Economic Affairs Interim Committee

67th Montana Legislature

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HJ48 Study on Facial Recognition Technology
Follow-up Questions for Department of Labor and Industry

1. What happens to legitimate claimants who either fail the ID.me process or choose not to use the ID.me process?

   a. Is there an alternative way for them to access their benefits? If so, what does this workflow look like?

   b. How many claimants have opted out of signing up through ID.me?

2. Why did DLI decide to use a solution that, at the time of the contract being finalized, requires facial recognition?

   a. Did DLI consider alternatives that do not require facial recognition?

3. How did DLI procure ID.me? Was it through a sole source procurement?

   a. If so, why?

   b. Do you plan on issuing an open procurement sometime in the future? If not, why not?

4. ID.me utilizes trusted referees; humans employed by ID.me. ID.me recently announced that it will now rely more heavily on this function, so individuals do not have to use the facial recognition workflow. Considering this development:

   a. How is DLI ensuring the claimant's PII is safe with the trusted referee?

   b. What level of participation does DLI have in hiring the trusted referee?

   c. What level of control does DLI have with regard to the trusted referee making a pass/fail decision on your claimant's identity verification?

   d. In ID.me's written testimony, they said that 7,637 Montana claimants had verified via the supervised trusted referee verification process. Can you provide data on how long it took each claimant to get through the trusted referee verification?

5. Have other state unemployment agencies successfully managed identity verification without relying heavily on facial recognition?