

From: [CROMWELL Sara D * OED](#)
To: [Dan Hildenbrand](#)
Cc: [Harold Bowron](#); [Mere Work](#); [Ryan Schwartzberg](#)
Subject: RE: Request for Information
Date: Monday, October 4, 2021 7:38:38 PM

Hi Dan and Mere,

I was requested to follow up about the availability of this information:

7. Any statistics on wait times for Trusted Referee calls, both for the English-access Trusted Referees and for Trusted Referees in other languages. **We can provide wait times but not broken out by language.**

We think it would be helpful to have information in this area so we can assure ourselves that our non-English speaking customers are receiving equitable services. Any information about how available non-English speaking TRs are, or how long wait times are for non-English speaking TRs, as compared to TRs who work with OED's English-speaking customers, would be extremely helpful. Do you have any data or information that might help us get to an answer that touches on that area? Is there data specific to Oregon's customers who access TRs in English or other languages, like how long they wait, or what hours of the day they can access the TRs? Or something that describes what happens in the TR routing queue with English-language calls versus non-English language calls that establishes the callers receive equitable services? Thank you again,

Sara

J. S. Cromwell | UI Division Deputy Director for Benefits | **Oregon Employment Department**
Office 503-947-1388 | Cell 503-586-8762 | pronouns: she,her | sara.d.cromwell@oregon.gov

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Monday, October 4, 2021 3:44 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Cc: Harold Bowron <harold.bowron@id.me>; Mere Work <mere.work@id.me>; Ryan Schwartzberg <ryan.schwartzberg@id.me>
Subject: Re: Request for Information

Sara,

Thank you for confirming! We will be ready on Friday October 8th.

Best,
Dan

On Mon, Oct 4, 2021 at 12:34 PM CROMWELL Sara D * OED
<Sara.D.CROMWELL@oregon.gov> wrote:

Thank you Dan! October 8th works perfectly for us. We really appreciate your help! Thank you,

Sara

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Monday, October 4, 2021 2:28 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Cc: Harold Bowron <harold.bowron@id.me>; Legal Dept (Internal) <Internal.legal@id.me>; Mere Work <mere.work@id.me>; Ryan Schwartzberg <ryan.schwartzberg@id.me>
Subject: Re: Request for Information

Sara,

Based on the scope of the request and the analytics we need to pull, we would like to submit our response to OED on Friday (October 8th). Please let me know if that works for you all.

Best,
Dan

On Mon, Oct 4, 2021 at 10:41 AM CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov> wrote:

Thanks so much Mere, you said it! I appreciate this information. Do you have a rough ETA of when ID.me will be able to provide this information listed below? Thank you,

Sara

From: Mere Work <mere.work@id.me>
Sent: Monday, October 4, 2021 1:32 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Cc: Dan Hildenbrand <dan.hildenbrand@id.me>; Legal Dept (Internal) <internal.legal@id.me>; Harold Bowron <harold.bowron@id.me>
Subject: Re: Request for Information

Hi Sara,

Understood, and thank you (I know these things are painful!). We can provide the following:

1. Promotional information regarding the effectiveness, reliability rate, or performance for persons of different races, genders, or other protected characteristics, like emails, handouts, PowerPoint presentations, advertisements, audits, tests, or specification documents-- **No; we do not have this.**
2. Information related to accessibility for people with disabilities, including promotional materials emails, handouts, PowerPoint presentations, advertisements, audits, tests, and specification documents. **We have a general accessibility handout we can provide (additionally, please see <https://help.id.me/hc/en-us/articles/1500008959661-What-accessibility-options-does-ID-me-offer->)**
3. Information about system requirements related to accuracy rates or false acceptance rates, such as promotional materials, handouts, PowerPoints, advertisements, etc. **No; we do not have this.**
4. Records showing the availability of Trusted Referees in languages other than English, including which languages are spoken, and the means of accessing Trusted Referees in languages other than English **Yes, we have a list of languages that our TRs speak.**
5. Any statistics on the common reasons Oregon claimants are unable to successfully verify

their IDs through ID.me's self-verification process (disaggregated by race, age, gender, ethnicity, and zip code if possible) **We can provide a general overview of reasons why people fail, but not disaggregated.**

6. The number of Oregon claimants who are unable to verify after submitting a selfie (disaggregated by race, age, gender, ethnicity, and zip code if possible). **We can provide a drop off analysis but not disaggregated.**

7. Any statistics on wait times for Trusted Referee calls, both for the English-access Trusted Referees and for Trusted Referees in other languages. **We can provide wait times but not broken out by language.**

Thank you,

Mere Work

Director of SLED Sales

Mobile: 703-712-3750

[8280 Greensboro Dr Suite 800](#)

[McLean, VA, 22102](#)

mere.work@id.me

[REDACTED]

On Mon, Oct 4, 2021 at 4:18 PM CROMWELL Sara D * OED

<Sara.D.CROMWELL@oregon.gov> wrote:

Hi Mere and Dan,

This is the same request. I apologize for the confusion and the urgency, this is a very extensive request and we've been negotiating our response with ACLU. This has resulted in some confusion around timelines. I also apologize that you're receiving multiple requests, we have taken a "divide and conquer" approach to gathering the information we need to respond to this request, which has caused Heather and I both to make separate requests instead of making a single all-inclusive request. I do hope we'll learn from this experience and try to provide additional time and a more cohesive approach next time.

Heather is working with our response team to get an extension of time for us to return the actual documentation to ACLU, as far as what she has requested ID.me provide.

The items I requested with a today deadline is related to specifically the items that I've requested below, not the items Heather asked you about, and is limited to identifying what is available to provide to ACLU. This will allow us to send a responsive letter stating what we can and cannot provide. The timeline for producing the actual documents for ACLU will be based upon the timelines you establish.

Thanks so much for your assistance with these requests, we very much appreciate your partnership. Please let me know if you have any questions or if I can be of any assistance, and thank you,

Sara

J. S. Cromwell | UI Division Deputy Director for Benefits | **Oregon Employment Department**
Office 503-947-1388 | Cell 503-586-8762 | pronouns: she,her | sara.d.cromwell@oregon.gov

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

Sent: Monday, October 4, 2021 1:06 PM

To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>

Cc: Dan Hildenbrand <dan.hildenbrand@id.me>; Legal Dept (Internal) <internal.legal@id.me>;
Harold Bowron <harold.bowron@id.me>

Subject: Re: Request for Information

Hi Sara,

Heather had sent us a request for information related to the same request on Friday, I believe? We are working on redacting a large amount of information and Heather informed us that the deadline has been extended until Friday.

- Is this the same request? Why was this not relayed to us if the original deadline was today?

I will socialize this with my team immediately to see what we *can* respond to (a lot of this we simply do not have), but I would appreciate as much of a heads up as possible in the future, please.

Thank you,

Mere Work

Director of SLED Sales

Mobile: 703-712-3750

[8280 Greensboro Dr Suite 800](#)

[McLean, VA, 22102](#)

mere.work@id.me

On Mon, Oct 4, 2021 at 3:45 PM CROMWELL Sara D * OED
<Sara.D.CROMWELL@oregon.gov> wrote:

Hi Dan and Mere,

I hope you both had a good weekend! The Oregon Employment Department has received a public records request related to our implementation of ID.me. I was wondering if you could help us fill the request by providing some of the information that would be responsive to the request? Here's specifically what we're looking for:

- Promotional information regarding the effectiveness, reliability rate, or performance for persons of different races, genders, or other protected characteristics, like emails, handouts, PowerPoint presentations, advertisements, audits, tests, or specification documents

- Information related to accessibility for people with disabilities, including promotional materials emails, handouts, PowerPoint presentations, advertisements, audits, tests, and specification documents
- Information about system requirements related to accuracy rates or false acceptance rates, such as promotional materials, handouts, PowerPoints, advertisements, etc.
- Records showing the availability of Trusted Referees in languages other than English, including which languages are spoken, and the means of accessing Trusted Referees in languages other than English
- Any statistics on the common reasons Oregon claimants are unable to successfully verify their IDs through ID.me's self-verification process (disaggregated by race, age, gender, ethnicity, and zip code if possible)
- The number of Oregon claimants who are unable to verify after submitting a selfie (disaggregated by race, age, gender, ethnicity, and zip code if possible)
- Any statistics on wait times for Trusted Referee calls, both for the English-access Trusted Referees and for Trusted Referees in other languages

We have a very tight turnaround time on responding to the public records request, and need to be able to tell the requestor today whether or not we will be able to provide this information. Would it be possible to get a response today to indicate which, if any, of this information you have and are able to share with OED, with an ETA of when we might be able to expect the information?

As always, thank you so much for your assistance, it is much appreciated. And please don't hesitate to let me know if you have any questions or need to discuss this request, I'm happy to help however I can! Thank you,

Sara

J. S. Cromwell | UI Division Deputy Director for Benefits | **Oregon Employment Department**
 Office 503-947-1388 | Cell 503-586-8762 | pronouns: she,her |
sara.d.cromwell@oregon.gov

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Dan Hildenbrand
Customer Success Manager
dan.hildenbrand@id.me

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