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# ATM Board Meeting

Monday, 5/18/20

Via Zoom

Meeting began at 8:05pm

Meeting adjourned at 9:33pm

Executive Board discussion adjourned at 9:38pm

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## Attendees

Cathy Rude

Christy Martin

Laurie Fremgen

Sarah Slette

Melinda Pond

Nanci Stanley

Brielle Epstein joins at 8:11pm

Mollie Miller joins at 8:11pm

Janet Dirmeyer joins at 8:23pm

Kelly Baumgartner joins at 8:30pm

## Notes

- **Recap of the Executive Board meeting with Claudine Crews and Kelli Beaty**
  - **Discussion about the letters sent by Claudine Crews and Kelli Beaty** (included in minutes)
    - Many of us have heard complaints about both Claudine and Kelli from students around the state. These are non-formal complaints of students who
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are talking to other students or their preceptors because they can't complain about Claudine and Kelli to Claudine or Kelli.

- We need to restructure the complaint process so that students and preceptors can file a complaint without repercussions. Currently, the policy says that students need to file complaints with the course coordinator, Claudine. The Education Committee is currently working on this and will present it to the full board at the next meeting.
- Many students have made complaints that have gone nowhere.
- Both Claudine and Kelli disagreed with every point the Board brought forward. We believe they genuinely think nothing is wrong or that complaints are either not legitimate or have already been resolved.
- One of the root problems is that Claudine and Kelli have a hostile relationship with the Board. None of us can see a way forward with this toxic dynamic. They often complain to the Education Committee and therefore the Education Committee is convinced the Board is against the Education Program.
- The Board now has possession of the accounts and passwords.
- The Board does not approve of Kelli Beaty doing 60% of the work in the MTP.
- Positions of Enrollment Coordinator and Clinical Supervisor were created in the MTP that the Board did not approve or give any input.

## Proposals

1. We stand by our original proposal that Kelli Beaty is fired from the office manager position. The MTP has 30 days to find a new position for Kelli within MTP that does not involve her interacting with the public, students or preceptors. If there is no position for Kelli in MTP within those parameters, then there is no position for Kelli.
  - a. Janet Dirmeyer proposed. Brielle Epstein seconds. All Approve.
2. The Executive Committee will write up job postings, including the budget, the salary and job descriptions for 2 new employees to fill the positions of office manager and course administrator. They will bring this back to the Board for a vote by May 25th.
  - a. Laurie Fremgen proposed. Cathy Rude seconds. All approve.
3. Kelli Beaty's position as office manager officially ends June 1, 2020.
  - a. Brielle Epstein proposed. Nanci Stanley seconds. All approve.

4. A formal contract with Claudine Crewes and Kelli Beaty will be required to continue working for MTP.
  - a. Christy Martin proposes. Nanci Stanley seconds. All approve.

## Action Items

- Kelly Baumgartner will look up the salary of the office manager and course administrator and send it to the full board via email.
- The Executive Committee will write up the job postings.
- The Executive Committee will meet on Saturday, May 30 at 4pm
- Christy Martin will pick up all the office equipment from Kelli Beaty in the first week of June.

## Letter from Claudine Crews

Claudine Crews, LM, CPM

May 14, 2020


Dear ATM Board Members,

I am respectfully asking that the ATM Board reconsider the decision to remove Kelli Beaty from her current job positions with the ATM Midwifery Training Program. She holds two positions that are exclusively part of the school:

1: Enrollment Coordinator

2: Clinical Supervisor


I do not believe that board members fully understand Kelli's job positions, exactly what does, what it entails, or how well she does it. Kelli has been doing a fantastic job, and she has been a huge asset to the school. While you will have to expect an occasional complaint against any staff member when students are held to school policies they would prefer to ignore, or someone does not get an answer they like or agree with, I have not had any complaints against Kelli; not from students or preceptors. The only complaints I have heard were those presented to us *7 months ago*. Only one of the complaints had anything to do with Kelli, and that was an issue that she dealt with after obtaining my input and that of the Education Committee. As a matter of fact, Kelli has never dealt with any serious issues regarding students or preceptors on her own. She has always kept me informed, asked



how she should handle something, and/or submitted it to the Education Committee for advice or determination – which is exactly what she is supposed to do.

While I can assure you that if I were to quiz enrollees and students, I could probably solicit a complaint, the same is true of any staff member. I can guarantee that if you look for a complaint you will find one. However, I have heard nothing but praise for Kelli. As part of her job as the enrollment coordinator, she suggested we do a survey of new students at the end of our last enrollment period to find out how we did, what they liked or did not like, and how we could improve. It was anonymous so they would be free to be honest. We received 17 responses. I am including a copy of the results of the survey. There were no complaints about Kelli. Ratings on communication were very high! In fact, all 17 respondents rated “Was our staff courteous and helpful?” as “Excellent”. While I had some communication with new enrollees and participated in a Zoom meeting with them, Kelli was their primary person of contact. All negative feedback involved enrollment forms, confusing or redundant information, and learning to navigate the website. Kelli immediately began reviewing the feedback and tackling ways to improve the processes. All negative feedback has either been addressed or we are in the process of addressing it.

Kelli’s position as the clinical supervisor is more complex. This position had been budgeted for several years, but I was unable to find the time to move forward with it. As I began turning this over to Kelli and training her, I realized the position is almost a full-time job in and of itself. It involves maintaining all student and preceptor clinical training notifications and records and processing the semiannual evaluations and clinical progress reports. The very nature of this job makes it open to complaints since it involves paperwork students and preceptors do not necessarily want to do. When Kelli took this on, I was 3 years behind in processing and documenting forms. This led to a mess, *my* mess, that Kelli had to clean up. Students had gotten very sloppy with submitting required evaluations and reports because I did not have the time to follow-up with missing papers; they fell through the cracks. Kelli had the time to follow-up and insisted on them submitting their paperwork. She developed a more efficient way to do it, but along the way students had to learn to follow a new method of turning in forms. In a couple of cases students completely ignored her communications requesting they submit the required paperwork. In the case that resulted in a complaint received last October, I (not Kelli) had to threaten to dismiss the student before she complied with sending in the paperwork. This resulted in a very long



complaint about multiple things that had nothing to do with Kelli, although it seems she was blamed. In any case, Kelli was doing her job.

The ATMMTP is running more efficiently and effectively right now than it ever has, and this is due in many ways to the job Kelli has been doing, both in the office and in the school. The idea that she does not work well with students and preceptors is absolutely *not true*. She also works very well with all Education Committee members and the rest of our staff and volunteers. To remove her or change her positions would be a serious setback for the school. It would also be a waste of time and money since you are seeking to fix something that is not broken. The idea that she is a detriment to ATM or the school, or in any way presents a negative picture of ATM or the school is simply incorrect. If you have any questions about my position on this or want more specific information about what Kelli does for ATM, please feel free to contact me.

Sincerely,

Claudine Crews, LM, CPM Claudine.Crews@Yahoo.com 210-710-3169


## **Letter From Kelli Beaty**

5/14/2020

Dear ATM Board,

I am writing this letter to attempt to clarify a few things after being asked to step down from my positions with ATM and ATMMTP. I respectfully ask that these items be considered and that the board re-evaluate their decision to fire me.


In October of last year I was asked to step down as the Education Chair. The reasons stated were an inability to communicate with the ATM board of directors and complaints that were received against me from students. At the time I asked why, if there were issues with my job performance were these not addressed with myself or Claudine at the time the complaint was received. I was not given an answer. Then at the last education meeting I was made aware of what these complaints were. I went over these complaints with Paula, Claudine, and to some degree, Christy. Some of the stated complaints against me were,



according to Claudine, actually about a module facilitator and were totally unrelated to me. Some of the other complaints were also resolved as not having anything to do with me or as being an education committee decision that I did not make alone. The ongoing conflict with 1 board member has also been resolved. I am not sure if the discussion about these complaints and the fact that several of them actually had nothing to do with me was ever shared with the whole ATM Board. At that time I was not placed on probation nor was there an indication that the issue was still alive. I indicated at that time that I understood the concerns of the board and asked that if there were any more issues, they be brought to myself or Claudine immediately. I also shared with Paula and Christy that the board could expect something different from me in the future. Since that meeting in October 2019 there have been no new complaints against me. I have worked very hard over the last 7 months to ensure that I am serving ATM well and not creating any conflict. I sincerely believe I have provided this in every aspect of my job.

I have provided a phone list where I am interacting with potential students, preceptors and general ATM inquiries. I answer upwards of 20-30 emails per day for both ATM and MTP, I have enrolled (or am in the process) over 25 students with excellent reviews. I have several applications where their appreciation for the time I spent with them was expressed and that has been listed in their application as to why they choose our school. I am prompt in answering all incoming emails, returning calls and providing whatever is asked of me from the ATM board. I have excelled at this position and made many improvements to the program, ATM website and student/preceptor relations. I have worked with 15 new Texas midwives to obtain their Texas license and not one of them has anything less than glowing reports. I am organized and try to support the board with whatever I can. Emails, phone calls and all other functions are being handled promptly and politely. I can share emails from numerous midwives and students where my performance is praised. Other ATM staff, the education committee and current preceptors and students are not complaining.

Finally, the Executive Committee indicated that things are going to change within ATM and MTP. I only have hope and goodwill that these changes will be positive. As an employee those changes will not be up to me and I recognize that I will not be a part of the decisions surrounding those changes. My role will be to communicate effectively with the board about how to support them as they implement and achieve the new goals. Over the last months I have reached out to communicate as an employee several times, I feel that those emails were not confrontational and indicated the changes in attitude that I told Paula she would see. I believe that functioning as a board member and the office staff (including education chair) was a conflict of interest. That has been resolved. I feel that not being on



the board removes a lot of the potential for more conflict. I feel that I am able to support the board without creating conflict. I am able to be just an employee with none of the conflict of trying to be a board member at the same time. I would like to continue as the office manager and with my positions with the ATMMTP. Also, I feel that it is important to recognize that the cost of hiring someone to do the ATMMTP and office jobs I am doing while still retaining me in another position is not going to help with the budget.

I want the board to know that I can be counted on to support changes the Board desires to make within ATM or the MTP, without my personal opinion becoming an issue. I made a true effort to keep the peace with everyone, including the board over the last 7 months. To be fired after putting forth the effort and making the changes asked of me feels hurtful and is difficult to understand, especially in light of the fact that there have been no new complaints. I want the entire board to know that I am trustworthy, I do have the best interests of the school and ATM at heart and am willing to continue to serve ATM and MTP.

Thank you,

Kelli