Stakeholder Engagement

SAVE Optimization

SAVE Optimization Initiative Requirements & Workflow Diagrams Exec Talking Points IPT Meeting Notes Research (SO) Charter Stakeholder Engagement Comms Customer Feedback MOA Collaboration S O Phase 3 Soft Launch

SAVE Optimization Stakeholder Engagement

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Background:

Due to increasing interest from Congress and the new administration in safeguarding elections, USCIS's Immigration Records and Identity Services (IRIS) is developing a Voter Verification Service (VVS). This service aims to ensure that only citizens can vote in federal elections. The concept involves allowing state agencies to run voter registration and voter list maintenance queries to receive official responses about a voter's citizenship status using biographic information and common identifiers. USCIS recently partnered with the National Association of Secretaries of State (NASS) to involve key stakeholders at the state level.

USCIS Impact:

USCIS IRIS has held various meetings with states and state and federal agencies to gather requirements and determine feasibility of creating a federal Voter Verification Service (VVS).

Business Requirements Session 02 April 2025

The meeting aimed to define business requirements for a new tool, focusing on what the tool should do rather than how it will be built. The goal is to ensure all team members are aligned to meet a 30-day deadline.

Business Requirements Session 04/02/25

Executive Summary of Meeting

Link - Recap: VVS Bulk Uploader Business Requirement Session Wednesday, April 2

Purpose

The meeting aimed to define business requirements for a new tool, focusing on what the tool should do rather than how it will be built. The goal is to ensure all team members are aligned to meet a 30-day deadline.

Key Points Discussed

(b)(6)(b)(7)(c)

- **Alignment and Goal Setting:** (b)(6)(b)(7)(c) emphasized the importance of being on the same page to meet the project deadline. The session's primary goal was to define the business requirements for the tool.
- **Focus on Functionality:** The discussion centered on the tool's functionalities, leaving the technical implementation to the Office of Information Technology (OIT).
- **Success Criteria:** The team discussed the need for clear success criteria (b)(6)(b)(7)(c) highlighted that the tool should be simple to use and not impact customer service negatively. Success would be measured by the tool's ease of use, minimal customer support calls, and proper usage by states.

Business Requirements Discussed (b)(5) (b)(7)(E)

(b)(6)(b)(7)(c)

Decisions Made

- **Creation of Success Criteria List:** The team agreed to compile a bullet-point list of must-have features, next priorities, and important but non-urgent items. This list will guide the development team in focusing on essential functionalities.

Action Items and Taskers   (b)(5) (b)(7)(E)

Takeaways

- **Clear Communication:** The tool should have clear communication on its usage to avoid a spike in customer service calls.
- **User Impact:** The goal is to ensure the tool does not negatively impact customer support and is easy for states to use.

Focus Group Sessions 1-3 Attendance

(b)(6)

Attendee	Title	State/ MD area code	Email	Attended Session 1	Attended Session 2	Attended Session 3
					X	

(b)(6)

(b)(6)

(b)(6)

Title	Code	(b)(6)	(b)(6)	(b)(6)
SOS CIO	KS		X	X
Executive Director	NASED	X	X	X
Assistant Deputy for Elections	NE		X	X
Secretary of State IT Admin	LA	X	X	X
Elections Analyst	AL	X	X	
Secretary of State Office	WV	X	X	
State Election Director	KS	X		
1st Asst Secretary of State	LA	X	X	
Vice President of Government Affairs	AAMVA	X	X	X
Elections Director	WY	X	X	
SOS Chief of Staff	AL	X	X	X
Office of the SOS	WY		X	X
SoS	LA	X	X	X
Legal Counsel	IA	X	X	X
Secretary of State Election Division	WY	X	X	X
State Board of Elections – CIO	MD		X	X
Secretary of State Data Visualization Specialist	ID	X	X	
SOS Deputy Chief of Staff	OH			X
Elections Director	ID		X	X
Secretary of State Cyber Security Analyst	SD	X	X	
Asst. Secretary of State and General Counsel	KY	X		X
Secretary of State Chief - Development Officer	WV	X	X	
Deputy Secretary of State	WY	X	X	X
Secretary of State Director of Data Analysis	RI	X	X	X
Policy Director and Counsel	WY		X	X
Director of Research & Analysis	NASS	X	X	X
Deputy Sec of State	MN		X	
State Board of Elections (SBE) Deputy Administrator	MD	X	X	
Asst. Secretary of State	WA	X	X	
Secretary of State Director of Investigations	WV	X		
Chief Operating Officer/Assistant Secretary of State	OH		X	X
Deputy Commissioner of Elections	LA	X	X	

(b)(6)

Role	State	(b)(6)		
Executive Director	NASS	X	X	
Deputy, Executive Director	NASS	X	X	X
Senior Director of Communications	NASS	X		
Director of Elections Systems	UT	X		
State Board of Elections	MD			X
Secretary of State Technology Director	WY	X	X	
Chief of Staff & Deputy Secretary	IA		X	
Secretary of State Elections Director	MN	X	X	X
Secretary of State Asst. Director of Elections	WY	X	X	X
Secretary of State Office	RI	X		X
Dir of Elections	UT	X	X	
Secretary of State Commissioner of Elections	LA	X	X	
Chief Operating Officer	NASS	X	X	
Director of Elections	WA	X	X	X
Secretary of State Director of Information Technology	RI	X	X	
Deputy Asst. Secretary of State	AZ	X	X	X
Deputy Secretary of State	NE	X	X	

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Focus Group Session 3

April 1, 2025 3:30pm - 5:00pm EST

Verification Division met with representatives from states, NASS, NASED, and AAMVA to review and further define MVP requirements and provide an overview of our initial concept for a future federally-provided Voter Verification Service.

Focus Group Session 3

Session 3 Resources

Document	Link

(b)(7)(E)

Summary of Voter Verification Service (VVS) Focus Group Session 3 (Combined from DHSChat)

Date: April 1, 2025

Time: 3:30 PM - 5:04 PM EST

Meeting Title: Voter Verification Service Focus Group

Meeting Purpose: Finalize requirements discussion with NASS representatives and prepare for the next phase of development, including wireframes and mockups for feedback in May.

Led by: ___ (VER Chief) and ___ (B&TI Associate Chief)

Attendees:

(b)(6)(b)(7)(c)

- **Internal Attendees:**
  - ○
- **External Attendees:**
  - ○ Representatives from 12 states: AL, AZ, IA, KY, LA, MD, MN, NE, OH, RI, WA, WY
  - ○ Key organizations: NASED, AAMVA, NASS

(b)(6)(b)(7)(c)

Introduction: **(b)(6)(b)(7)(c)**

- ● ● ● ___ opened the meeting, discussing the new Executive Order (EO) on voter verification and its implications. ___ emphasized the ongoing efforts to implement a system consistent with the EO, despite constraints such as the need for a DHS identifier. ___ provided a recap of previous sessions, highlighting the importance of stakeholder feedback in shaping the VVS.

Key Themes and Discussions:

1. **Executive Order (EO) and Constraints:**
   - ● The EO calls for faster implementation of voter verification processes.   **(b)(5)**
   - ● A major constraint   **(b)(5)**

2. **Recap of Previous Sessions:**
   - ● ● ● ___ reviewed the prioritized verification statuses and features identified in previous sessions.

3. **Minimum Viable Product (MVP):**   **(b)(5)**
   - ● Key features include bulk case submission and the ability to verify voters without a DHS enumerator.

(b)(6)(b)(7)(c)

4. **Future Considerations:**   **(b)(5)**
   - ● ● ●

5. **Interactive Discovery Session:**
   - ● ●

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6. **Questions and Feedback:**

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(b)(6)

Key Points from Chat:

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(b)(6)
(b)(7)(c)

Next Steps:

(b)(5)

Conclusion:

(b)(6)

- The session concluded with a commitment to continue working collaboratively with stakeholders to develop an effective Voter Verification Service. thanked everyone for their participation and feedback, emphasizing the importance of their contributions to the project's success.

Operational Chat with the Chief about VVS 25MAR2025

The Operational Chat with the Chief discusses the development and implementation of the Voter Verification System (VVS), focusing on state autonomy in voter eligibility verification, preventing misuse, ensuring data accuracy, and managing system capacity and standardization. (429 Attendees)

VER Feedback from Operational Chat

Organizational Chat with the Chief about VVS Resources

Document	Link
Presentation	

VER Feedback in Chat

(b)(5)

(b)(5) (b)(7)(E)

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Focus Group Session 2

March 18, 2025 3:30pm - 5:00pm EST

Verification Division met with representatives from states, NASS, NASED, and AAMVA to discuss current voter registration processes and gather requirements for a future federally-provided Voter Verification Service.

Focus Group Session 2

Session 2 Resources

(b)(7)(E)

Session 2 Key Takeaways

(b)(5)

Status Verifications	Features	Other Key Takeaways

Session 2 Menti Questions & Responses

(b)(5)

Question	Menti Response and Votes	Name	State	Notes

(b)(5)

(b)(6)

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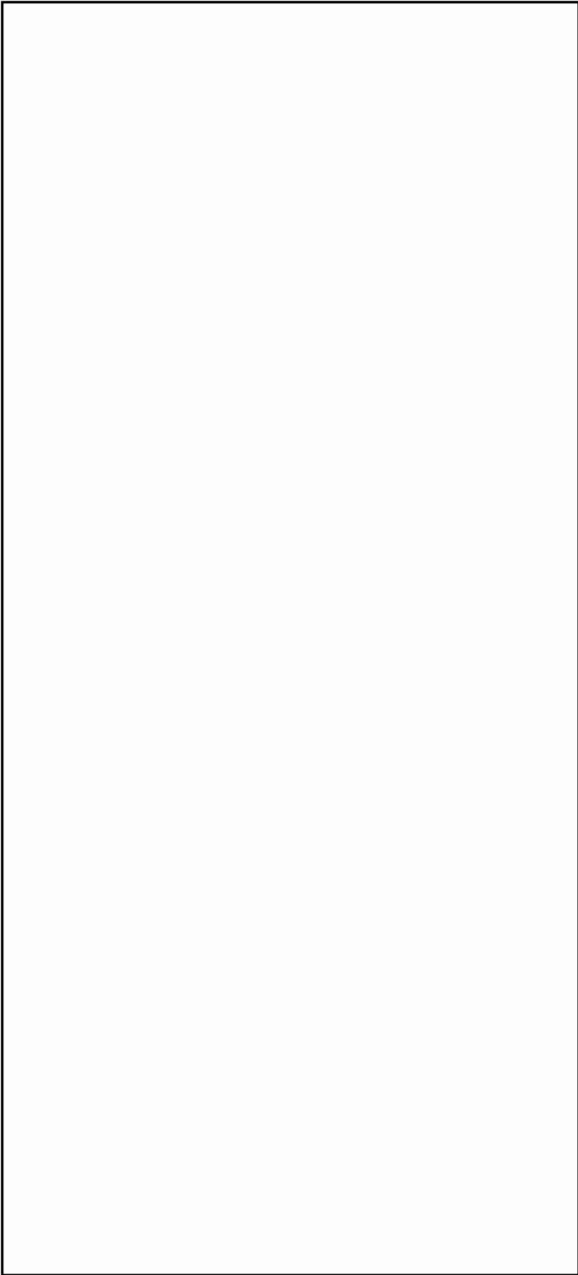(b)(6)

USCIS Verification Division Initiatives - Maestro Confluence

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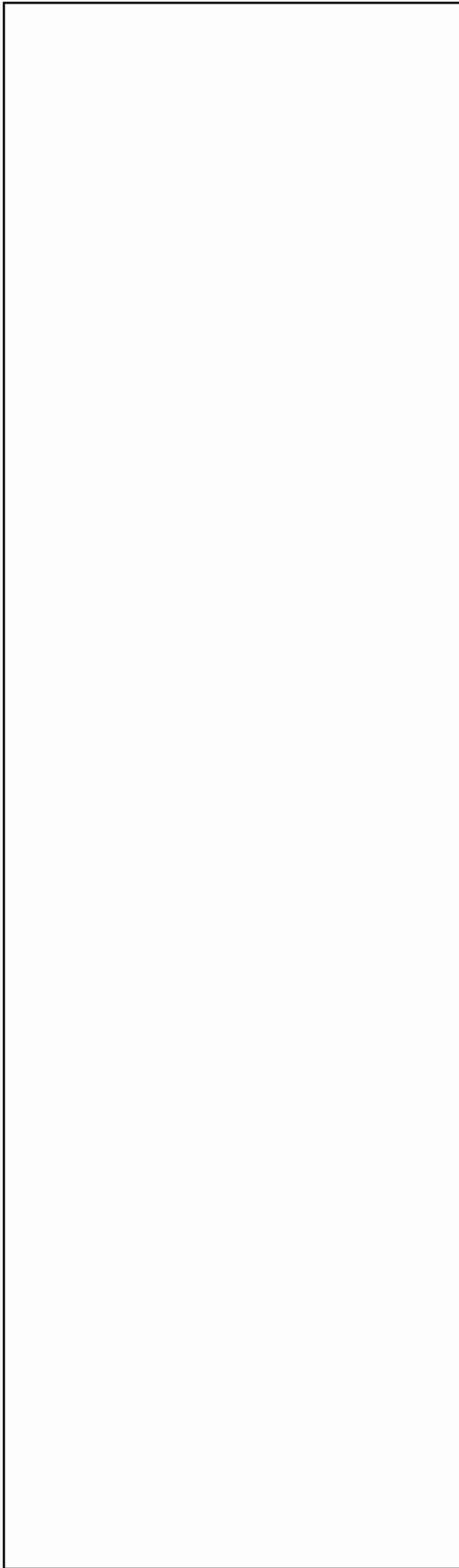
This is the **Session 2 Menti Questions & Responses in Pareto chart form. The Full Table is above.**

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Count of Meet/ Responses	Column Labels				
Row Labels					
AAMVA					
AZ					
B					
B					
KS					
LA					
LA					
MD					
MB					
NASED					
NASS					
NL					
R					
S2					
WA					
WV					
WV					
(bull)					
Grand Total					

(b)(5)

Focus Group Session 1

March 4, 2025 3:30pm - 5:00pm EST

Verification Division met with representatives from 14 states, NASS, NASED, and AAMVA to discuss current voter registration processes and gather requirements for a future federally-provided Voter Verification Service.

Focus Group Session 1

Session 1 Resources

Document	Link
	(b)(7)(E)

Session 1 Questions, Reponses, and Corresponding Notes from Meeting Conversation

USCIS Verification Division Initiatives - Maestro Confluence
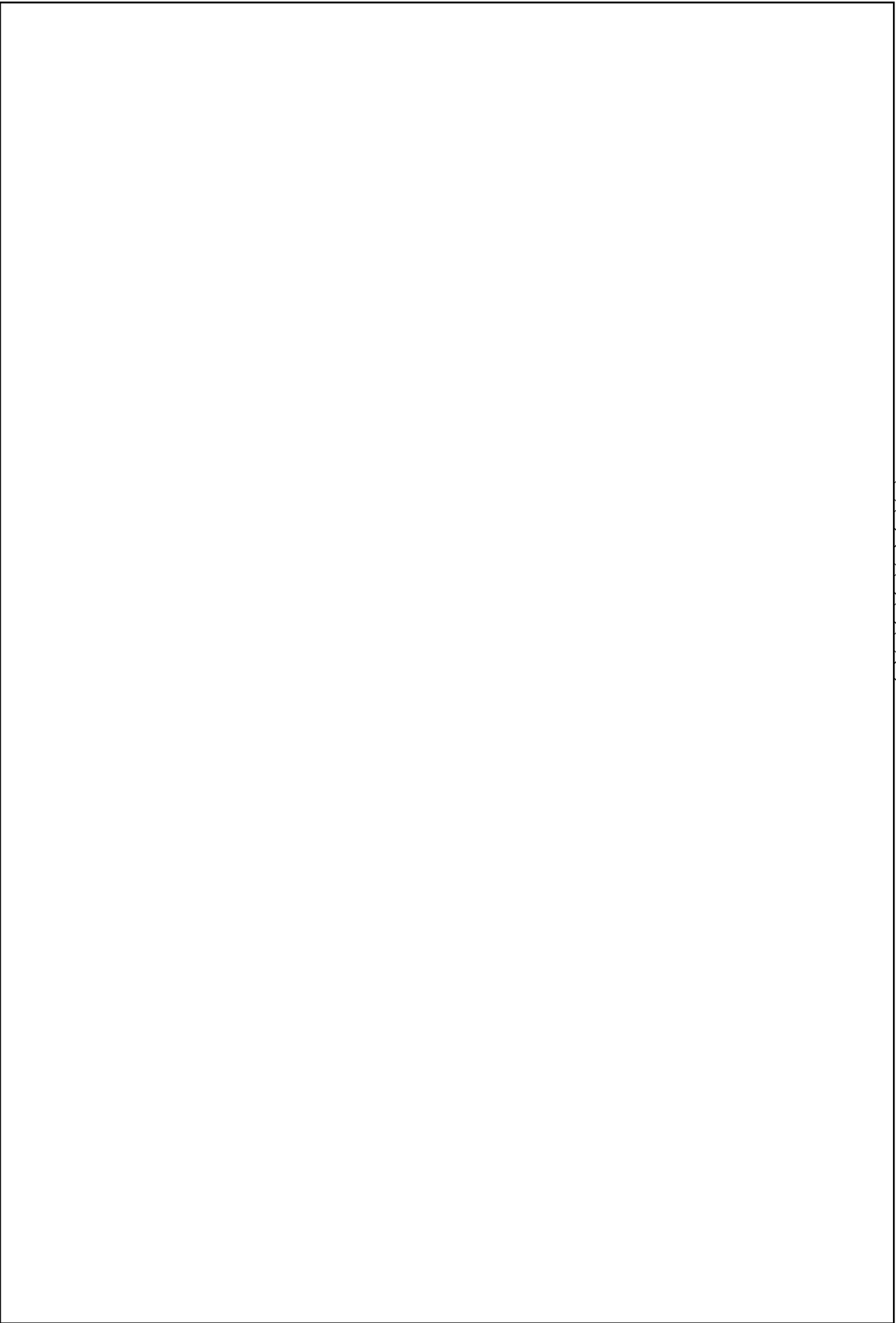
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On March 4, 2025, the Verification Division met with representatives from 14 states, along with representatives from the National Association for Secretaries of State (NASS), National Association of State Election Directors (NASED), and American Association of Motor Vehicle Administrators (AAMVA) to learn about current voter registration processes and gather requirements for a future federally-provided Voter Verification Service.

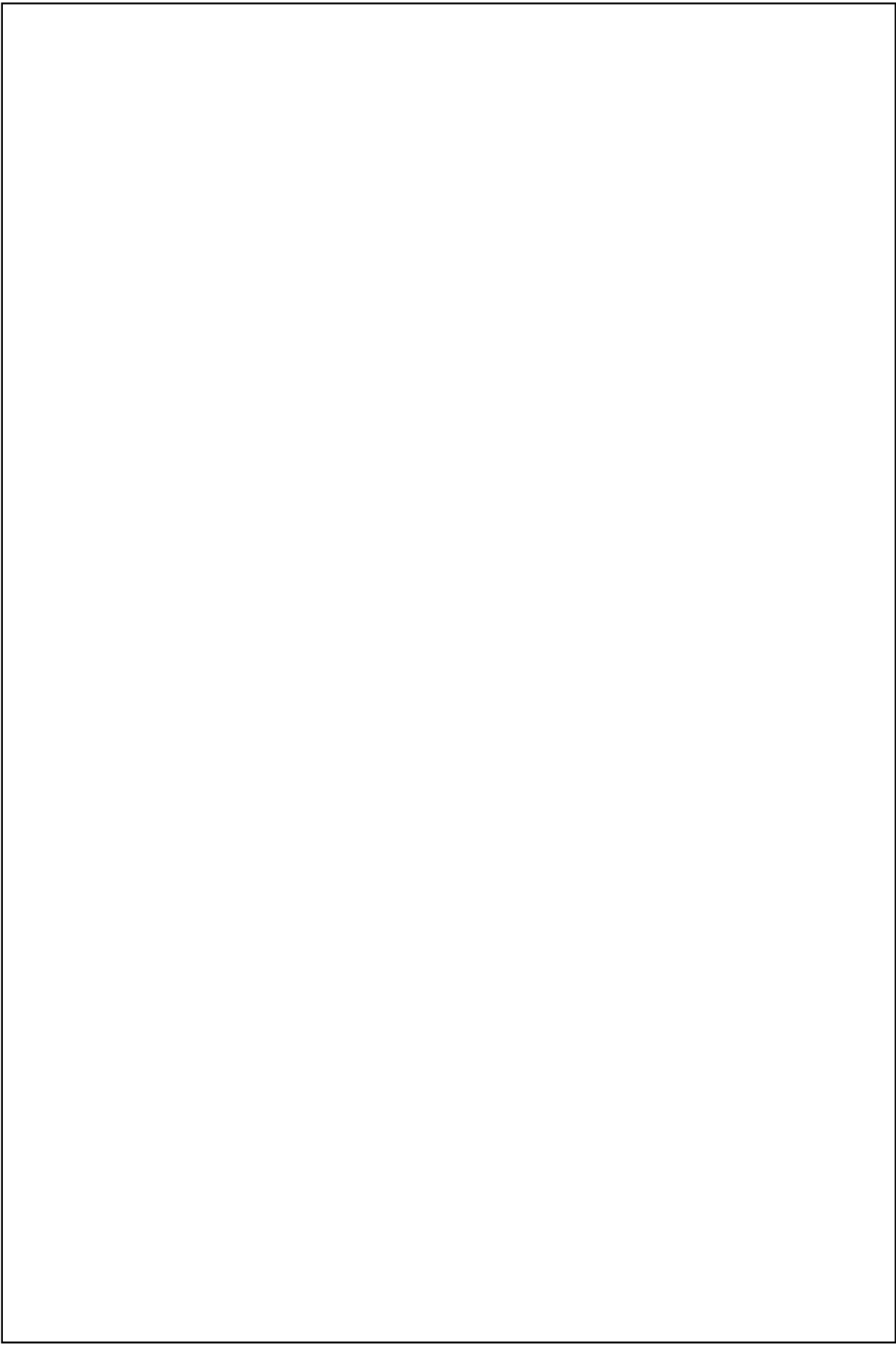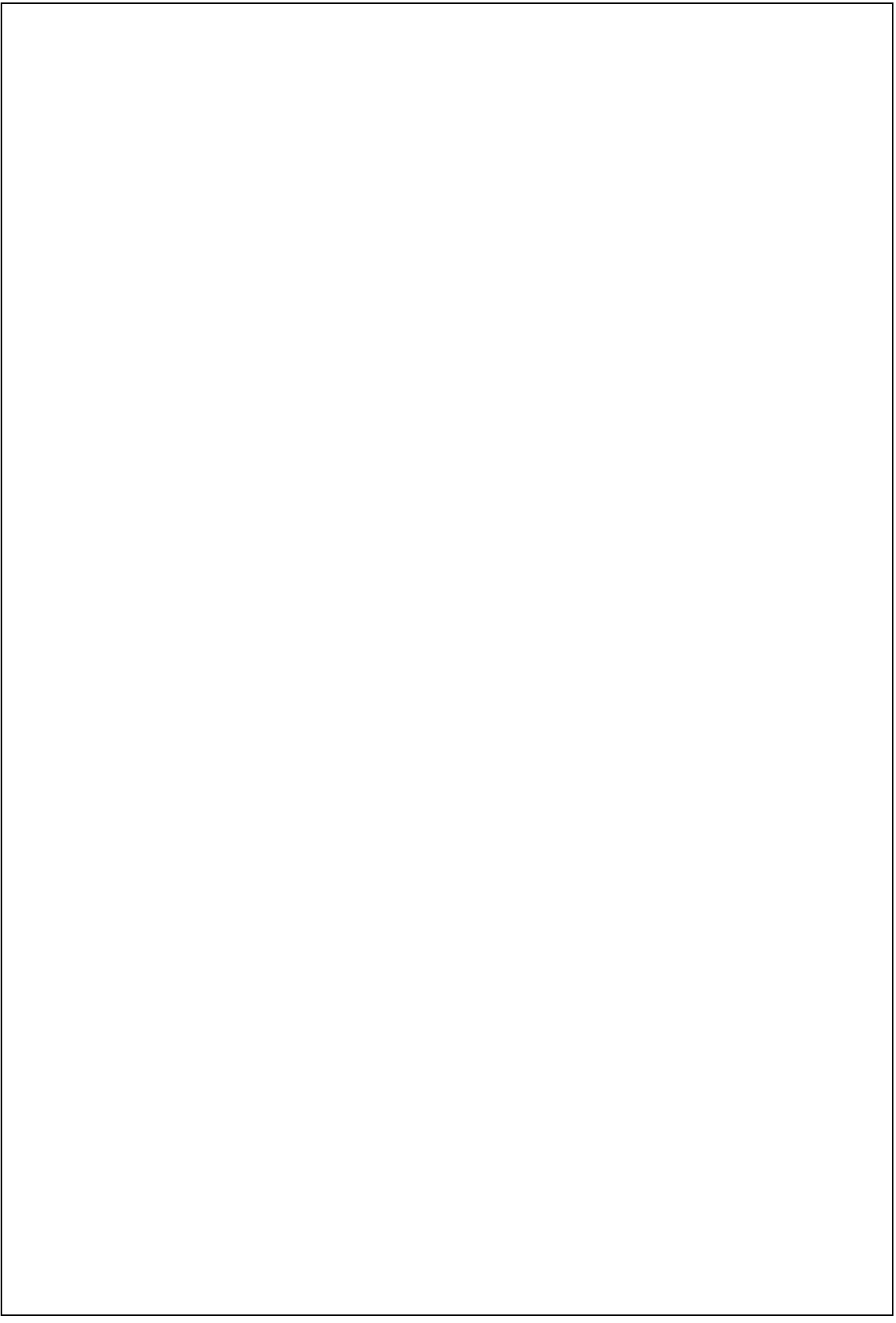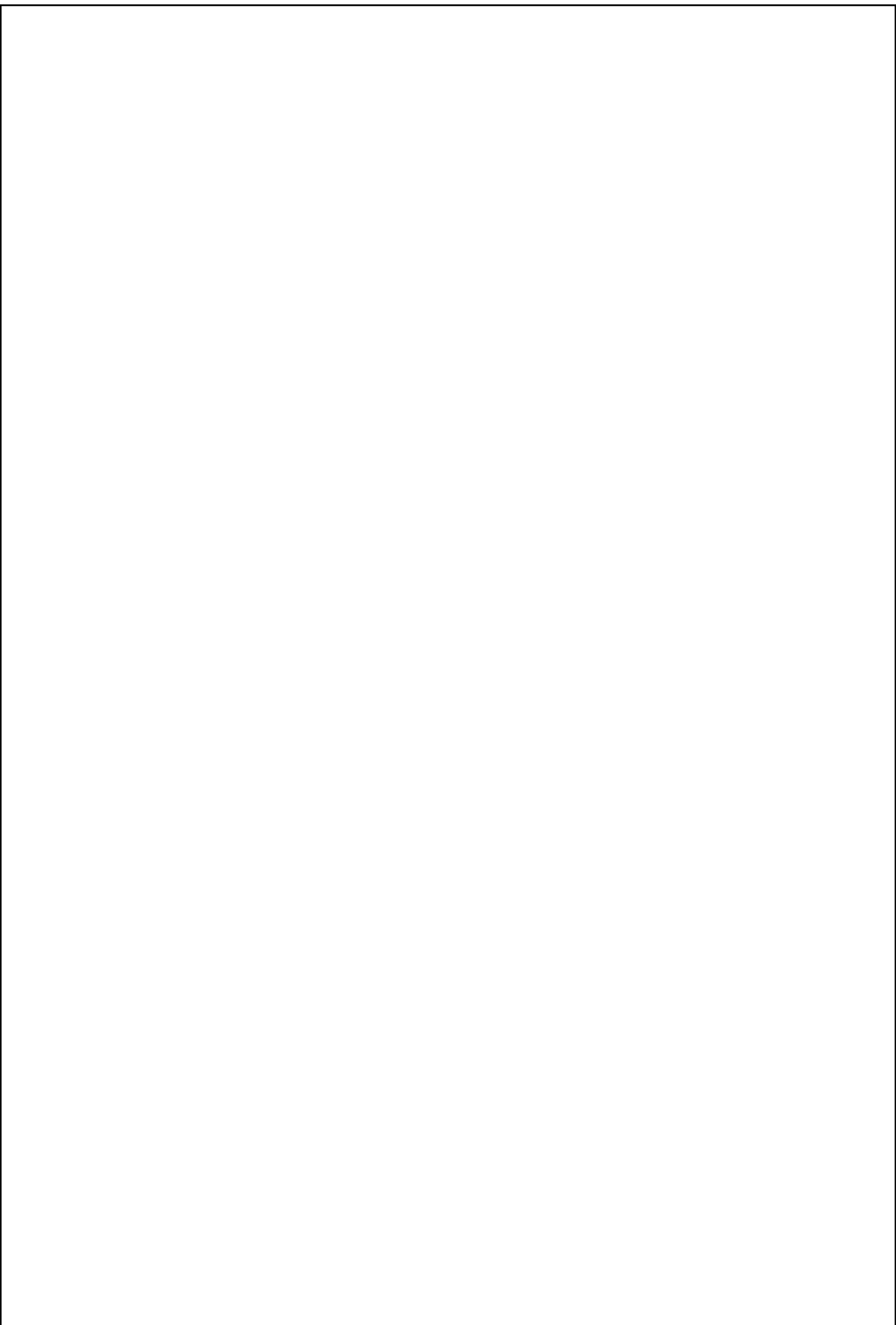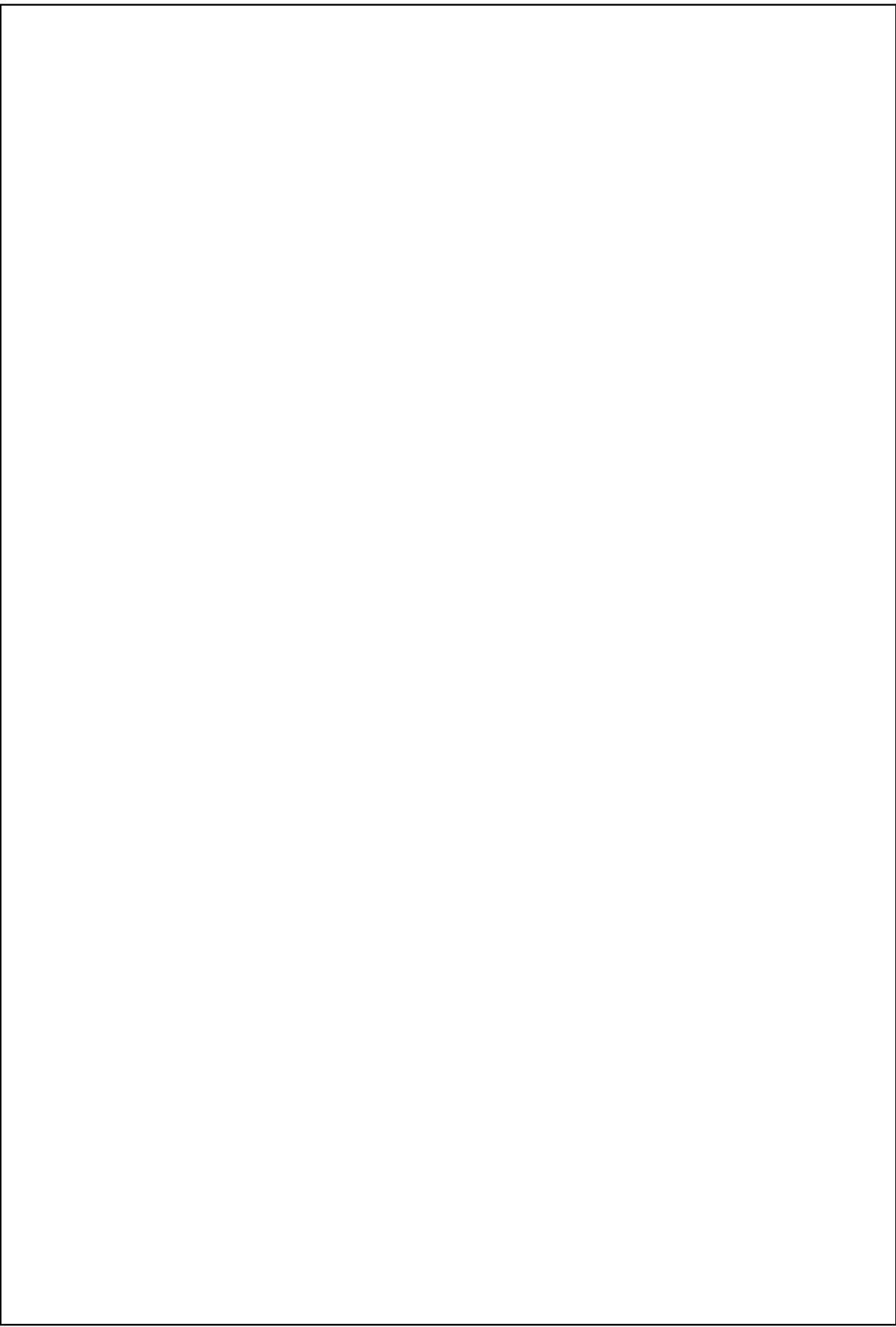| Questions	Category in Mural	Menti Responses Recorded in Mural Board	Meeting Conversation Notes

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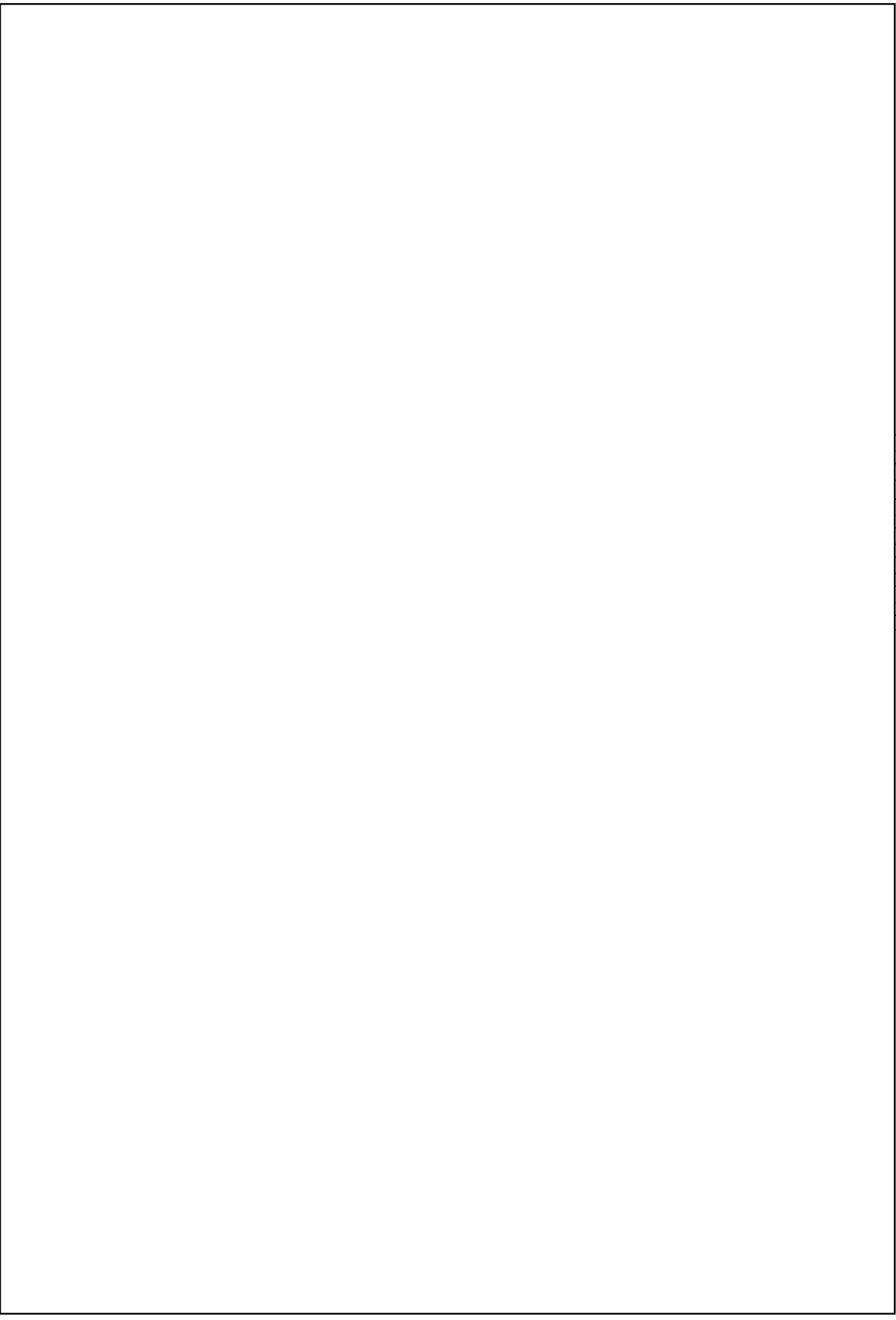(b)(5) (b)(6)(b)(7)(c)

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VER B&TI Mural Ideation Session

February 11, 2025   2/11/2025

VER B&TI representatives convened with key internal stakeholders in B&TI to conduct an ideation session using Mural, aimed at developing initial concept requirements for a white paper.

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Mural Ideation Session 2/11/2025

(b)(5)

(b)(7)(E)

Resources

Title	Resource
Mural Board 2/11/25 Ideation Session	

(b)(7)(E)

Enrollment / Setup

Enrollment / Setup Mural Table

Enrollment / Setup

Initial Concept: Permission based enrollment and access only for those stakeholders with voter verification and/or voter list maintenance abilities according to applicable laws, statutes, regulations, policies, etc.

Proposed Questions	Responses	Potential Solutions	Other Feedback

(b)(5)

(b)(5)

Intake

Intake Mural Table

Intake
Initial Concept:

(b)(5)

Processing / Decision Logic

Processing / Decision Logic Mural Table

Processing / Decision Logic

Initial Concept:

Proposed Capabilities

(b)(5)

	Responses	Potential Solutions	Other Feedback

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(b)(5)

(b)(5)

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Proposed Questions	Responses	Potential Solutions	Other Feedback
(b)(5)			

Response to Agency

Response to Agency Mural Table

(b)(5)

Response to Agency
Initial Concept:

(b)(5)

(b)(5)

Manual Resolution (SVS)

Manual Resolution (SVS) Mural Table

(b)(5)

Manual Resolution (SVS)

	Responses	Potential Solutions	Other Feedback
Initial Concept:			
Proposed Questions			

(b)(5)

(b)(5)

Customer Service

Customer Service Mural Table

Customer Service

Initial Concept:

(b)(5)

(b)(5)

(b)(5)

Reporting / Audit / Compliance

(b)(5)

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Reporting / Audit / Compliance Mural Table

(b)(5)

Reporting / Audit / Compliance

Initial Concept:

(b)(5)

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Any Other Components to the Solution

Any Other Components to the Solution Mural Table

Any other Components to the Solution
Initial Concept: (b)(5)

Business Questions

Business Questions Mural Table

(b)(5)

Initial Questions/Assumptions

Business Questions				Responses	Potential Solutions	Other Feedback

(b)(5)

Technical Questions

Technical Questions from Mural Tables

(b)(5)

Technical Questions	Initial Technical Questions/Assumptions			
		Responses	Potential Solutions	Other Feedback

(b)(5)

(b)(5)

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Resources Questions

Technical Questions from Mural Tables

Resources Questions

Initial Resource Questions/Assumptions			
Resources Questions	**Responses**	**Potential Solutions**	**Other Feedback**

(b)(5)

(b)(5)

Cost Questions

Technical Questions from Mural Tables

Initial Cost Questions/Assumptions		Responses	Potential Solutions	Other Feedback
Cost Questions				

Parking Lot Items (Legislation)

Parking Lot Points of Consideration

Item for Consideration/Review	Comments
Parking Lot - Legislation	

(b)(5)

(b)(5)