



HUMAN SERVICES
DEPARTMENT

Michelle Lujan Grisham, Governor
David Scrase, M.D., Secretary
Karmela Martinez, Acting ISD Director

General Information Memorandum

ISD GI 19-27

TO: ISD Employees 

FROM: Karmela Martinez, Acting Director, Income Support Division

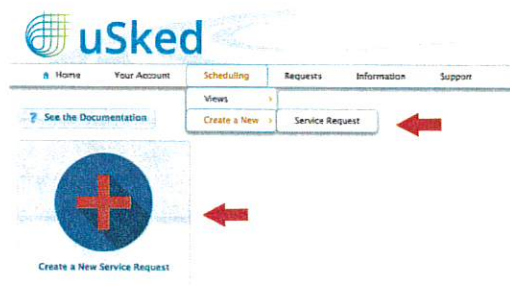
RE: Requesting Services from the Community Outreach Program for the Deaf

DATE: April 25, 2019

This GI contains updated information regarding obtaining services through the Community Outreach Program for the Deaf (COPD). This GI rescinds and replaces ISD GI 17-21 Requesting Services from the Community Outreach Program for the Deaf.

Requests for an interpreter will be made directly by the field office point of contact through the COPD usKed website. The following instructions will be used to schedule face-to-face deaf interpretation services for our recipients who are deaf or hard of hearing.

1. Enter <https://copd-vcd.usked.com> into your internet browser search field.
2. Enter the username: **isd.requester**
3. Enter the password: **HelpingHSD2!**
4. Click on *Standard Log In*.
5. The worker can create a new service request to schedule an interpreter in one of two ways:
 - a. Click on *Create a New Service Request* link on the homepage, or
 - b. Go to the taskbar at the top of the page and click *Scheduling* > *Create a New* > *Service Request*.



6. Complete all the fields with a red star next to them under **Basic Information**.

Home » Create a New Service Request

See the Documentation

Basic Information

For the most common time zones that are affected by daylight savings time, use the following:

- Eastern Time - select America/New_York
- Central Time - select America/Chicago
- Mountain Time - select America/Denver
- Pacific Time - select America/Los_Angeles

For all of the other regions that follow special rules (e.g. Arizona, etc.) or have a history of changing DST laws, please select the correct time zone from the list.

Requester & Group: ISD Requester in NM HSD Income Support Statewide (This is your Organization)

Event Name: Interview (Name of the event. I.e. Staff Meeting, Interview, Earth Day)

Time Zone: America/Denver Mountain Time

Service Date: 4/30/2019 (I.e. 5/10/2011)

Service Start Time: 9:00 AM (I.e. 9:15)

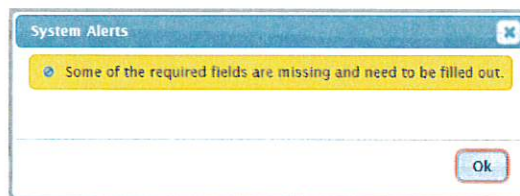
Service End Time: 10:00 AM (I.e. 11:45)

Add Yourself as Client Receiving Services: Yes No

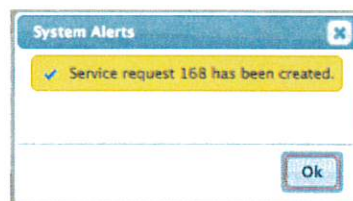
Next

7. Click *Next*.

- a. Please note: if all required fields are not completed, an error message will display when clicking *Next*.



- b. If the submission is successful, a message will display that the service request, along with the service request number, has been created.



8. Once the submission from **Basic Information** is successful, please make sure to continue with the scheduling process and visit each tab to complete the fields with a red star next to them.

If you have to back out of a request, or if you have to keep a request as pending until information can be changed and/or verified, click on *Save Changes and Keep as Draft* so that information will be saved for later changes but will not be submitted yet to schedule an interpreter. If the required information under the tabs is completed, click on *Save Changes and Submit as a Pending Confirmation* button. This will send the request on the COPD queue for an interpreter to review and schedule.

For more information on the usKed system or for users to access customer user guides, which contain step-by-step instructions on scheduling interpreters or looking up scheduled appointments, you can go to: <https://usked.com/getting-started-customer-guide/>.

If you have any questions regarding this information, please contact Carolyn Craven of the Quality Assessment Bureau at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.