

*Minutes*  
**Board Meeting Agenda**

Illinois Registry of Interpreters for the Deaf  
Sunday, March 25, 2019  
9:00 am - 1:00 pm Palos Hills, Illinois

*Minutes approved  
at 6/23/2019  
Board Mtg*

I. Call to Order

Teri Hedding, President called the meeting to order at 9:17 a.m. Quorum was attained and maintained throughout the meeting. Board Member Olivia Heitz attended remotely through Zoom.

Board members absent: MAL Hershella Ashford, MAL Racheal Griffin, Student Representative Bronwyn Schlaefer.

- Regular Agenda held until 10:15 a.m. for the following:

RID Region III Representative, Kenya, joined our meeting via Zoom to discuss the 2020 NAD/RID Region III Joint Conference. IRID has been asked to host the Region III Conference in conjunction with the National NAD Conference in Chicago. IRID requested guidance and input from our Region Representative, Kenya prior to making a final decision.

Kenya stated that she is the liaison between IRID and RID as well as the liaison among RID Region III member states. IRID Board member questions were answered and additional questions were asked. Kenya will get back to us on the questions that could not be answered at this time. The discussion included financial responsibility for IRID. There is no Region III seed money for this conference so IRID will have to rely on support from member states and fundraising to cover expenses not handled through NAD. Additional details will be shared as they become available.

Thank you to Kenya for joining our meeting!

- Regular meeting agenda resumed at 10:15 am.

II. Approval of Minutes

- A. General Membership Meeting - June 2, 2018  
Minutes as presented - approved by acclamation.
  
- B. Last Board Meeting - December 9, 2018  
Minutes approved by acclamation.

### III. Board Reports

- A. President - *report attached*
- B. Vice President - *report attached*
- C. Treasurer - *report attached*
- D. Secretary - *included in Treasurer report*
- E. Member-at-Large 1 - *No report*
- F. Member-at-Large 2 - *No report*
- G. Member-at-Large 3 - *report attached*
- H. Student Representative - *No report*  
    Informal report provided to Teri, President. Topic  
    tabled to next regular Board meeting.
- I. IAD Representative - *No report*

### IV. Committee Reports

- A. Finance Report - *No activity*
- B. Membership Committee - *No report. Chair unable to attend*
- C. Communications Committee - *report attached*  
  
    Next committee meeting is scheduled for the end of April.
- D. Professional Development Committee - *Included in VP report*
- E. Nominating Committee - *Inactive*
- F. Bylaws Committee - *Inactive*
- G. 2019 IRID Conference Committee - *included in VP and MAL 3 reports*

Kathy confirmed the IRID conference and member meeting will be held October 5, 2019. Presenter, Howard Rosenblum, has submitted signed contract. Additional details to be discussed during future planning meetings.

### V. Workgroup Reports

- A. Entry to Practice Workgroup - *No report, SEE New Business*

### VI. CMP Administrator Report - *written report attached*

CMP Administrator was unable to attend the Board meeting.

The Board discussed advertising for workshops not initiated by IRID PDC. Different advertising possibilities were discussed including the idea of a possible weekly FaceBook blast and/or IRID Newsletter. Further discussion is tabled until the next

IRID Board meeting. The Board also noted the advertised upcoming UIC workshop. The Board acknowledges that the difference between IRID as a co-sponsor for a workshop and IRID initiated/sponsored workshops needs to be clarified for constituents and workshop hosts. Further discussion is tabled until the next IRID Board meeting.

## VII. Sponsorship Requests

IRID has received 4 new requests for financial sponsorship since the last meeting. Refer to attached sponsorship request summary.

- A. Columbia College - "Beyond the Books Silent Weekend 2019"  
April 26-28, 2019    Various sponsorship levels
- B. Illinois Association of the Deaf - 50th Biennial Conference  
June 27 - 30, 2019    Various sponsorship levels
- C. Southern Illinois University - 2019 Summer Workshop for Interpreters  
June 8, 2019    Requesting presenter travel sponsorship
- D. Quad City Area Event - "Experience Deaf QC"  
November 2, 2019    Exhibit Booth Table with Fee

### **BOARD MOTION:**

**Karen Janssen** moves that the Board approve financial sponsorship for each of the four (4) requests as follows:

- Columbia College - \$275.00
- Illinois Association of the Deaf (Conference) - \$250.00
- Southern Illinois University - \$250.00
- Quad City Area Event - \$100.00

Kathy Valiska seconds.

Discussion included overall sponsorship requests received on average during a fiscal year. IRID wishes to provide support to the community for events that benefit interpreters and the Deaf community in that such events support our overall mission and values. IRID is a not-for-profit organization whose income is solely from membership fees and any workshop/conference profit and donations. Requests for financial sponsorship are decided on a case-by-case basis considering IRID's financial health.

**Motion passes unanimously.**

## VIII. Old Business

A. Diversity Panel Workshop - *Status (Kathy V.)*

**BOARD MOTION:**

**Kathy Valiska** moves to approve the Diversity Panel Workshop at Anixter Center, March 30, 2019 from

9 am - 1 pm with a budget of up to \$2,250.00

Olivia Heitz seconds.

Discussion centered on the new RID CEU requirement for Power, Privilege and Oppression (PPO) centered professional development. The Diversity Panel Workshop qualifies as a PPO event. Financial requirements are needed for the workshop to cover panel honorariums and interpreter services. Anixter has donated the space for the workshop. The event is predicted to earn a nominal profit.

**Motion passes unanimously.**

B. IRID 2019 Conference (Kathy)

Kathy updated the Board on progress made to date on annual conference planning. There is a need for additional volunteers for all aspects of conference planning. The VP/PDC report cites specific needs. Updates will be provided to the board as plans become solidified.

C. Region III 2020 Conference – *Updates (Executive Board)*

**BOARD MOTION:**

**Karen Janssen** moves that Illinois RID (IRID) officially agrees to host the Region III Conference within in the NAD Conference structure in July 2020.

Olivia Heitz seconds.

Discussion focused on IRID being asked by RID to host the Region III Conference in conjunction with the National NAD Conference. After much research, discussion and meeting with the Region III rep, the IRID Board feels comfortable to move forward with the request.

**Motion passed unanimously.**

**BOARD MOTION**

**Karen Janssen** moves that IRID join NAD as an organizational member at a cost of \$200.00/year.

Kathy Valiska seconds.

The board discussed joining NAD at the organizational level would be beneficial to IRID and Region III as it prepares to host the RID Region III Conference at the NAD National Conference in 2020.

**Motion passes unanimously.**

D. Archiving Documents - *Status (Amy)*

**Tabled to next meeting**

E. Project Management Software - Asana - *Status (Amy)*



### **Tabled to next meeting**

#### F. Rebranding Proposal - *Status (Lindsay)*

Lindsay reported that the rebranding project is on target and is expected to be completed by June as originally planned.

#### G. Communications Committee

1. Review of Media/Information Distribution Guidelines  
Guidelines have been completed and will be presented to the PDC Chair and CMP Administrator for feedback in consistency.
2. Communications Project: Template Package  
In progress in conjunction with rebranding and guidelines work.

The Board discussed the recent requirement found in the RID Affiliate Chapter Handbook regarding committee and board members are required to be members of both the state chapter and national RID. It is noted that IRID currently has valuable volunteers who may not be in full compliance with this requirement. There is a need for IRID to develop a volunteer policy that supports compliance with RID requirements and includes volunteers who may not be a dual member of both organizations. Karen will work on a draft policy asap.

There is a need to move forward with the Communications Committee SMART goal to have at least 5 people trained by IRID webmaster Will Lee to use the IRID website. Will Lee will be contacted to see when he may be available for this training, possibly during the afternoon of our next meeting. The webmaster will also be asked to update who has access to emails and the website back-end and remove those who should no longer have such access.

#### H. Member Requests

1. Request to consider holding workshops on Sundays and week nights  
A few members contacted IRID requesting workshops be offered at times other than Saturdays. The members have been responded to and PDC plans to offer workshops in various locations and on different days.

#### IX. New Business

- A. E2P Smart Goal - **NEEDS BOARD ACTION** - (*Teri*)

**Tabled to next meeting.**

- B. RID Conference Attendance (for VP) and Cost

#### **BOARD MOTION:**

**Teri Hedding** moves that IRID pay and/or reimburse for the Vice President to attend the 2018 RID National Conference. Reimbursement shall not exceed \$3,500.00 for registration, travel and per diem with documentation of expenses to be provided to the Treasurer.

Karen Janssen seconds.

IRID leadership will benefit from attending the National Conference in Rhode Island. The

President is unable to attend and the Vice President will attend and report back to IRID about activities and pertinent information learned at the national conference.

Vote: 3 in favor, 1 abstention (VP)

**Motion passes.**

C. Student Rep Considerations

**Table to next meeting** - student rep not present.

D. Professional Development Proposal

**BOARD MOTION:**

**Kathy Valiska** moves that IRID purchase their own Zoom account with a cost of \$150.00. The technology will be used to host video conference calls, video meetings and webinars. The initial purchase will be for one (1) year from the date of purchase. Use of the technology will be evaluated prior to renewal.

Olivia Heitz seconds.

IRID will be able to host webinars using the Zoom technology. The cost of \$150.00 is reasonable in order to have access to video conferencing for meetings, conference calls and future webinars.

**Motion passes unanimously.**

E. Response to IAD regarding IDHHC Licensure Board

IRID will respond to IAD that it is aware of IDHHC Licensure Board Activities.

X. Future Meeting Dates

**Sunday, June 23, 2019 - 9 am - 1 pm**  
Location TBD

XI. Announcements

XII. Adjournment

The meeting adjourned at 1:20 pm.

## Board Meeting Agenda

Illinois Registry of Interpreters of the Deaf

Sunday, March 24, 2019

9:00 am - 1:00 pm Palos Hills, Illinois

### I. Call to Order

### II. Approval of Minutes

- A. General Membership Meeting – June 2, 2018
- B. Last Board Meeting – December 9, 2018

### III. Board Reports

- A. President - *Written report attached*
- B. Vice President - *Written report attached*
- C. Treasurer - *Written report attached*
- D. Secretary – *Included in Treasurer report*
- E. Member-at-Large 1
- F. Member-at-Large 2
- G. Member-at-Large 3 - *Written report attached*
- H. Student Representative – *Report provided at meeting*
- I. IAD Representative - No report

### III. Committee Reports

- A. Finance Report - *No activity*
- B. Membership Committee – *No report*
- C. Communications Committee - *Written report attached*
- D. Professional Development Committee – *Included in VP Report*
- E. Nominating Committee - *Inactive*
- F. Bylaws Committee - *Inactive*
- G. IRID 2019 Conference Committee – *Included in VP and MAL3 reports*

### IV. Workgroup Reports

- A. Entry to Practice Workgroup - *No report, SEE NEW BUSINESS*

### V. CMP Administrator Report – *No report*

### VI. Sponsorship Requests (See summary of requests with board meeting docs)

- A. New – Columbia College Silent WeekEnd - April 26-28, 2019

- B. New - IAD - IAD Conference - June 27-30, 2019
- C. New - SIU - Annual Summer Workshop - June 8, 2019

#### VII. Old Business

- A. Diversity Panel Workshop - *Status (Kathy V.)* - **NEEDS BOARD ACTION**
- B. IRID 2019 Conference (Kathy)
- C. Region III 2020 Conference – *Updates (Executive Board)*
- D. Archiving Documents - *Status (Amy)*
- E. Project Management Software - *Status (Amy)* - **BOARD ACTION?**
  - 1. Asana
- F. Rebranding Proposal - *Status (Lindsay)*
- G. Communications Committee
  - 1. Review of Media/Information Distribution Guidelines - *Status*
  - 2. Communications Project: Template Package - *Status*
- H. Member Requests
  - 1. Request to consider holding workshops on Sundays and week nights

#### VIII. New Business

- A. E2P - **NEEDS BOARD ACTION** (Teri)
- B. RID Conference Attendance (for VP) and Cost – **NEEDS BOARD ACTION**
- C. Student Rep Considerations – **BOARD ACTION?**
- D. Professional Development Proposals – **BOARD ACTION?**
- E. Response to IAD regarding IDHHC Licensure Board - **BOARD ACTION?**

#### IX. Future Meeting Dates - **NEEDS BOARD ACTION**

#### X. Announcements

#### XI. Adjournment



**Illinois Registry of Interpreters for the Deaf**  
**Balance Sheet**  
As of March 23, 2019

	Total
<b>ASSETS</b>	
Current Assets	
Bank Accounts	
Chase Checking	1,161.09
Chase Savings	27,842.22
Fidelity Investments	19,257.13
First American Bank - Checking	0.00
First American Bank - Savings	0.00
PayPal	2,756.46
PayPal Funds Transfer Account	0.00
Total Bank Accounts	\$ 51,016.90
Other Current Assets	
Undeposited Funds	0.00
Total Other Current Assets	\$ 0.00
Total Current Assets	\$ 51,016.90
Other Assets	
Library Video Tape	0.00
Total Other Assets	\$ 0.00
<b>TOTAL ASSETS</b>	\$ 51,016.90
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Total Liabilities	
Equity	
Opening Bal Equity	1,640.00
Retained Earnings	50,930.81
Net Income	-1,726.09
Total Equity	\$ 50,844.72
<b>TOTAL LIABILITIES AND EQUITY</b>	\$ 51,016.90

Saturday, Mar 23, 2019 07:40:57 PM GMT-7 - Cash Basis

### **President's Report (3.14.19)**

Below is an itemized list of actions that has been done since the last board meeting on December 9, 2018.

- Assisted the Vice President in IRID conference planning by corresponding with Howard Rosenblum for his commitment to present at the conference.
- Participated in the IRID conference planning meetings on 1/8/19 & 3/10/19 through Zoom conference call.
- Assisted the Vice President in the Diversity panel planning by asking Illinois Latinos Deaf Association's sponsorship and recruiting some panelists and getting their bios.
- Sent a request to all local RID chapters in Region 3 for donation toward Region 3 conference. To date, several local chapters have committed to donate as stated below:
  - Minnesota -\$2000 + maybe one interpreter expense
  - Indiana- \$1000 + silent auction item
  - Kentucky
  - Wisconsin - \$1000 + some board members' help with the conference planning
- Participated in Zoom conference call on February 17, 2019 with the Vice President, Treasurer, and two Wisconsin board members who were co-chairs for Region 3 conference 2018 to get some clarifications with the Region 3 conference planning.
- Reviewed the Communication guidelines (one of the SMART goals) and gave feedback
- Email correspondence as needed

## **Vice President**

2019 Planning- At this time we are still in need of people to assist in these areas. Sam has stepped down as co-chair, but has agreed to help with Volunteers and possibly Nominations. Would like to see if someone would be interested in co-chairing with me to oversee these areas.

Registration -

Sponsorship - Olivia Heitz

Interpreters -

Lunch/Hotel - Stephanie Lipe

Nominations - Sam

Presenter - Kathy/Teri

Venue - Kathy

PR (marketing/flier) -

Business Meeting/Parliamentary-

Volunteers - Sam

We have had 3-4 planning meetings via zoom. We have also sent a contract (3 times) to Howard Rosenbloom and are still waiting for his response. We are currently looking into fundraising opportunities for the conference (T-shirt's.) Carolyn Neumann is working with MAL Olivia Heitz with Sponsorship as well. Illinois Central College has been officially booked with an agreement with them and IRID in writing. Stephanie Lipe is working on securing the lunch menu options for us and booking a block of hotel rooms under the guidance of MAL Olivia Heitz.

## **Region 3 Conference**

Since our last meeting I have attended a zoom meeting with Teri and KJ and the previous R3 committee chairs, and reached out to Christina Stevens, one of the Region 1/NAD Chairs as well. Karen, Teri and I have been in frequent contact regarding the conference progress.

## **Zoom/SMART Goal update**

As part of our SMART Goals, I was tasked to seek information about webinar potential for future workshops. Zoom software would be one option to pursue to host webinar/workshops online as well as having face to face meetings. Prices do vary, as seen below.

I think this would be a great option to consider for future workshops and for our own committee communications. There are multiple options but I think we could benefit from a Pro Account with an annual rate of \$150 (unlimited meetings with up to 100 people attending.) This would allow us to have meetings for longer than 40 minutes (free version) and we would not need to ask the RID Region rep for use of their account. There are also additional options for webinars, and video conferences including sound.

## **Professional Development**

### **Diversity Panel**

I have been actively working on our Diversity Panel Workshop with the help of Carolyn Neumann and Teri Hedding. We need to approve this workshop during our meeting. We have had great response to this workshop including requests for it to be recorded, and or held again later in the

year. There was some feedback from non-members regarding the day of the week. Spoke with the three individuals regarding this and have committed to IRID hosting a workshop later this year on a Sunday.

#### Future workshops

Possible ADA workshop with Shannon Moutinho at UIC, but still working out the details with her. Illinois CODA request to join forces for a workshop with Alan Abarbanel in August.

thanks,  
Kathy

Member at Large 3 Report  
May 24, 2019 Meeting  
Olivia Heitz 3/18/2019

**Sponsorship for 2019 Conference:**

I have been working with Carolyn and Stephanie on sponsorship. We have developed three sponsorship tiers options for potential sponsors and will be reaching out to possible sponsors with a letter explaining the conference, sponsor tier sheet, and commitment form once we have our presenter signed on. We have met a couple of times via video and have been in communication via text.

Carolyn has been working on getting us T-shirts as part of a fundraising effort through Route 66, a Deaf-owned business. Stephanie has secured donated coffee from Starbucks as well as pastries from a local business.

We will be finding a hotel that will offer a block of rooms and decide upon food from the college's catering service. We would like to add another person to our team.

**SMART Goals:**

Lindsay, Jess, and I are planning another meeting to touch base and move forward with our next SMART Goal.

**Other:**

I was going to handle CEU Check in/out for an IRID CEU sponsored event in Jacksonville in January. It was cancelled due to weather but has been rescheduled for April. I am able to be there to check in/out participants.



**IRID Communications Committee Report**  
**March 24, 2019**

**Communications Committee Chair: Lindsay  
Wydra**

**Guidelines Project**

**Update:**

The Communications Committee completed our work on the Outreach and Engagement Team's SMART goal: "Develop guidelines outlining how different types of media and information will be distributed by IRID." After presenting the rough draft of our guidelines to the board at our December meeting, we gathered feedback and comments from the board. We finished compiling our Guidelines document by our goal date of December 31, 2018. This internal document will now be used by the Communications Committee to give us a clear direction on how to handle content distribution through multiple avenues (ie, Facebook, email, newsletter, etc).

**Templates Package Project Update:**

As was discussed at the last IRID board meeting, the Communications Committee has been striving to promote IRID as a branded unit in the process of working towards our SMART goals. A large part of this has been working towards standardization of email templates, the newsletter project, and any other printed or digital materials. At the last meeting, the Communications Committee requested \$200.00 in order to hire Mark McWilliams to authorize and commission outside parties to design base brand packet elements including newsletter, email, and social media templates. This motion passed.

The Communications Committee has been communicating with Mark and has signed an agreement with him stating that Mark will submit receipts for this work to the Communications Committee Chair by May 1, 2019. The Chair will then be responsible for filling out an expense report to the Treasurer, allowing Mark to be reimbursed. A completed branding packet will be submitted to the Communications Committee by June 1, 2019. Any elements commissioned will remain the intellectual property of IRID.

**ASL Spotlight**

**Raffle:**

Two winners were chosen in our random lottery for the 2 free tickets given away by IRID for Illinois Central College S.I.G.N. Club's "ASL Spotlight" event: Megan

Tarpinian and Mark Motyka. I sent an email to all our IRID members announcing the winners, as well as contacting each individual via email to inform them that their ticket will be held at the door on the day of the event.

**Other**

**Work:**

-We are continuing to advertise our upcoming Diversity Panel workshop on March 30, 2019 via email and Facebook. The response so far has been fantastic!

-Action Item: As was discussed at the last board meeting, our committee needs to collaborate with CMP Coordinator to send an email/make FB post re: CEU clarification for members.

# CMP report to the board of IRID, March 24, 2019

Prepared by: Amy Kisner, CMP Administrator

## Individual events

*New Application received since the December 9, 2018 board meeting*

- 4 PINRA Applications
  - 2 completed
  - 1 cancelled
  - 1 open, awaiting proof of attendance
- 2 Independent Study Applications
  - 2 open, awaiting proof of completion
- 1 Academic Course Application
  - 1 open, awaiting proof of completion

*Old Application received before the previous meeting, were pending but now completed*

- 2 PINRAs
- 1 Independent Study
- 1 Academic Course

## Workshops

8 workshops completed, serving 220 participants (approx 100 unique interpreters, since many people went to multiple workshops). 3 workshops were private, 5 were open to the general public

- *Ethical/Professional Dilemmas* (Hosted by PDG DeKalb, 2/16/19)
- *"Enter" and "Into"* (Hosted by Angela Trull and WINK, 3/1/19)
- *Depiction in Interpreting, How & When?* (Angela Trull and WINK, 3/2/19)
- *How to Show and Tell: Parsing, a new interpreter model* (Angela Trull and WINK, 3/2/19)
- *ASL to English Interpreting: A Practical Guide* (Hinsdale South and Donna Reiter-Brandwein, 3/1/19)
- *Prediction as a Preparation Technique* (David Rice, 3/9/19)
- *Interpreting the IEP meeting: professional jargon and conceptual accuracy* (Monica Mockus and Kitty Aubry, 3/9/19)
- *Contributing to the IEP: meaningful input from the classroom interpreter* (Monica Mockus and Kitty Aubry, 3/9/19)

## Completed a survey sent to all CMP Sponsors

- The national PDC was looking for feedback from about what tools or resources we would find helpful, asking about how clear the current process is, and what issues have come up regarding online/remote events, etc. The questions were very thoughtful, and I'm hopeful that the future changes will be positive!

## Processed CEUs for 8 workshops

- Continuing to develop clear instructions around the new check in/out procedures. Feedback from organizers has been extremely valuable.
- Continuing to streamline the process for developing Certificates of Attendance. The chair recently researched a new technique for attaching individualized PDFs to emails, which has the potential to dramatically reduce the time for this activity.

## General

No information has been sent yet about the official guidelines for approving workshops as PPO. IRID has approved two upcoming workshops for PPO credit using our best judgment based on the information provided by the organizers. (Diversity in the Deaf Community, and Equal Access ≠ Effective Communication)

There has been some confusion from workshop organizers about what levels of support IRID provides. When the chair agrees to sponsor CEUs on behalf of IRID, we ask organizers to advertise using the phrase provided by RID; "IRID is an Approved RID CMP Sponsor, and this Professional/General Studies program offers X.X CEUs ..." We must include a copy of RID's CMP Logo, the ACET Logo, and our IRID logo for promotional materials. However, some organizers have also said that their event is "co-hosted" by IRID, or "sponsored" by IRID as well. If the board would like to clarify what words we are comfortable using, please provide guidance. I recommend either using the categories that the Communications Committee established at the Dec 9, 2019, or determining categories based on financial involvement (IE, no involvement other than CEU approval, donating the value of CEUs by processing them for free, monetary support etc). Then determining which category is described as "sponsorship", "hosting", "co-hosting", "supporting" etc. This language can start to be part of the communication around CEU approval, so that organizers and participants are clear about IRID's involvement. **\*Needs board action**

## Upcoming workshops

- *Diversity in the Deaf Community* (IRID, 3/30/19)
- *Trauma Informed Interpreting* (JACIL and DeafWings, 4/6-7/19)
- *Technical Topics/Making the Message Visual* (Hinsdale South and Paula Willig, 4/9/19)
- *Ethical Dilemmas* (PDG DeKalb, 4/13/19)
- *Interpreters in the STEM field* (Harper and various, 5/4/19)
- *Equal Access ≠ Effective Communication* (Shannon Moutinho, 4/30/19)
- *Creating Classifiers/ What the #\$\$%@ Did You Just Sign ?!?* (WCC and Crom Saunders, ?/?/19-postponed from 4/13/19)

## Recent activity

### Improving the evaluation form

- Chair has spoken to several respected workshop presenters about what evaluation questions produce feedback they find helpful. I have also done online research into survey design and looked at several course evaluations from other fields to improve usefulness in the responses we collect after workshops. The goal is to collect answers that organizers and presenters can really learn from for improving future workshops. RID says that we should offer an evaluation, but has no guidelines or requirements about what kind of questions should be asked.
- A new evaluation form has been used for three recent workshops, and the response has been positive. I will continue to monitor responses and tweak the evaluation form to produce the most helpful results.
- Evaluation response rate for 2019: **94%** (we are collecting evaluations from 94% of workshop participants, which is extremely high). We are not allowed to require participants fill out an evaluation, and they can always submit their checkout form without answering the evaluation questions. However, it seems like including the questions directly in the checkout process has encouraged more interpreters to go ahead and provide valuable feedback.

### Monitoring and responding to emails

- In January and February, some emails were delayed or missed because I access the [cmp@irid.org](mailto:cmp@irid.org) email account using a different portal (not webmail) and there was a filter on that wasn't immediately obvious. This issue has been resolved and I can now respond to all emails in a timely manner.