



POLICY MEMO

DATE: March 17, 2026
TO: CCSD Employees, Contractors
FROM: CCSD Policy Unit
SUBJECT: Contractor SAVE Procedures

Specified CCSD programs implement citizenship verification processes to prevent fraud, and promote compliance, accountability, and effective distribution of program benefits. In these programs, the U.S. Citizenship and Immigration Services (USCIS) Systematic Alien Verification for Entitlements (SAVE) system is used to validate eligibility for qualified noncitizens. This Policy Memorandum provides clarifying guidance regarding the use of SAVE by CCSD contractors. Programs subject to this guidance include State Eviction Prevention Funds (SEPF), Neighbors Helping Neighbors (NHN), and Short-Term Crisis Services (STCS).

While there is some variation in CCSD program policy regarding citizenship verification, generally, the following standards currently apply:

Programs must validate citizenship in accordance with the CCSD Citizenship Verification Documentation Policy, and applicable program policy.

Applicants must provide citizenship verification for any benefits recipients. Any benefits recipient who does not provide citizenship verification shall be treated as ineligible.

Benefits recipients must either be a U.S. citizen or a qualified noncitizen to be eligible to receive benefits.

Benefits recipients who are qualified noncitizens must have provided verification documentation that is validated by the USCIS SAVE database.

Acceptable citizenship verification documents are listed in CCSD Citizenship Verification Documentation Policy & Procedures, Appendix A.

The following standards shall be observed when interpreting CCSD policy related to the use of SAVE as part of citizenship verification:

SAVE Standards

USCIS SAVE shall be used to validate eligibility for any qualified noncitizen seeking benefits or services.

Generally, a valid USCIS SAVE result must be returned prior to a benefits determination. However, a benefits determination shall not be delayed solely due to SAVE processing. See 'SAVE Procedures' below for further guidance.

USCIS SAVE is **not** required:

- For any benefits recipients who are U.S. citizens. In this case, providing a valid verification document that establishes U.S. citizenship satisfies eligibility requirements.
- For any benefits recipients who are noncitizens who are otherwise ineligible for benefits. In these cases, the recipient or applicant should be denied based on the existing reason for ineligibility.

Example: A household of two applies for Short-Term Crisis Services. One household member claims to be a U.S. citizen, and the other a qualified noncitizen. Both household members provide verification documents. It is determined that the applicant is not eligible because the household income exceeds the maximum income requirements. The household should be denied as ineligible due to income, and a SAVE check is not required for the qualified noncitizen household member.

SAVE Procedures

In all cases, citizenship verification shall be conducted in accordance with the procedures established by Policy and this Memo.

Contractors processing citizenship verification for applicable programs shall only request SAVE for qualified noncitizens after:

- A valid citizenship verification document is provided by the client; and
- A preliminary review of the application indicates the client is otherwise eligible.

Contractors shall request SAVE validation using the *Request for Identity and Citizenship of Immigration Status Determination Turn-Around Document (TAD)* ([DES-1024A](#)) form, or any other form as directed by the DES Program Representative.

- The DES-1024A, Part II shall be submitted to the contractor's DES Program Representative, including a copy of the verification document.
- The DES Program Representative shall coordinate with DES staff trained in SAVE to process the SAVE check and annotate the result of the check in DES-1024A Part III.
- The DES Program Representative shall return the completed DES-1024A to the contractor.
- Contractors shall retain a copy of the DES-1024A in the applicant case file.

Contractors may only issue a benefits decision for qualified noncitizens after a validated SAVE result is received on the DES-1024A, except in cases where a SAVE result is not returned on or before the final date by which the contractor must make a benefits decision.

- In these cases, a qualified noncitizen may be determined eligible based solely on the verification document provided.

- When a SAVE result is received, retain a copy of the DES-1024A in the applicant case file.
- If a SAVE result indicates that a client is **not** eligible, an amended benefits decision must be issued and any improperly distributed benefits recouped. Contact your DES Program Representative for assistance.

References

[45 CFR 96](#), Block Grants

[ARS 1-504](#), Document verification; applicants for public benefits; definitions

[Pub. L. 104-193](#), Personal Responsibility and Work Opportunity Reconciliation Act of 1996

[CCSD Citizenship Verification Documentation Policy & Procedures](#)