

From: [RAINEY Teresa L * OED](#)
To: [VILLEGAS Eric L * OED](#)
Subject: RE: Follow up questions from OED
Date: Thursday, January 21, 2021 3:16:00 PM

Great! I added one note that David's division (UI) would be making final decisions about languages so the vendor doesn't get confused – although obviously you and I would be making internal recommendations 😊

Regards,

Teresa Rainey
Equity and Inclusion Officer
Pronouns: she, her
Oregon Employment Department
Cell: (503) 586-9240

From: VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>
Sent: Thursday, January 21, 2021 3:09 PM
To: RAINY Teresa L * OED <Teresa.L.RAINEY@oregon.gov>
Subject: RE: Follow up questions from OED

This looks good.

FYI, I am leaving at 4 today and will be out on Monday. I will be here tomorrow though!

Eric

From: RAINY Teresa L * OED <Teresa.L.RAINEY@oregon.gov>
Sent: Thursday, January 21, 2021 1:58 PM
To: VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>
Subject: RE: Follow up questions from OED

Here's my draft response – let me know if anything is missing or confusing:

Hello,

Thank you for the quick and helpful responses! Please do send the VPAT as we would appreciate it for our records.

To be clear, can Eric immediately proceed with having a few internal testers (employees or partners) use the link <https://hosted-pages.id.me/test-identity-proofing> to input their information and test for accessibility?

The languages we're currently translating many resources into (besides Spanish) include

Vietnamese, Russian, Simplified Chinese, Arabic, Somali, Marshallese, Lao, Khmer, Farsi, Korean, Romanian, Mien, Hmong (white), and Chuukese. We may be making some changes to that list in the future, such as by adding Traditional Chinese, but this is the current list. We do try to have internal language experts provide quality reviews for several of these languages as their subject matter expertise in the agency combined with knowledge of local dialect/language trends is extremely helpful. Would that type of review be an option in your process?

Regards,

Teresa Rainey
Equity and Inclusion Officer
Pronouns: she, her
Oregon Employment Department
Cell: (503) 586-9240

From: Mere Work <mere.work@id.me>

Sent: Wednesday, January 20, 2021 12:37 PM

To: RAINEY Teresa L * OED <Teresa.L.RAINEY@oregon.gov>

Cc: VILLANI David * OED <David.VILLANI@oregon.gov>; FRIESEN Lori L * OED <Lori.L.FRIESEN@oregon.gov>; VILLEGAS Eric L * OED <Eric.L.VILLEGAS@oregon.gov>; Dan Hildenbrand <dan.hildenbrand@id.me>; Ryan Schwartzberg <ryan.schwartzberg@id.me>

Subject: Re: Follow up questions from OED

Hi Teresa,

Of course! Happy to expand on the additional questions, as well.

- 1.) ID.me is a SaaS company; we offer a solution that requires access to the internet. Even if someone has to utilize a public computer, friend's computer, public wifi--something--they only need to get access one time in order to be verified. For someone who truly has NO access, most of our state partners have some sort of manual review process in place.
- 2.) ID.me meets Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, and Conformance Requirements. As mentioned, please use this site for 5-10 (real) test users: <https://hosted-pages.id.me/test-identity-proofing> . I'd also be happy to provide you with our VPAT, if required.
- 3.) For translations, we work with a company that has done all of our translation work--they are familiar with our product/pages/look/feel and I don't think we'd be comfortable primarily relying on a partner to execute that. Now, we would welcome any feedback, but I believe we would handle it ourselves as we already have a process for it. I am getting details on cost/timing (I don't think it's very expensive). Out of curiosity...what languages would you need us to support?

Thanks!

Mere Work

Senior Account Executive

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McLean, VA, 22102

mere.work@id.me



On Wed, Jan 20, 2021 at 2:12 PM RAINEY Teresa L * OED

<Teresa.L.RAINEY@oregon.gov> wrote:

Hello Mere,

Thank you again to you and your team for your time and patience this morning; we greatly appreciate it! As I mentioned, Eric and I have a few follow up questions:

1. How does a customer without internet access navigate the process?
2. Can you provide any information on whether your system follows the WCAG 2.0?
3. Is there any flexibility for our internal translators to translate the product so we can better prepare for expanding language options down the road?

Thank you again, and I hope you have a great rest of your day!

Regards,

Teresa Rainey

Equity and Inclusion Officer

Pronouns: she, her - Why do [pronouns matter](#)?

Oregon Employment Department

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