

## 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 that were partially or fully filled. [Note: Measure language was updated in FY 2025 to reflect reporting methodology.]

	<i>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	95%	80%	80%	80%	85%
<b>Actual</b>	83.7%	85.9%	81.6%	--	--

##### 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>Frequency: Annual</i>	<i>Reporting Period: State Fiscal Year</i>			
	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Target</b>	95%	95%	95%	95%	95%
<b>Actual</b>	94%	95%	95%	--	--