Thank you for taking the time to read this and learn about our concern and Frustrations. As you may or may not know a Team Lead was let go on Monday,

This team lead was the ONLY reason most of the people in operations have stayed this long, She was the reason that we were able to make it through the day, she was the one that we knew had our back and was always there for us. She knew of our Concerns and the problems that came day in and day out and now that we don't have that support we are all in fear for our jobs. Kellie came into the Dept with big hopes of changing for the better, She had big shoes to fill coming in after a well loved Paige. Well all embraced that things were changing and that things would be different, we were okay with that. While Nate was still there he helped lead and guide her and supported her. We were always told that she always has an open door and that even if we were told NO before that we need to keep asking until we see change. Then Nate left, she then took over the Dept and lead it in a way that we all started to worry, We were belittled and told that Nate and Paige needed to go because the Department was not going anywhere. We had asked Kellie Numerous times to please come and sit with us and learn what we do so that she could see first hand all the processes we did on a daily basis, but we were always told that she came to work and fix things and not hold our hand to sit and watch, she didn't see a need and said it was a waste of her time, that was strictly for the Team Lead to handle she was there for the important stuff. we gave up at that point for her to learn what her employees do. Then we started Testing for Grooper in October, Everyday several people would go and test the system and bring up problems and issues that we could see so that they would be fixed before the actual release date in November. EVERYDAY several people mentioned that we needed to have separate libraries for MS/CS  and RA ( the old system was separate) because of the SLA's that each one had, Everyday we were told that it would be handled, Fast forward to Mid November when we are live with Grooper, RA was now behind SLA and we had no way to go in and find those and get the Routed so that they were within the 24 hour SLA. Still at this time we are just told to work harder and it is not the problem, we were just not working hard enough. In this same time we were mentioning that things were not coming through to be worked the same time that we were routing them, so things were falling even more behind, again we mention it to Kellie and Lina Langford and we were told to just keep working. A few days later Lina and Kellie come in and we have a meeting and they tell us that THEY discovered a problem and things weren't coming in the right order and older ones were getting stuck. We as a team just kept working knowing that this was something that had been brought up numerous times but were once again ignored. We still continue at this time to bring up the fact that we are always playing catch up and cant seem to get ahead with documents. As we continue to play catch up everyday other tasks start to fall behind, When brought up to Kellie the response was always that Grooper was top Priority, the rest could get done later. Now, lets fast forward to Monday after Thanksgiving break.. We received 37 trays of returned cards, I mentioned to Kellie that same day that the SLA on returned cards was 24 hours and that there was NO way we would have them done in time, she said that Grooper and Mail needed to be finish first and then we would work on cards, On top of the 5 trays of mail that we worked through that day we had over 6000 documents that had also come in that needed to be worked. With the help of Ashley and other teams we were able to get the help with mail while the others worked in Grooper. Around that same time Grooper completely broke, we had no access to work anything for 3 days. It was priority but Kellie never took the time to try and assist in getting it resolved, Once it was resolved we were once again all thrown onto grooper to work it out, some of which had never been trained. In the month of December we as a team worked 6000 cards, Never once were we told that we were appreciated for the work we were doing. Kellie never came in to say say or a simple good morning, we are simply just workers to her, she told me that she doesn't care about people feelings she just cares that the work gets done. This was brought to her attention so she started to come into our morning huddles, every day we mentioned the building piles of Cards and Stop Pays that were being neglected and yet again Grooper was top Priority. So we went about doing Grooper, Everyday we mentioned it to Ashley and she would take it to Kellie, The more that we started to point out that things weren't right and falling behind the more we got Negative feedback from Kellie, I started to notice Ashley lose the sparkle in her eye,lose lots of weight and her walk into the office everyday with tears rolling down her cheeks, everyday with out fail she would say "its going to be a great day" Never once did she show us how miserable she was. As the days went on things did and have gotten worse, the moral of the department is no longer there. Everyday we walk on eggshells not knowing if we will be with the company the next day. Everyday I would sit and listen to the way Kellie would speak to Ashley, Didn't matter if the door was open or close I could hear the way she was treated. Soon we were told that we had to leave the mail room door open, never told why but that it had to be, I asked if we were being babysat and was then told in front of everyone to get in her office, We sat and had an hour long conversation where I explained the frustrations and how the team was feeling, how we wanted to just feel appreciated and not always looked down upon, I felt the meeting went fairly well other than she blamed Ashley for all of it, I stood my ground and said that is not fair to blame some one who wasn't even there to Defend herself but that there was no need for her to because we as a team saw everyday her trying to help us and expressed concerns only to come out in tears. Later that day we had a team huddle, we were asked by her what we needed and she asked for suggestions, a team mate started to mention some and she kept cutting her off and not allowing her to finish, it got heated and the co worker did tell her that she wasn't afraid to lose her job and to just listen to us, she was immediately called into her office. She was told that she was in trouble but didn't know the extent of it yet and would get back to her, a day later she went to Kristi Gardner to try and get a better understanding and to express her concerns she walked out feeling even less of a person than she already did. Later that day she was called into Kellies office and was given a Final Written Warning. She signed on it and left. She didn't feel that it was right and that the whole situation was wrong, she had apologized but decided to talk to Natalie in HR, When it was mentioned to Natalie, she was shocked, As this persons name had never been brought up and that nothing had gone through HR, A final written warning is a legal binding document and Kellie just took it upon herself to hand them out. Natalie told the coworker that it was null and Void and not to worry about it. Ashley was also called into a meeting after the big argument and though I dont know what was talked about I know that she was blamed for things that were not in her control, I know that she was told there was never an escalation about the Cards and stop pays, Now I know that you have walked in and it was the first thing you noticed so it wasn't something that was hidden. I also noticed that she was constantly being blamed for Bulk transfers, Mind you Lina Langford was hired on to solely work on all bulk transfers and Ashley was removed from it completely yet Ashley was always being blamed and yelled at for it, How is that her fault? I feel that Health Equity is no longer a company that I can honestly say I love working for, I no longer enjoy work. Now that Ashley is gone there is 3 teams that have all started to take everything home because they are looking elsewhere for work or they fear they are next. Black is the culture of Operations right now, I ask that you please step in and take our concerns. We have all been here longer that Kellie and know what Purple used to look like. Operations is the Black hole as of right now and people aren't happy, Look at all the people leaving and moving away. Kellie is very hard to work with no matter how hard one tries. If things don't change Operations will fail, We cant take on anymore work with out the help and tools that we need, the proof is in the surveys that people took, they are the lowest ranking department. I know that Kimberlee Adams also has heard many stories from many people as well, Paige has people coming to her for help on the situations. I used to love Health Equity and I hope that you can bring that love back to the department and make us want to continue to grow with the company! I hate that we had to lose our biggest Cheerleader, There were never issues last year when she was the team lead. Everything was always done and on time. I feel that Ashley was wrongfully Terminated for something that was COMPLETELY out of control. I don't know how else she could have escalated it.

Again thank you for taking the time to read this and have an understanding of whats going on. I hope that you can find a way to make things right for Ashley. She deserves so much better than this!