

**From:** [Mere Work](#)  
**To:** [RAINEY Teresa L \\* OED](#)  
**Cc:** [VILLANI David \\* OED](#); [FRIESEN Lori L \\* OED](#); [VILLEGAS Eric L \\* OED](#); [Dan Hildenbrand](#); [Ryan Schwartzberg](#)  
**Subject:** Re: Follow up questions from OED  
**Date:** Thursday, January 21, 2021 5:14:17 PM  
**Attachments:** [ID.me VPAT SSA.pdf](#)

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Hi Teresa,

Sure thing!

Ok, the VPAT is attached (from our SSA work). and YES, please proceed with testing.

Two comments on the languages:

- I was just informed that we \*do\* offer some additional languages for our video chat capability. We do not advertise it as a certainty (only Spanish is certain), but I just found out that we're doing a session in ASL and also Somali tomorrow. The languages we can currently help with are: Somali, Swahili, and Dholuo/ Luo, Urdu, Hindi and Punjabi, Greek, ASL, Thai, mahmarc, Farsi, Arabic, Sierra Leonean Krio, Vietnamese, Albanian, Cambodian, French, Urdu, Mandarin, Asante Twi., Ibibio and Tagalog
- Our product team is interested in expanding our language capabilities for our product, and offered to comp the cost for support for a few languages (Chinese, Arabic most likely). I think your list honestly surprised them a bit, ha. The vendor we use is typically [REDACTED] per language, so there are certainly financial considerations. I can ask if they would be interested in your language translations (ie in-house), but please keep in mind that we are talking about hundreds of screens, not just one webpage.

Thank you,

## **Mere Work**

**Senior Account Executive**

Mobile: 703-712-3750

8280 Greensboro Dr Suite 800

McLean, VA, 22102

[mere.work@id.me](mailto:mere.work@id.me)



On Thu, Jan 21, 2021 at 6:16 PM RAINEY Teresa L \* OED  
<[Teresa.L.RAINEY@oregon.gov](mailto:Teresa.L.RAINEY@oregon.gov)> wrote:

Good afternoon,

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. David's division would be making final decisions about how many languages OED would aim to offer ID.me in.

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?

Thank you again!

Regards,

Teresa Rainey

Equity and Inclusion Officer

Pronouns: she, her

Oregon Employment Department

Cell: (503) 586-9240

**From:** Mere Work <[mere.work@id.me](mailto:mere.work@id.me)>

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

**To:** RAINEY Teresa L \* OED <[Teresa.L.RAINEY@oregon.gov](mailto:Teresa.L.RAINEY@oregon.gov)>

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

Mobile: 703-712-3750

8280 Greensboro Dr Suite 800

McLean, VA, 22102

[mere.work@id.me](mailto:mere.work@id.me)



On Wed, Jan 20, 2021 at 2:12 PM RAINY Teresa L \* OED  
<[Teresa.L.RAINY@oregon.gov](mailto:Teresa.L.RAINY@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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