

Memorandum

To: The file
CC:
From: Carol J. Spears
Date: 05/21/02
Re: First Ladies National Historic Site



Today I received a call from Mary Regula in reference to their reimbursement payment. She expressed frustration with the amount of time for the payment to be processed. The following documents the process as I am aware.:

The request for reimbursement was signed by FILA staff on April 23, 2002, and mailed to me in Mentor. I worked on verifying the receipts with the claim immediately upon receiving it. There were several items that needed to be corrected and explained by Pat Krider, Executive Director of NFLL. After Pat got back to me by phone to make corrections, I packaged the information and hand-delivered it to Roy Beasley at the squad meeting on May 1. On Thursday, May 10, Mary Ann Glover sent to me an email requesting a written statement of it being okay to pay. My email service was not available that day because of our move to our new offices. My email service was not reconnected until Tuesday, May 14. On Wednesday, May 15, I sent the replay statement to Mary Ann.

After my conversation with Mary Reagula, I contacted Roy, who stated his intention to contact Theora MacVay in the regional office to see if their request can be expedited.

Mary made a point several times of saying that she was going to be talking to her husband, Ralph Regula, about this matter, and to express to him her frustration about it. Mary fired a lot of questions without allowing me the time to answer them, before interrupting with more questions or statements of frustration. She began to make statements such as how can she operate and keep writing checks when it takes six months for the reimbursement check to get to her, how is my salary being paid, and how is the cost for Loutus notes being covered. She was unwilling to hear certain things and take responsibility for how things have been handled this first year. For example, when I told her that in the future they could ask for an advance of the funds, she claimed that the NPS should have told them to ask for an advance this year. I reminded her that NPS staff had advised an advancement, but that NFLL staff chose to go with reimbursements. I was in a meeting where John Debo suggested to them to take an advance. In another meeting with Roy Beasley and Pat Krider, Roy explained the advantages and disadvantages of both methods. Pat Krider assured us that they wanted to use reimbursements because the tracking method was too cumbersome using the advance, as she had experienced in the Save America's Treasures grant in which they are involved for the Bank Building project. I reminded her that I had several times asked Pat to submit their budget reimbursement

request, but Pat had not submitted it until the end of April, for the previous 7-month period. She stated that the NPS staff should have been asking them for the forms. I told her that I had several times asked Pat for the forms, had volunteered Roy's assistance if Pat felt that she needed it, and asked several times to meet with Pat to discuss the budget. All of these offers of help and requests to meet were refused by Pat. Pat's response was that she was too busy to look at the forms, and too busy to meet with me about it.