

**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 thus 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. Activities will include making 40 site visits across the country to a diverse set of SAVE user sites as well as conducting an online web survey of all SAVE users. **{Name of organization/agency} has been selected to take part in both the site visit and survey components of the evaluation** Your participation 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 by email to request your participation in this important evaluation and to begin to make arrangements for your agency's site visit. 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. Please note that a copy of this letter has also been sent to you as an attachment to the email from IMPAQ staff providing further information on the SAVE evaluation and next steps.

Sincerely,

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