

# MEMORANDUM

**TO:** SHARON HILLIARD, DIRECTOR, CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT

**FROM:** BLAKE HALL, CEO, ID.ME

**SUBJECT:** ID.ME OVERVIEW

**DATE:** OCT 6, 2020

The purpose of this memo is to highlight ID.me's work with government and commercial entities.

## About ID.me

- ID.me has more than 28 million pre-verified users, including more than 25% of California's entire adult population, due to our work with the California DMV, the City of San Diego, Veterans Affairs, the Social Security Administration, Allscripts, MGM and hundreds of entities that use ID.me.
- Over 60,000 new users sign up for ID.me's shared Identity Provider service every day
- We authenticate over 380,000 unique transactions per day (across new and existing members)
- We screen more than 1.2 million identity documents per month
- ID.me is the only vendor with a NIST 800-63-3 Identity Assurance Level 2 certified Supervised Remote identity verification capability that enables all eligible users to prove their identity online during a video conference with an ID.me trained agent over Zoom, FaceTime, or Google Meet
- NIST has awarded ID.me more than five million in grant funding since 2013 to speed up the market adoption of ID.me's secure and privacy enhancing identity verification technology.
- Winner of the Audience Choice Award at Privacy Identity Innovation 2014
- One of the top 1,500 Websites in the US by user traffic (source: Alexa.com)
- ID.me has maintained a 99.99% uptime on average over the last three years
  - On average, ID.me's platform receives over 300,000 requests per hour (220M - 250M requests per month) with an average backend response time of 90 - 110ms
  - The average RPM (requests per minute) for the platform is 5,300 with an increase to 14,000 during peak load times

## Federal Agencies (all utilize NIST 800-63 policies)

- US Department of Veterans Affairs
  - 2019 (January through December) credentialed 2.89 million Veterans
  - 2020 (January through September) credentialed 2.90 million Veterans -- **on pace to credential 3.66 million Veterans total in 2020**
  - POC - Charles Worthington, Chief Technology Officer
- US Social Security Administration
  - ID.me verifies and authenticates more than 200,000 monthly active users -- **on pace to credential more than 2.4 million users annually**
  - POC - Jeff Walsh, Authentication Program Manager
- US Department of Treasury
  - Awarded a Five Year Blanket Purchase Agreement to cover all Treasury Departmental Services including the Internal Revenue Service
  - Treasury forecasts 37 million annual users in 2021
  - POC - Roger Adams, Director of Identity Credential Access Management (ICAM)

**State Agencies (all utilize NIST 800-63 policies)**

- State of Florida Department of Economic Opportunity
  - Credentialed over 18,000 claimants since July 7, 2020 (72,000 annualized)
- State of Georgia Department of Labor
  - Credentialed over 28,000 claimants since August 14, 2020 (227,000 annualized)
- Commonwealth of Pennsylvania Labor and Industry
  - More than 250,000 verified claimants anticipated - set to launch October 8, 2020

**Additional State Unemployment Agency Partners (Current and Committed)**

- State of Arizona
- State of Texas
- State of Nevada
- State of Indiana
- State of North Carolina

**California EDD**

- 64,950 users successfully verified their identity since launch on October 1 (10,825 per day)
  - 58,915 users verified via ID.me's self-serve process without assistance
  - 6,035 users verified via ID.me's Virtual In-Person (video chat) agent assisted process
- Over 8M Californians have an existing ID.me account
- Approximately 25% of users who went through CA EDD already had an ID.me login

**Commercial Entities**

- MGM Guest Check-In
  - Verifies over 1.44 million users annually and has been verifying users for mobile check in since early summer
  - 48,0000 monthly active users
- Allscripts Electronic Prescription for Controlled Substances (EPCS)
  - Over 50,000 providers credentialed across Allscripts for DEA-compliant Electronic Prescription of Controlled Substances
  - ID.me authenticates over 135,000 prescription requests a day

**Certifications**

- IDManagement.gov (NIST 800-63): (<https://www.idmanagement.gov/trust-services/#consumer-identity-credentials>)
- Kantara Trust Registry (NIST 800-63): (<https://kantarainitiative.org/trust-registry/>)
- GSA FedRAMP Marketplace (NIST 800-53): (<https://marketplace.fedramp.gov/#!/product/idme-identity-gateway?sort=productName&productNameSearch=id.me>)
  - Veterans Affairs sponsored our ATO. ID.me passed the 3PAO audit and anticipates formal approval from VA/GSA within the next few weeks
- ID.me also has a SOC 2, Type 1 certification and will have our SOC 2, Type 2 and ISO 27001 by the end of year

**Testimonials**

- *"ID.me has made it possible for the state of Florida to efficiently and successfully validate tens of thousands of identities to ensure prompt and accurate processing of unemployment assistance claims."* - Secretary Jonathan Satter, Florida Department of Management Services

- *“The VA partnered with ID.me to ensure the security of the benefits and services available to veterans on VA.gov. The customization, robust reporting, and supporting materials provided by ID.me are unparalleled.” - Dave Mazik, IT Product Owner, United States Department of Veterans Affairs*
- *ID.me is designed to “find the needles in the haystack of the eligible folks who really need to be processed and then we’ll be able to put those fraudulent cases on the back burner.” - Elisa Cafferata - Department of Employment, Training and Rehabilitation (DETR) Administrator <sup>1</sup>*
- *“The ID.me integration with SSA is so good. Just saved me hours because the other SSA system couldn’t ID proof me unless I went in person.” Shannon Sartin, Chief Technology Officer (CTO) of Center for Medicare & Medicaid Innovation (CMMI)*

#### CA EDD Feedback from Trusted Referee

- *“The process was easy and my Trusted Referee was very professional. I loved how easy it was.” Anonymous CA EDD user*
- *“The process was super easy both on my phone and my computer. I was able to switch back and forth between phone and computer with no problems.” Anonymous CA EDD user*
- *“I think it’s really great that ID.me verifies everything I submit because of all the fraud going on. I liked my experience.” Anonymous CA EDD user*
- *“I was a little weary at first, but the Trusted Referee made me feel at ease and it was smooth after that.” Anonymous CA EDD user*

Very Respectfully,

*Blake Hall*

Blake Hall  
CEO, ID.me

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<sup>1</sup> <https://www.nnbw.com/news/two-months-in-nevada-strike-force-says-its-making-progress-on-unemployment-claim-backlog/>