

From: [CROMWELL Sara D * OED](#)
To: [Dan Hildenbrand](#)
Subject: RE: Request for Information
Date: Monday, October 4, 2021 1:18:00 PM

Thank you Dan!

From: Dan Hildenbrand <dan.hildenbrand@id.me>
Sent: Monday, October 4, 2021 12:55 PM
To: CROMWELL Sara D * OED <Sara.D.CROMWELL@oregon.gov>
Cc: Mere Work <mere.work@id.me>; Harold Bowron <harold.bowron@id.me>
Subject: Re: Request for Information

Good Afternoon Sara,

Last week we received a Public Records Request via Heather Wyland at OED from the ACLU Oregon Chapter. Is your request associated with the ACLU Oregon Chapter's request?

ID.me needs to sync internally on our timeline for response but I will get back to you shortly!

Thank you,
Dan

On Mon, Oct 4, 2021 at 9:45 AM 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
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