

# EXHIBIT 18

**The Salvation Army  
Southeast Michigan ARC  
TERMINATION REPORT**

revised 2/1/18

Name: Jillian Lankford

Last 4 digits of SSN: \_\_\_\_\_

Dept/Store: Administration Job Title: Executive Assistant

Effective Date: October 1, 2018

Type of Separation:

- Resignation (Please attach letter of resignation and all documentation)  
 Dismissal (Please attach all documentation)

OCT -9 2018

Reason for Resignation or Dismissal:

All memo attached

**Employee Evaluation:**

	Unsatisfactory	Fair	Satisfactory	Good	Excellent
Attendance			✓		
Cooperation	✓				
Initiative		✓			
Job Knowledge			✓		
Quality of Work		✓			

**Request Deactivation for (check box):**

Lotus Notes/Citrix	X
POS	
Service Bus	
ARJ Command	
Finance Board	
Counterpoint	
HR Sentinel	X
DSS	
Shelby	
ADP	
Approval	
NOT Approved	

By: \_\_\_\_\_

Rehire:

- Yes - If conditional, please explain: \_\_\_\_\_  
 No

Additional Comments: must return: laptop, cell phone, master keys, gas card, vehicle keys, anything else belonging to TSA.  
laptop charger and cell phone charger was not returned.

Print Manager's Name: Jacquelynn Idzior

Manager's Signature: \_\_\_\_\_ Date: 10/1/2018

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Administrator's Signature: \_\_\_\_\_ Date: 10/1/18

\*\*\*ALL TERMINATIONS MUST BE SENT TO HUMAN RESOURCES  
WITHIN 24 HOURS OF THE DATE OF TERMINATION\*\*\*

\*\*\*Please note that once a termination report has been received by Human Resources,  
any and all pay checks will be mailed to the address on file\*\*\*

For HR Only:

Chesterfield Health

Chesterfield Voluntary Life

+ Basic Life

**The Salvation Army  
Southeast Michigan ARC  
TERMINATION REPORT**

*DW*  
10/12  
Revised 2/1/18

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Yes - If conditional, please explain: \_\_\_\_\_

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Laptop charger and cellphone charger was not returned.

Print Manager's Name: Jacquelyn Idzior

Manager's Signature: *J. Idzior* Date: 10/1/2018

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Administrator's Signature: *[Signature]* Date: 10/1/18

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Re: Jillian Lankford Termination

Date: September 14, 2018

From: Jacquelyn Idzior, Assistant Administrator

On May 15, 2018, Jillian Lankford sent an email to Major Manzella in which she conveyed that she was overwhelmed with her workload and the responsibilities of her job. In response, and in preparation for her FMLA leave, we began to review her job duties and re-assigned them to internal personnel who would be assuming these duties in her absence commencing in July. During the early stages of this re-alignment, we saw many benefits in moving (and returning because Jillian has unilaterally taken them on without advising administration) certain tasks to other departments.

Thereafter, on July 9, 2018, Jillian again sent an email to Major Manzella, with an attachment, outlining her job duties and her opinion of some of her responsibilities. Throughout the email and attachment it became evident to administration that Jillian felt she was not receiving clear communication or directives and was frustrated by reporting to three administrators. She also opined that the issues all stemmed from administration and took no responsibility for any issues. This was the first time that this was brought to our attention. Although we attempted to speak with Jillian regarding her concerns, she abruptly left work on July 10 (prior to her scheduled FMLA leave of July 16) and would not return any of our multiple inquiries to discuss. Thus, we began to look into her concerns without additional input from her.

However, during our investigation, we learned information which we concluded was troublesome and gave us concern. Some of the information we learned was as follows:

1. Jillian engaged in deceitful conduct. Jillian asked for a significant raise in 2016. She was getting married and told us that she was going to go onto her husband's insurance as such, she would not need insurance through The Salvation Army. She argued that due to the fact that she would be saving us \$10,000 annually in insurance costs, she would like a raise. Based upon her representations, we granted the increase. However, upon review of her personnel file in August 2018, it was discovered that she signed up for insurance at open enrollment in October 2017 to take effect in January 2018 and we have been paying her benefits for over 8 months. Jillian also utilized her company issued gas card while on maternity leave. Although we allowed use of the vehicle, she was unauthorized to use company funds to fill the tank for personnel use.
2. After speaking with numerous employees who worked with Jillian and to whom her tasks were reassigned, we learned that she has repeatedly engaged in discourteous and disrespectful conduct to not only peers, but also superiors. This conduct has been both in person and in emails. Her conduct can be described as "arrogant", "condescending", and "haughty" and she has made others feel minimal and inept within the organization. Her overall conduct, in creating hostility amongst peers and superiors, is inconsistent with the interest of The Salvation Army. Jillian had been previously warned about similar type of conduct; however, she does not appear to have corrected this.

3. Jillian has often been insubordinate and disrespectful to her immediate supervisor, Major Manzella and has been witnessed on several occasions rolling her eyes during meetings conducted by her superiors. She once demanded Major Manzella to "sit down and not leave until I get my answers." She has also spoken to many others criticizing her immediate supervisors' performance and management skills.

Based upon our interviews of employees and the statements in Jillian's own letters, that she is not happy with the organization and does not want to continue working here, we have made a decision to not continue her employment. We have also concluded, as administrators, that our working relationship is beyond repair. She is in a position which requires a level of trust and confidence and we no longer feel that we can trust her and our working relationship is beyond repair. Jillian's conduct has been intimidating to others and hostile. WE will be communicating this decision to Jillian when she returns from her leave (which is expected October 1, 2018).