavaca, Lee, Live Oak, Llano, McCulloch, McLennan, McMullen, Mason, Maverick, Medina, Menard, Milam, Mills, Nueces, Reagan, Real, Refugio, Robertson, Runnels, San Patricio, San Saba, Schleicher, Sterling, Sutton, Tom Green, Travis, Uvalde, Val Verde, Victoria, Webb, Williamson, Wilson, Zapata, and Zavala	San Antonio, TX

Utah		Denver, CO
Vermont		St. Albans, VT
Virginia	Accomack, Amelia, Brunswick, Caroline, Charles City, Chesterfield, Colonial Heights, Dinwiddie, Essex, Fredericksburg, Gloucester, Goochland, Greensville, Hanover, Henrico, Isle of Wight, James City, King and Queen, King William, Lancaster, Louisa, Lunenburg, Mathews, Mecklenburg, Middlesex, New Kent, Northampton, Northumberland, Nottoway, Powhatan, Prince Edward, Prince George, Richmond, Southhampton, Spotsylvania, Surry, Sussex, Westmoreland, and York	Norfolk, VA
State or Territory	Counties	INS Office
Virginia	Albemarle, Alleghany, Amherst, Appomattox, Arlington, Augusta, Bath, Bedford, Bland, Botetourt, Buchanan, Buckingham, Campbell, Carroll, Charlotte, Clarke, Craig, Culpepper, Cumberland, Dickenson, Fairfax, Fauquier, Floyd, Fluvanna, Franklin, Frederick, Giles, Grayson, Greene, Halifax, Henry, Highland, King George, Lee, Loudoun, Madison, Montgomery, Nelson, Orange, Page, Patrick, Pittsylvania, Prince William, Pulaski, Rappahannock, Roanoke, Rockbridge, Rockingham, Russell, Scott, Shenandoah, Smyth, Stafford, Tazewell, Warren, Warwick, Washington, Wise, and Wythe	Washington, DC
Virgin Islands		St. Thomas, VI
Washington		Seattle, WA
Washington, DC		Washington, DC
West Virginia		Philadelphia, PA
Wisconsin		Milwaukee, WI
Wyoming		Denver, CO

INS Office Addresses

Alaska, Anchorage (ANC)	620 East 10th Avenue Suite 102 Anchorage, AK 99501-3708 Attention: Immigration Status Verifier Telephone: (907) 271-3418 Facsimile: (907) 271-3112
Arizona, Phoenix (PHO)	400 N. 5 th Street, 11 th Floor Phoenix, AZ 85004 Attention: Immigration Status Verifier Telephone: (602) 514-7711 or 7389 Facsimile: (602) 379-7791
California, Los Angeles (LOS)	300 N. Los Angeles Street Los Angeles, CA 90012 Attention: Immigration Status Verifier Telephone: (213) 894-6808 or 6573 or 6474 Facsimile: (213) 894-6660
California, San Diego (SND)	880 Front Street San Diego, CA 92101 Attention: Immigration Status Verifier Telephone: (619) 557-6727 Facsimile: (619) 557-6565
California, San Francisco (SFR)	Appraisers Building 630 Sansome Street Room 312 San Francisco, CA 94111-2280 Attention: Immigration Status Verifier Telephone: (415) 844-5121 or 5122 or 5123 or 5124 Facsimile: (415) 844-5120
Colorado, Denver (DEN)	4730 Paris Street Denver, CO 80239 Attention: Immigration Status Verifier Telephone: (303) 371-4415, Ext. 142 Facsimile: (303) 361-0617
Connecticut, Hartford (HAR)	450 Main Street Ribicoff Federal Building, Room 444 Hartford, CT 06103-3060 Attention: Immigration Status Verifier Telephone: (860) 240-3166 or 3052 Facsimile: (860) 240-3838

Florida, Miami (MIA)	7880 Biscayne Boulevard Miami, FL 33138 Attention: Immigration Status Verifier Telephone: (305) 762-3317 or 3667 or 3668 Facsimile: (305) 536-5708
Georgia, Atlanta (ATL)	77 Forsyth Street, SW Atlanta, GA 30303 Attention: Immigration Status Verifier Telephone: (404) 331-3251 Facsimile: (404) 331-3019
Guam, Agana (AGA)	Sirena Plaza Suite 100 108 Hernan Cortez Avenue Hagatna, GU 96910 Attention: Immigration Status Verifier Telephone: (671) 472-7204 Facsimile: (671) 472-7491
Hawaii, Honolulu, (HHW)	595 Ala Moana Boulevard Honolulu, HI 96813 Attention: Immigration Status Verifier Telephone: (808) 532-2726 or 2727 Facsimile: (808) 532-4687
Illinois, Chicago (CHI)	10 W. Jackson Boulevard, Room 222 Chicago, IL 60604 Attention: Immigration Status Verifier Telephone: (312) 385-1806 Facsimile: (312) 385-3409
Indiana, Indianapolis (INP)	950 N. Meridan Street Gateway Plaza, Room 400 Indianapolis, IN 46204 Attention: Immigration Status Verifier Telephone: (317) 226-6162 Facsimile: (317) 226-5424
Louisiana, New Orleans (NOL)	Postal Service Building Room T-8005 701 Loyola Avenue New Orleans, LA 70113 Attention: Immigration Status Verifier Telephone: (504) 589-6860 Facsimile: (504) 589-4451

Maine, Portland (POM)	176 Gannett Drive South Portland, ME 04106 Attention: Immigration Status Verifier Telephone: (207) 780-3628, Ext. 217 Facsimile: (207) 780-3481
Maryland, Baltimore (BAL)	Fallon Federal Building 31 Hopkins Plaza Baltimore, MD 21201 Attention: Immigration Status Verifier Telephone: (410) 962-2436 or 2437 Facsimile: (410) 962-2105
Massachusetts, Boston (BOS)	JFK Federal Building Government Center Boston, MA 02203 Attention: Immigration Status Verifier Telephone: (617) 565-4897 or 3046 Facsimile: (617) 565-4529
Michigan, Detroit (DET)	Federal Building 333 Mt. Elliott Street Detroit, MI 48207 Attention: Immigration Status Verifier Telephone: (313) 568-6058, Voice Mail 765 Facsimile: (313) 568-6004
Minnesota, St. Paul (SPM)	2901 Metro Drive Suite 100 Bloomington, MN 55425 Attention: Immigration Status Verifier Telephone: (612) 313-9032 (Press 3) Facsimile: (612) 335-9034
Missouri, Kansas City (KAN)	9747 N. Conant Avenue Kansas City, MO 64153 Attention: Immigration Status Verifier Telephone: (816) 891-6745 Facsimile: (816) 891-7639
Missouri, St. Louis (STL)	Robert A. Young Federal Building 1222 Spruce Street Room 1.100 St. Louis, MO 63103-2815 Attention: Immigration Status Verifier Telephone: (314) 539-2517 Facsimile: (314) 539-2444

Montana, Helena (HEL)	2800 Skyway Drive Helena, MT 59601 Attention: Immigration Status Verifier Telephone: (406) 449-5428 Facsimile: (406) 449-5752
Nebraska, Omaha (OMA)	3736 S. 132nd Street Omaha, NE 68144 Attention: Immigration Status Verifier Telephone: (402) 697-9302 or 9305 Facsimile: (402) 697-9064
Nevada, Las Vegas (LVG)	3373 Pepper Lane Las Vegas, NV 89120-2739 Attention: Immigration Status Verifier Telephone: (702) 388-6626 or 6868 or 6865 Facsimile: (702) 388-6627
Nevada, Reno (REN)	1351 Corporate Boulevard Reno, NV 89502 Attention: Immigration Status Verifier Telephone: (775) 784-5186 Facsimile: (775) 784-5899
New Jersey, Newark (NEW)	Federal Building 970 Broad Street Newark, NJ 07102 Attention: Immigration Status Verifier Telephone: (973) 504-6902 Facsimile: (973) 645-2304
New York, Albany (ALB)	1086 Troy-Schenectady Road Latham, NY 12110 Attention: Immigration Status Verifier Telephone: (518) 220-2100, Ext. 117 Facsimile: (518) 220-2171
New York, Buffalo (BUF)	130 Delaware Avenue Buffalo, NY 14202 Attention: Immigration Status Verifier Telephone: (716) 551-4741, Ext. 4627 or Ext. 4275 Facsimile: (716) 551-4720
New York, New York (NYC)	26 Federal Plaza 7th Floor, Room 130 New York, NY 10278 Attention: Immigration Status Verifier Telephone: (212) 264-5740 or 5766 or 5073 or 5872 Facsimile: (212) 264-5436

North Carolina, Charlotte (CLT)	210 East Woodlawn Road Building 6, Suite 138 Charlotte, NC 28217 Attention: Immigration Status Verifier Telephone: (704) 672-6940 Facsimile: (704) 672-6989
Ohio, Cleveland (CLE)	1240 East 9th Street Room 1917 Cleveland, OH 44199 Attention: Immigration Status Verifier Telephone: (216) 522-2268 or (216) 522-2612 Facsimile: (216) 522-7039
Oregon, Portland (POO)	Federal Office Building 511 Northwest Broadway Portland, OR 97209 Attention: Immigration Status Verifier Telephone: (503) 326-5934 or 5944 Facsimile: (503) 326-7182
Pennsylvania, Philadelphia (PHI)	1600 Callowhill Street Philadelphia, PA 19130 Attention: Immigration Status Verifier Telephone: (215) 656-7186 or 7182 Facsimile: (215) 656-7200
Pennsylvania, Pittsburgh (PIT)	314 Liberty Building 1000 Liberty Avenue Pittsburgh, PA 15222 Attention: Immigration Status Verifier Telephone: (412) 395-4551 or 4552 Facsimile: (412) 395-6375
Puerto Rico, San Juan (SAJ)	PO Box 365068 San Juan, PR 00936 Attention: Immigration Status Verifier Telephone: (787) 706-2357 or 2358 Facsimile: (787) 706-2303
Rhode Island, Providence (PRO)	200 Dyer Street Providence, RI 02903 Attention: Immigration Status Verifier Telephone: (401) 528-5563 or 5528 Facsimile: (401) 528-5549

Tennessee, Memphis (MEM)	1341 Sycamore View Suite 100 Memphis, TN 38134 Attention: Immigration Status Verifier Telephone: (901) 544-0256, Ext. 121 or 122 Facsimile: (901) 544-0572
Texas, Dallas (DAL)	8101 North Stemmons Freeway Dallas, TX 75247 Attention: Immigration Status Verifier Telephone: (214) 905-5725 or 5726 Facsimile: (214) 905-5587
Texas, El Paso (ELP)	1545 Hawkins Boulevard El Paso, TX 79925 Attention: Immigration Status Verifier Telephone: (915) 225-1823 or 1824 or 1818 Facsimile: (915) 225-1812
Texas, Harlingen (HLG)	2102 Teege Street Harlingen, TX 78550 Attention: Immigration Status Verifier Telephone: (956) 427-8691 or 8921 or 8922 Facsimile: (956) 423-7147
Texas, Houston (HOU)	126 Northpoint Drive Houston, TX 77060 Attention: Immigration Status Verifier Telephone: (281) 774-4685 or 4689 or 4818 Facsimile: (281) 774-5983
Texas, San Antonio (SNA)	8940 Fourwinds Drive Suite 2020 San Antonio, TX 78239 Attention: Immigration Status Verifier Telephone: (210) 967-7037 or 7038 or 7039 Facsimile: (210) 967-7032
Vermont, St. Albans (STA)	Federal Building P.O. Box 328 St. Albans, VT 05478 Attention: Immigration Status Verifier Telephone: (802) 527-3257 Facsimile: (802) 527-3262

Vermont Service Center (VSC)	75 Lower Welden Street St. Albans, VT 05479-0001 Attention: Immigration Status Verifier Telephone: (802) 527-4700, Ext. 4676 Facsimile: (802) 527-3252 or 3159
Virginia, Norfolk (NOR)	Norfolk Commerce Park 5280 Hennemam Drive Norfolk, VA 23513 Attention: Immigration Status Verifier Telephone: (757) 858-6183 or 6184 Facsimile: (757) 858-6273
Virgin Islands, St. Thomas, Charlotte Amalie (CHA)	Nisky Center Suite 1A, First Floor South St. Thomas, VI 00802 Attention: Immigration Status Verifier Telephone: (340) 774-1390 Facsimile: (340) 776-4981
Washington, DC (WAS)	4420 North Fairfax Drive Arlington, VA 22203 Attention: Immigration Status Verifier Telephone: (202) 307-1651 or 1587 or 1558 Facsimile: (202) 307-1628
Washington, Seattle (SEA)	815 Airport Way South Seattle, WA 98134 Attention: Immigration Status Verifier Telephone: (206) 553-1394 or 7928 or 0636 or 0649 Facsimile: (206) 553-2730
Wisconsin, Milwaukee (MIL)	Federal Building Room 186 517 East Wisconsin Avenue Milwaukee, WI 53202 Attention: Immigration Status Verifier Telephone: (414) 297-3592 Facsimile: (414) 297-3152

INS Records Systems

The Central Index System (CIS) is the centralized computer-based information system that serves INS in both the immigration services and enforcement areas. The CIS references all Alien Files numbered A12 000 000 and above, and many with lower numbers. The CIS users may:

- Perform searches using the Alien Registration Number, Social Security number, Naturalization Number, and other keys.
- Search records by exact name, “sounds like” name, and alias name.
- Reference other INS systems that contain data pertinent to each record.
- Track the location and transfer of Alien Files between INS offices.

Non-Immigrant Information System

The Non-Immigrant Information System (NIIS) is a mainframe system available to all INS offices with access to the Department of Justice (DOJ) computer. It stores arrival and departure records for non-immigrant foreign nationals and provides automation support for tracking their arrivals and departures.

Alien Status Verification Index

A subset of CIS and NIIS, the Alien Status Verification Index (ASVI) database contains information on over 60 million non-citizens and is used by benefit issuing agencies and institutions in verifying non-citizen immigration status. Chapter 3 of this manual gives additional information on the ASVI database.

Computer-Linked Applications Information Management System

The Computer-Linked Applications Information Management System (CLAIMS) is a local area network (LAN) and a mainframe system that records and tracks cases for immigration benefits. It incorporates casework-oriented software systems designed to support the processing of applications or petitions for immigration benefits. The CLAIMS database supports the adjudication efforts of the INS and serves as a central source for document production. The Direct Mail Program instituted by the INS allows the public to mail applications and petitions directly to INS Service Centers and to locations where they are processed on a LAN version of the system. These records are then migrated to the mainframe system for further processing. The CLAIMS also includes a receipt tracking system in which an application is received and then adjudicated. Adjudicators working CLAIMS cases are restricted from contact with the public in order to maintain a high level of productivity. Cases that require contact with the public are transferred from the Service Centers to the District Offices for interviews with the applicant. External interagency interfaces include: the Social Security Administration, the Internal Revenue Service, the Department of State, the U.S. Customs Service, and the Federal Bureau of Investigations.

Students/Schools System

The Students/Schools System (STSC) is an automated database that contains information on foreign students at U.S. academic and vocational educational institutions.

Deportable Alien Control System

The Deportable Alien Control System (DACS) is an automated database that supports field casework activities associated with aliens who are detained or placed under docket control for deportation or exclusion. All INS field offices have access to the system.

Alien Files

The Alien Files (A-Files) are the comprehensive paper files on individuals of interest to the INS. The A-File contains copies of all pertinent INS documents. The jacket number on a folder is assigned as the A-Number.

INS Microfilm Files

Before automation, many INS source documents and file indices resided on microfilm for efficiency of storage and retrieval.

Federal Records Center Index

The INS maintains index cards of A-Files that have been retired to Federal Records Centers. The INS may retrieve these A-Files upon request. The index cards contain much of the same data as the CIS, including the A-Number, name, date and place of birth, date and port of entry, and alien status.

Questions and Answers

Q: What is the SAVE program?

A: The Systematic Alien Verification for Entitlements (SAVE) program is an intergovernmental information-sharing initiative designed to aid federal, state, and local benefit providers in determining a non-citizen's immigration status, and thereby ensure that only entitled non-citizens receive public benefits.

Q: What is the cost of the SAVE program to the user?

A: The cost of access to the Immigration and Naturalization Service's Alien Status Verification Index (ASVI) varies by access method. We currently offer five different access methods with a transaction cost that varies from \$.02 to \$.23 per query.

Q: What is the system's response time?

A: The response time for a primary (automated) query of the ASVI database is 3 to 5 seconds. The manual verification process for the mandated agencies is within 10 working days and is negotiable with non-mandated agencies, usually within 20 working days.

Q: What safeguards exist in the SAVE system to prevent benefit issuing agencies and institutions from erroneously denying a benefit based on a primary response from INS?

A: Under the standardized SAVE system, in most cases, a benefit is never denied, delayed, reduced, or terminated based solely upon the response from primary. A secondary verification procedure is in place as a precautionary measure.

Q: Is any further action required when a non-citizen's status is verified in the Alien Status Verification Index (ASVI)?

A: No further check is required if there are no material differences between the data in ASVI and the information in the non-citizen's immigration documentation, and if the status on the screen does not state "Institute Secondary Verification."

Q: What if the applicant's Alien Registration Number, when queried in ASVI, shows information about a different individual?

A: Users must make certain that biographical data matches the non-citizen applicant. If not, "secondary verification" should be instituted with INS.

Q: What does “Institute Secondary Verification” mean?

A: This is one response to primary verification that benefit issuing agencies and institutions will receive from ASVI. When this message is received, obtain photocopies of the front and back of the non-citizen’s immigration documentation, attach to a completed Document Verification Request, and forward the form to the designated Immigration and Naturalization Service File Control Office for secondary verification. Immigration documentation presented by the applicant must be returned to the applicant.

Q: Is the applicant an “illegal non-citizen” when secondary verification is requested?

A: No. A request for secondary verification means that the present classification in the computer database indicates something other than a legal permanent resident. In some instances, this means that the non-citizen’s record is very new. Secondary verification is a safeguard to prevent denial of benefits to eligible non-citizen applicants. It also should be used whenever there is a discrepancy between information in ASVI and information presented by the applicant.

Q: Does INS provide information to federal, state, and local government benefit issuing agencies and institutions to assist them in understanding INS’ role in the SAVE process?

A: Yes. The SAVE program provides the users with user manuals and conducts periodic users’ meetings to discuss INS’ role and address the users’ concerns. In addition, SAVE program staff members are available to answer questions either in writing or by telephone.

Q: Will INS be involved in verifying citizenship status?

A: Yes. The Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA) requires INS to respond to inquiries by federal, state, and local government agencies seeking to verify or determine the citizenship or immigration status of any individual within the jurisdiction of the agency for any lawful purpose. Additionally, IIRIRA provides that the Attorney General, in consultation with the Secretary of Health and Human Services, will establish procedures for persons applying for public benefits to provide proof of citizenship in a fair and non-discriminatory manner.

Q: Is INS' database capable of providing the information that states and agencies will need?

A: INS' current SAVE program can electronically verify the status of most lawful permanent residents as well as aliens in many other categories. Copies of documents must be sent to INS for further verification for certain groups of aliens or when status cannot be verified immediately through the automated system. This additional verification ensures that all available INS records systems can be checked and that benefits are not delayed, denied, reduced, or terminated to eligible persons. It is anticipated that the SAVE program will be able to accommodate the anticipated workload under the welfare provisions.

Q: For what programs do states have to verify immigration status with the INS?

A: Verification is mandatory for federal public benefits. State and local benefit issuing agencies and institutions may choose to verify immigration status with INS for applicants for state and local public benefit programs.

Q: Can INS verify sponsorship information?

A: Yes. INS currently supplies benefit issuing agencies and institutions with information that sponsors provided on the original affidavit of support. However, this information is not currently automated and is provided through the secondary verification process. The IIRIRA requires that INS make sponsorship information available in the SAVE system.

Q: Are all non-citizens in the United States required to carry non-citizen registration documents?

A: Section 264(e) of the Immigration and Nationality Act states in part that, "Every alien, 18 years of age and older, shall at all times carry with him and have in his personal possession any certificate of alien registration or alien registration receipt card issued to him..." Failure to comply with the provisions of this subsection constitutes a misdemeanor and, if found guilty, a non-citizen can be subject to a fine, imprisonment, or both.

Q: What documents should a non-citizen have in his or her possession?

A: There are many types of non-citizen registration documents. Most non-citizens will have one of the following items: Resident Alien Card (Form I-551), Employment Authorization Card (Form I-688A), Employment Authorization Document (Form I-688B or (Form I-766), Temporary Resident Card (I-688), Fee Receipt (Form I-689), Arrival-Departure Record (Form I-94), Re-Entry Permit (Form I-327), or Refugee Travel Document (Form I-571). Other types of non-citizen documentation include notifications on the letterhead of the Immigration and Naturalization Service, U.S. stamps in passports, or INS computer-printed fee receipts. If an applicant presents an unfamiliar type of documentation, follow the secondary verification procedures outlined in this manual.

Q: Is it legal to photocopy Immigration and Naturalization Service documents?

A: Most non-citizen registration documentation may be photocopied. However, use of the copies for criminal purposes constitutes fraud. Any document issued by the Immigration and Naturalization Service that cannot be copied will have a warning printed on the document.