

U.S. Department of Homeland Security

U.S. Citizenship and Immigration Services
Office of Policy and Strategy
Washington, DC 20529



**U.S. Citizenship
and Immigration
Services**

May 2017

Dear SAVE User,

The U.S. Citizenship and Immigration Services (USCIS) is pleased that you are participating in the Systematic Alien Verification for Entitlement (SAVE) Program. It is important to USCIS that we periodically assess the effectiveness of SAVE. We are sponsoring an evaluation of the SAVE Program designed to help us better understand how SAVE fits with your business processes, and learn more about what is working well and not so well for you. Finally, the evaluation will also provide the opportunity for you to offer recommendations on how to improve SAVE.

This evaluation is being carried out for USCIS by IMPAQ International LLC (IMPAQ), an independent social science consulting firm. One of the main activities includes conducting an online web survey of all SAVE user agencies that process at least one application per year. As a SAVE Program user your participation in the survey will make an important contribution in helping to shape the future direction of SAVE.

I would very much appreciate your full cooperation with IMPAQ staff who will be contacting you shortly via email to request your participation, and provide you information about accessing and completing this important survey. Be on the lookout for the receipt of this email, and remember to check your spam or trash folder as the email may be directed this folder.

Your participation in the evaluation is voluntary. As a SAVE User Agency member, your information is vital to the success of the evaluation, and your agency's participation is strongly encouraged. Any data and/or information shared during the evaluation will be handled with anonymity. Only the research team conducting the evaluation will have access to the data and information your agency shares. All data and information will be pooled with the data and information collected from other Save User Agencies, and will be published in aggregate form only.

On behalf of USCIS, I would also like to take this opportunity to thank you for your participation in the SAVE Program. If you have any questions or concerns regarding this evaluation, please call the Program Officer, Robin Silver, at (202) 272-2993, or me at (202) 272-2926.

Sincerely,

Amy R. Ritualo
Branch Chief, Program Evaluation Team
Research and Evaluation Division/ Office of Policy and Strategy
US Citizenship and Immigration Services / DHS

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB Control number. The valid OMB control number for this information collection is 1615-NEW. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.