# Customer Council Meeting Agendas

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – July 20, 2021**

**MCE HQ – Conference Call**
**1 651-419-1037**
**PIN:**
**AGENDA**

- **Welcome/ Introductions**.....Stephen Sanders

- **MCE Update**.....Stephen Sanders

- **Marketing Division Update**.....Nicole Copeland

- **Sales Division Update**.....Ashley Lohr

- **Council Recommendations, Comments & Concerns**.....Council Members

- **Adjournment**.....Stephen Sanders

**Upcoming Events**

- Tuesday, October 19h – Customer Council Meeting

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – April 20, 2021**
**11:00 a.m. - 12:00 p.m.**

**Via Conference Call**
**(US) +1 561-507-1826**
**PIN: 116 701 888**
**AGENDA**

- **Welcome/ Introductions**..... Ashley Lohr

- **MCE Update**.....Ashley Lohr

- **Marketing and Catalog Update**.....Nicole Copeland

- **Sales Division Update**..... Todd Deak

- **Council Recommendations, Comments & Concerns**..... Council Members

- **Adjournment**..... Ashley Lohr

**Next Meeting:** July 20, 2021

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – January 26, 2021**
**11:00 a.m. - 12:00 p.m.**

**Via Conference Call**
**(US) +1 561-507-1826**
**PIN: 116 701 888#**
**AGENDA**

- **Welcome/ Introductions**..... Ashley Lohr
- **MCE Update**..... Ashley Lohr
- **Marketing Division Update**..... Nicole Copeland
- **Sales Division Update**..... Todd Deak
- **MCE Business Plan Review**..... Ashley Lohr
- **Council Recommendations, Comments & Concerns**..... Council Members
- **Adjournment**..... Ashley Lohr

**Next Meeting:** April 20, 2021

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – October 27, 2020**
**9:30 a.m.**

**Via Conference Call**
**1 413-685-2381**
**PIN: 168 398 789#**

**AGENDA**

- **Welcome/ Introductions**..... Stephen Sanders
- **MCE Update**..... Stephen Sanders
- **Marketing Division Update**..... Nicole Copeland
- **Sales Division Update**..... Todd Deak
- **Council Recommendations, Comments & Concerns**..... Council Members
- **Adjournment**..... Stephen Sanders

Next Meeting: TBD

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday, January 29, 2019**
**9:30 AM**

**MCE Headquarters**
**Via Conference Call**
**7275 Waterloo Road**
**Jessup, MD 20794**

## AGENDA

- Welcome/ Introductions …….....……... Steve Shiloh
- MCE Update ……..... Steve Shiloh
- Marketing Division Update ……..... Nicole Copeland
- Sales Division Update ……..... Todd Deak
- Council Recommendations, Comments & Concerns…… Council
- Adjournment ……..... Steve Shiloh

Upcoming Events:

- Next Meeting – April 30th

MARYLAND CORRECTIONAL ENTERPRISES

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – July 31, 2018**
**9:30 a.m.**

**MCE HQ – Conference Call**

**AGENDA**

- **Welcome/ Introductions**..... Steve Shiloh

- **MCE Update**..... Steve Shiloh

- **Marketing Division Update**..... Anokhee Desai

  - FY19 Catalog – Catalog Link

- **Sales Division Update**..... Todd Deak

- **Council Recommendations, Comments & Concerns**..... Council Members

- **Adjournment**..... Steve Shiloh

**Upcoming Events**

- Friday, September 28th - Annual Employee Luncheon
- Tuesday, October 30th – Customer Council Meeting

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday, April 24, 2018**
**9:30 AM**

**MCE Headquarters**
**Jessup, MD**

**AGENDA**

- Welcome/ Introductions …….....……. Steve Shiloh
- MCE Update ……..... Steve Shiloh
- Marketing Division Update ……... Anokhee Desai
- Sales Division Update ……... Todd Deak
- Council Recommendations and Concerns ……..... Membership
- Adjournment ……. Steve Shiloh

MARYLAND CORRECTIONAL ENTERPRISES

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday, January 30, 2018**
**9:30 AM**

**MCE Headquarters**
**Via Conference Call**
**7275 Waterloo Road**
**Jessup, MD 20794**

## AGENDA

- Welcome/ Introductions …….....……..... Steve Shiloh
- MCE Update ……..... Steve Shiloh
- Marketing Division Update ……..... Thomas Lane
- Sales Division Update ……..... Todd Deak
- Council Recommendations, Comments & Concerns…… Council
- Adjournment ……..... Steve Shiloh

Upcoming Events:

- Next Meeting – April 24th

MARYLAND CORRECTIONAL ENTERPRISES

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – October 24, 2017**
**9:30 a.m.**

**MCE Headquarters**

**AGENDA**

- **Welcome/ Introductions**..... Steve Shiloh
- **MCE Update**..... Steve Shiloh
- **Review of Business Plan**..... Ashley Lohr
- **Marketing Division Update**..... Jillian Hughes
- **Sales Division Update**..... Todd Deak
- **Council Recommendations, Comments & Concerns**..... Council Members
- **Adjournment**..... Steve Shiloh

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday – July 25, 2017**
**9:30 a.m.**

**MCE Headquarters – Via Conference Call**

**AGENDA**

- **Welcome/ Introductions**..... Steve Shiloh

- **MCE Update**..... Steve Shiloh

- **Marketing Division Update**..... Jillian Hughes

  - FY18 Catalog

- **Sales Division Update**..... Todd Deak

- **Council Recommendations, Comments & Concerns**..... Council Members

- **Adjournment**..... Steve Shiloh

**Upcoming Events**

- Friday, September 29th - Annual Employee Luncheon
- Tuesday, October 24th – Customer Council Meeting

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday, April 18, 2017**
**9:30 AM**

**MCE Headquarters**
**7275 Waterloo Road**
**Jessup, MD 20794**

**AGENDA**

- Welcome/ Introductions …….....……..... Steve Shiloh
- MCE Update ……..... Steve Shiloh
- Marketing Division Update ……..... Jillian Hughes
- Sales Division Update ……..... Todd Deak
- Council Recommendations and Concerns ……..... Membership
- Adjournment ……..... Steve Shiloh

MARYLAND CORRECTIONAL ENTERPRISES

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Tuesday, January 31, 2017**
**9:30 AM**

**MCE Headquarters**
**7275 Waterloo Road**
**Jessup, MD 20794**

**AGENDA**

- Welcome/ Introductions ……..……... Steve Shiloh
- MCE Update ……..... Steve Shiloh
- MCE Business Plan ……..……..... Cliff Benser
- Marketing Division Update ……..... Jillian Hughes
- Sales Division Update ……..... Todd Deak
- Miscellaneous ……..... Steve Shiloh
- Adjournment ……..... Steve Shiloh

MARYLAND CORRECTIONAL ENTERPRISES

# Management Council Meeting Agendas

Maryland Correctional Enterprises • 7275 Waterloo Road, Jessup, MD 20794 • **www.mce.md.gov**

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Tuesday, December 20, 2022**
**10:00 AM**
**Via Conference Call**

- **CEO Update** ……..…..……. Stephen Sanders
- **FY'23 Participant Concerns Survey**……. Ashley Lohr
- **Catalog Pricing Update** ……. Ashley Lohr
- **Reentry Update** …… Janet Lane
- **Management Council Members Report** ....…… Council Members

**Upcoming Events**

Next Meeting: March 21, 2023

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Tuesday June 14, 2022**
**10:00 AM**
**Via Conference Call**

- **CEO Update** ..... Stephen Sanders
- **Participant Stipends** ..... Mark Rowley
- **Private Sector Analysis** ..... Ashley Lohr
- **Catalog Review** ..... Nicole Copeland
- **Reentry Update** ..... Janet Lane
- **Review of Recommendations** ..... Council
- **Management Council Member Report** ..... Council Members

**Upcoming Events**

Next Meeting: September 13, 2022

MCE Business Luncheon: September 30, 2022

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**March 15, 2022**
**10:00 a.m.**
**Meeting ID - meet.google.com/rzo-iqtt-tsr**
**Phone Numbers – 1-219-281-4692**
**PIN:**

- **Welcome** ..... Jim Cluster
- **CEO Update** ..... Stephen Sanders
- **Legislative Update** ..... Ashley Lohr
- **Catalog, Customer Service and PIE Update** ..... Ashley Lohr
- **Misc. Recommendations, Comments & Concerns** ..... Council Members
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... Jim Cluster

**Upcoming Events**

Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**December 14, 2021**
**10:30 a.m.**
**Conference Call**
**Join with Google Meet or Dial: 1 262-843-5143**
**PIN: 697 389 414#**

- **Welcome- Introduction of Delegate Chang**.....David Jenkins
- **Public Safety Update**.....Annie Harvey
- **CEO Update** .....Stephen Sanders
- **Concerns Survey** .....David Jenkins
- **Reentry Update** .....David Jenkins for Janet Lane
- **Misc. Recommendations, Comments & Concerns** .....Council Members
- **Management Council Member Reports.**.....Council Members
- **Adjournment**.....David Jenkins

**Upcoming Events**

Happy Holidays! Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**June 8, 2021**
**11:00 a.m.**
**Conference Call**
**Join with Google Meet or Dial: 1 740-280-2685**
**PIN: 442 737 731#**

- **Welcome** .....David Jenkins
- **Public Safety Update**.....Annie Harvey
- **CEO Update** .....Stephen Sanders
- **Inmate Compensation Update** .....Mark Rowley
- **FY22 Catalog Review**.....Nicole Copeland
- **Market Share Analysis and PIE Update**.....Ashley Lohr
- **Concerns Survey Update 2021**.....David Jenkins
- **Misc. Recommendations, Comments & Concerns** .....Council Members
- **Management Council Member Reports.**.....Council Members
- **Adjournment.....**David Jenkins
- **Upcoming Events.....**David Jenkins

Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**March 9, 2021**
**11:00 a.m.**
**Conference Call**
**Join with Google Meet or Dial: 1 929-399-4056**
**PIN: 556 757 846#**

- **Welcome** ..... .David Jenkins
- **Public Safety Update**.....Wayne Hill
- **CEO Update** .....Stephen Sanders
- **Concerns Report Summary**.....David Jenkins
- **Reentry Update** ..... Janet Lane
- **Misc. Recommendations, Comments & Concerns** ..... Council Members
- **Management Council Member Reports.**..... Council Members
- **Adjournment.....** David Jenkins
- **Upcoming Events.....**David Jenkins

Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Tuesday, September 8, 2020**
**9:00 a.m.**
**Via Conference Call**
**1 262-674-7939**
**PIN: 252 084 638#**

- **Welcome** ..... David Jenkins
- **CEO Update** ..... Stephen Sanders
- **Council Vacancies** ..... David Jenkins
- **Inmate Concerns Survey** ..... David Jenkins
- **Reentry Update** ..... Janet Lane
- **Management Council Member Reports.**..... Council Members
- **Council Recommendations, Comments & Concerns** ..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- Management Council Meeting ..... Tuesday, December 8, 2020

**Maryland Correctional Enterprises**
**Customer Council Meeting**

**Wednesday, May 27, 2020**
**11:30 a.m.**

**Conference Call**

**AGENDA**

- **Welcome/ Introductions**..... Stephen Sanders

- **MCE Update**..... Stephen Sanders

- **Marketing Division Update**..... Nicole Copeland
    - FY21 Catalog Review

- **Sales Division Update**..... Todd Deak
    - COVID-19 Response Products

- **Council Recommendations, Comments & Concerns**..... Council Members

- **Adjournment**..... Stephen Sanders

**Upcoming Events**

- Next Meeting – July 28, 2020

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Tuesday, June 9, 2020**
**1:00 PM**
**Via Conference Call**

- **Welcome/ Misc.** ..... David Jenkins
- **CEO Update/ COVID 19 Response.**..... Stephen Sanders
- **2020 Inmate Concerns Survey** ..... David Jenkins
- **Catalog Pricing and Customer Service Survey** ..... Nicole Copeland
- **Maryland Manufacturing** ..... Ashley Lohr
- **Reentry Update** ..... Janet Lane
- **Review of 2021 Recommendations** ..... Council Vote
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Tuesday, March 12, 2019**
**9:00 a.m.**
**Jessup, MD**

- **Welcome/ Misc.** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Financial Planning Update** ..... David Jenkins
- **2019 Inmate Concerns Survey** ..... David Jenkins
- **Manufacturing in Maryland Update** ..... Ashley Lohr
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- June Management Council Meeting ..... Tuesday, June 11th
- September Management Council Meeting ..... Tuesday, September 10th
- MCE Business Luncheon ..... Friday, September 27th
- December Management Council Meeting ..... Tuesday, December 10th

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – December 12, 2018**
**9:00 a.m.**
**Maryland Correctional Enterprises Headquarters**

- **Welcome** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Financial Planning Update** ..... David Jenkins
- **Education and Training Update** ..... David Jenkins & Mark Rowley
- **Reentry Update** ..... Ashley Lohr
- **Misc. Recommendations, Comments & Concerns** ..... Council Members
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

Happy Holidays! Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – September 12, 2018**
**9:00 a.m.**
**Maryland Correctional Enterprises Headquarters**

- **Welcome** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Financial Literacy Update and Evaluation** ..... David Jenkins
- **Annual Report Review** ..... Ashley Lohr
- **Management Council Member Reports.**..... Council Members
- **Council Recommendations, Comments & Concerns** ..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- MCE Business Luncheon ..... Friday, September 28, 2018
- Management Council Meeting ..... Wednesday, December 12, 2018

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – June 13, 2018**
**9:00 a.m.**
**Jessup, MD**

- **Welcome/ Misc.** ..... Senator Bates/ Delegate Folden
- **CEO Update** ..... Steve Shiloh
- **Post-Release Job Training** ..... Mark Rowley
- **2018 Inmate Concerns Survey** ..... David Jenkins
- **Customer Service Survey** ..... Thomas Lane
- **Catalog/ Pricing Changes** ..... Thomas Lane
- **Management Council Review of Goals** ..... Ashley Lohr
- **Council Recommendations, Reports & Concerns** ..... Council Members
- **Adjournment**..... Senator Bates/ Delegate Folden

**Upcoming Events**

- September Management Council Meeting ..... Wednesday, September 12th
- MCE Business Luncheon ..... Friday, September 28th
- December Management Council Meeting ..... Wednesday, December 12th

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – March 14, 2018**
**9:00 a.m.**
**Annapolis, MD**

- **Welcome/ Misc.** ..... David Jenkins
- **Update from the Legislature** ..... Senator Bates and Delegate Folden
- **Legislative Update** ..... Ashley Lohr
- **CEO Update** ..... Steve Shiloh
- **Financial Planning Update** ..... David Jenkins
- **2018 Inmate Concerns Survey** ..... David Jenkins
- **Manufacturing in Maryland Update** ..... Ashley Lohr
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- June Management Council Meeting ..... Wednesday, June 13th
- September Management Council Meeting ..... Wednesday, September 12th
- MCE Business Luncheon ..... Friday, September 28th
- December Management Council Meeting ..... Wednesday, December 12th

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – December 13, 2017**
**9:00 a.m.**
**Maryland Correctional Enterprises Headquarters**

- **Welcome** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Inmate Payroll Update** ..... David Jenkins & Joe Sommerville
- **Financial Planning Update** ..... David Jenkins
- **Washington State Reports** ..... David Jenkins
- **Budget Committee Report** ..... Mark Rowley
- **Reentry Update** ..... Ashley Lohr
- **Council Chairperson** ..... David Jenkins
- **Misc. Recommendations, Comments & Concerns** ..... Council Members
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

Happy Holidays! Next Management Council Meeting TBD

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – September 13, 2017**
**9:00 a.m.**
**Maryland Correctional Enterprises Headquarters**

- **Welcome** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Inmate Concerns Response** ..... David Jenkins
- **Financial Planning Update** ..... David Jenkins
- **DOC Commissioner of Correction Update .....** ..... Dayena Corcoran
- **Management Council Member Reports.**..... Council Members
- **Council Recommendations, Comments & Concerns** ..... Council Members
- **Adjournment**..... David Jenkins

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – June 14, 2017**
**9:00 a.m.**
**Jessup, MD**

- **Welcome/ Misc.** ..... David Jenkins
- **CEO Update** ..... Joe Sommerville
- **Financial Planning Update** ..... David Jenkins
- **2017 Inmate Concerns Survey** ..... David Jenkins
- **Revised Inmate Handbook** ..... Joe Sommerville
- **Customer Service Survey** ..... Jillian Hughes
- **Catalog/ Pricing Changes** ..... Jillian Hughes
- **Management Council Review of Goals** ..... Ashley Lohr
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- CARES Graduation ..... Wednesday, July 5th
- September Management Council Meeting ..... Wednesday, September 13th
- MCE Business Luncheon ..... Friday, September 29th
- December Management Council Meeting ..... Wednesday, December 13th

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – April 12, 2017**
**9:00 a.m.**
**Jessup, MD**

- **Welcome/ Misc.** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh
- **Membership Update** ..... David Jenkins
- **Financial Planning Update** ..... David Jenkins
- **2017 Inmate Concerns Survey** ..... David Jenkins
- **Legislative Update** ..... Ashley Lohr
- **Manufacturing in Maryland** ..... Ashley Lohr
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- June Management Council Meeting ..... Wednesday, June 14th
- CARES Graduation ..... Wednesday, July 5th (tentative)
- September Management Council Meeting ..... Wednesday, September 13th
- MCE Business Luncheon ..... Friday, September 29th
- December Management Council Meeting ..... Wednesday, December 13th

**Maryland Correctional Enterprises**
**Management Council Meeting Agenda**

**Wednesday – December 7, 2016**
**9:00 a.m.**
**Maryland Correctional Enterprises Headquarters**

- **Welcome/ Misc.** ..... David Jenkins
- **CEO Update** ..... Steve Shiloh/ Joe Sommerville
- **Inmate Concerns Update** ..... David Jenkins
- **Financial Planning Update** ..... David Jenkins
- **2017 Meeting Schedule** ..... David Jenkins
- **DOC Commissioner of Correction Update .....**..... Dayena Corcoran
- **Management Council Member Reports.**..... Council Members
- **Adjournment**..... David Jenkins

**Upcoming Events**

- CARES Graduation ..... Monday, December 19, 2016 at 5:30 PM