

From: [VILLANI David * OED](#)
To: [HOLT Tiffany S * OED](#)
Subject: ID.me Next steps
Attachments: [ID.me Employment Benefits Integration Print.pdf](#)
[State Unemployment Onboarding Guide \(1\).pdf](#)
[Unemployment Benefits User Guide Web.pdf](#)
[Virtual In-Person Proofing User Guide Web.pdf](#)

This meeting will be to discuss how OED would like to use ID.me, identify next steps, and making sure we have the right people involved. Please pass this invite to anyone in your area you feel should be a part of this meeting. I assume once we have a direction in place the group will be reduced to a core team. I've attached the documents I received from ID.me.

Dave Villani

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[!OC([1033])!]

Hi Dave,

It was great meeting the OED team today; thank you for organizing and I appreciate so many key players from OED attending. It certainly makes my job easier!

I wanted to follow up with a few follow up items and attachments, as we discussed quite a bit today:

- * Integration guide: discusses the HLP and a direct integration
- * Onboarding guide: more aligned for an HLP implementation, but can be used for a direct integration, as well
- * User Guide
- * Virtual In-Person guide

I also wanted to let you know that I spoke with our team about the staffing/wait time concerns. You are not alone in that sentiment! We are very aware, and I can 100% guarantee that our entire team (engineering, product, member support) are figuring out how to make this better 24/7--it is quite literally all hands on deck (I can say that, as a Navy vet, ha) and we're making improvements every day. Tonight, we're starting to use our CA DMV REAL ID document verification team to start verifying documents for Trusted Ref, which will free up our Refs to help people get through! We're hoping to see tremendous efficiencies from this switch.

Please let me know if I can provide any additional information, or if you'd like to have a specific conversation on pricing (are you ready for that step?). I briefly mentioned the pricing, but didn't get into everything that is included in the unit price.

Thank you,

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