
Performance Measures

Commission on the Deaf & Hard of Hearing

Central Management

Timeliness of Fulfilled Interpreter Requests

One of the Commission's legislative mandates (RIGL 23-1.8-2(6)) is to administer the interpreter referral service. The Statewide Interpreter Referral Service locates and secures freelance interpreters for assignments requested by the paying parties (such as hospitals, civil and criminal courts, etc.) to ensure communication access is being provided. The figures below represent the percent of interpreter requests received more than five business days in advance that are filled.

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	87.5%	95.0%	80.0%	80.0%	80.0%
Actual	91.1%	83.7%	85.9%	--	--

Timeliness of Information Request Response

Individuals with hearing loss, parents, businesses, and other members of the general public regularly contact the office seeking resources and information. One of the Commission's legislative mandates (RIGL 23-1.8-2(4)) is to promote public awareness and to provide information and referral on the subject of deafness and hearing loss. The Commission aims to be Rhode Island's one-stop resource center for deafness and hearing loss-related inquiries. The figures below represent the percent of information requests that receive a response within seven business days.

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	100%	95%	95%	95%	95%
Actual	94%	94%	95%	--	--

Agency Interpreter Requests Fulfilled

The Commission is the primary provider of interpreter services for RI state government agencies. Agencies relying on this service include EOHHS, the Governor's Office, and the Judiciary. The goal of the metric is to ensure that agency requests for interpreters are being fulfilled. The figures represent the percent of state agency interpreter requests that were successfully fulfilled. [Note: This performance measure was established in FY 2024 and historical targets and actuals are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Frequency: Annual					
Target	--	--	--	85%	85%
Actual	--	--	--	--	--
