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Honorable Nancy Skinner, Chair
Joint Legislative Budget Committee
1020 N Street, Room 553
Sacramento, CA 95814

SUBJECT: DIGITAL IDENTIFICATION PILOT PROGRAM

Dear Senator Skinner:

Provision 1 of Item 7502-001-0001 in Chapter 69, Statutes of 2021 (SB 129), requires the California Department of Technology (CDT) to submit a report every six months to the Chairperson of the Joint Legislative Budget Committee. The report should contain information about agencies and departments that are currently or expected to participate in the Digital Identification pilot program and updates on the program's developments and implementation. The first report was due January 1, 2022, and subsequent reports are required to follow every six months.

This is the most recent report as of December 31, 2023.

CDT is working to make it easier for millions of California residents to access state programs by providing a secure and privacy-preserving identity verification process. This Digital Identity Project aims to create a consistent and reliable way to access digital state services while reducing costs for partnering departments. The framework is scalable and extensible, eliminating the need for residents to provide their identity and manage multiple user IDs.

To achieve these goals CDT has established several milestones, some of which include:

- Selecting an initial pilot launch partner;
- Executing necessary service contracts;
- Defining and reviewing the technical architecture;
- Launching a small-scale pilot to demonstrate single sign-on (SSO), policy authorization, privacy, and fraud controls in a centralized and interoperable system; and,
- Engaging with stakeholders for technical and policy input.

Digital Identification (ID) Proof of Concept (POC) Milestones (July through December 2023):

1. **Pilot Demonstration**. CDT expanded its partnerships with regional transit providers as well as its age-based eligibility verification service by partnering with the Santa Barbara Municipal Transit District (SBMTD) to provide senior transit riders with an online tool to verify their identity and benefit eligibility. Launch occurred in October 2023. Additionally, in November 2023, on Veterans Day, CDT launched a pilot demonstration for veterans to facilitate eligibility verification for transit benefits based on veteran status in further partnership with Monterey-Salinas Transit (MST). Lastly, due to circumstances outside our control and unrelated to our verification service, we have revised our anticipated timeline for launching senior verification with Sacramento Regional Transit (SacRT) to December. All three demonstrations also involve our partners at the California Department of Transportation (Caltrans), the California Integrated Travel Project (Cal-ITP), and the US General Services Administration's (GSA) Login.gov. The demonstration for veteran status eligibility also includes the US Department of Veteran Affairs (VA) as a partner.

2. **Client and Vendor Partnerships**.

    a. Renewed contract with the US General Services Administration (GSA) for authentication and identity verification services through Login.gov.

    b. Executed contract with the Capitol Corridor Joint Powers Authority (CCJPA) to leverage the California Integrated Travel Project (Cal-ITP) to provide critical staff and expertise for project management, technical assistance and strategic planning support. This work will help the team to explore further opportunities to demonstrate with government partners how eligibility verification for benefit programs can be modernized and streamlined for specific groups ranging from seniors, veterans, students, persons with disabilities, and persons with low-income.

    c. Participated in the California Public Utilities Commission's (CPUC) Concurrent Application System (CAS) Working Group in an advisory capacity to inform recommendations for the vendor solicitation to build a simple, secure, and inclusive web portal for eligible residents to apply for income-based energy programs.

    d. Initiated partnership with the Office of Data & Innovation (ODI) to research data sources for expanding CDT's eligibility verification services and to provide evidence-based opportunities and a roadmap to further partnerships.

3. **Digital Wallets**. Initiated exploratory work into integrations with native digital wallet platforms and developed a prototype mechanism for creating state- issued passes.

4. **State Digital ID Guidelines.** Published the State Digital Identity Framework and launched a website to convey the strategy in an accessible and inclusive manner. The website launched in October 2023 and is available in both English and Spanish.

5. **Enhanced Digital Identity Product**. The product now gives state agencies and departments the ability to verify eligibility based on age and veteran status. The team has continued its work to facilitate eligibility verification for additional factors, such as income level. The team updated the core system to increase the number of potential client application integrations from 5 to 15, with the ability to easily scale further as needed.

6. **New Pilot Demonstration**. As referenced above, the team launched a new pilot demonstration, in partnership with the US Department of Veteran Affairs (VA), to integrate the VA Veteran Confirmation API as a component of our platform. This enables veteran status verification for relevant benefits, starting with transit benefits in the Monterey-Salinas region.

Digital ID Programmatic Updates:

Budget Status:
To date, the project has incurred $776,008 in costs for hiring and vendor services.

Future Progress:
CDT's Digital ID team continues delivering critical services to government administrators as well as eligible recipients through new and existing partnerships and enhancing the program's service offering. Expansion of the program's age- based eligibility verification and veteran status eligibility verification with additional clients is planned for the first half of 2024. The team is expecting to launch eligibility verification based on CalFresh status in early 2024.

If you have any questions or would like to discuss this report, please contact me at liana.bailey-crimmins@state.ca.gov.

Sincerely,

Liana Bailey-Crimmins
Director
California Department of Technology

cc: Honorable Jesse Gabriel, Chair, Assembly Committee on Budget
Hans Hemann, Consultant, Joint Legislative Budget Committee
Christian Griffiths, Chief Consultant, Assembly Budget Committee
Amy Tong, Secretary, Government Operations Agency
Joe Stephenshaw, Director, Department of Finance
Erika Li, Chief Deputy Director, Budget, Department of Finance