

Customer Council Meeting Minutes



Maryland Correctional Enterprises: Customer Council Meeting

Date: July 18th, 2023 **Start Time:** 10:00am **End Time:** 10:30am **Location:** Virtual

Attendees:

Stephen Sanders
Daniel Schuster

Nicole Copeland
Cristen Ervin

Colden McAllister
Valerie Radomsky

Adam Cummings
Calvin Johnson

MCE General Update – Chief Executive Officer, Stephen Sanders

- Introduction of two new members to the Council; Cristen Ervin & Valerie Radomsky. Welcome!
- FY23 Recap – Unofficial sales of \$51,704,944 compared to FY22 \$50,247,565. Growth of approximately \$1,457,379 or 2.9% from the previous FY.
- FY24 sales off to a slow start. \$385,000 as of July 14.
- We met our Managing for Results (MFR) goal of \$50,000,000.
- We met our MFR goal of having 1,100 participants in MCE programming with 1,115 as of the end of June.
- We have officially moved from the AS400 to our new ERP system, Global Solutions Software. We are moving into phase 2 of the implementation process. GSS is a user friendly program that will lead us into the future with automating some of our processes.
- Furniture and graphics shops have been working OT to fulfill our customer's orders.
- Two audits occurring. OLA auditors are in the building.
- Vacancy is at 19% and we have brought on a lot of great people.
- We will be attending summer MACO and we also have our Annual Luncheon on September 29.

Sales Update – Sales Manager, Colden McAllister

- Project Updates:
 - Upcoming Deliveries:
 - Bowie State Univ. North Tower (July L7s starting)
 - Public Defender - (New Location) September Delivery
 - MVA (Glen Burnie Branch Renovations in Sept/Oct)
 - DHS - (New Location) October or November Delivery
 - UMCP - (Chemistry Wing 1) November Delivery
- Project in Design Phase:
 - State Office Complex Project (working with all agencies with their furniture needs)

- **Some Deliveries and installs to start in November**
- **Received POs for:**
 - **Comptroller (1" phase) December Delivery**
 - **SDAT (StorageLogic) November Delivery**
- **Bowie State University (Communication Arts & Humanities Building)**
- **Morgan State University (Health & Human Services Building)**
- **Montgomery College (Leggett Math & Science Building)**
- **University of Maryland Center for Environmental Science (Chesapeake Analytics Collaboration Building)**
- **Towson University (Health Professions Building)**
- **DHS (Denton Office)**
- **Clearance Offerings:**
 - **Still a lot of good product available. New and discontinued products, please make arrangements with your account rep to visit the showroom.**
- **New Department Staff:**
 - **New Install Coordinator: Charles Duval**
 - **New Customer Service Rep: Susan Hooker**
 - **Additional Customer Service Rep Soon**
 - **Will be advertising for a Designer**

Marketing Division Update – Director of Marketing, Nicole Copeland

- **Good morning. The catalog is typically published on July 1st, however, we have pushed it back to September 1st. We have over 300 price increases that have caused a delay.**
- **The website has been updated with lots of pricing updates. Please refer to our website until further notice regarding most up to date pricing.**
- **New products coming on and old products going out:**
 - **3 New Modern Chairs (September 1st)**
 - **System – The Unite (ask your rep)**
 - **One correctpac item**
- **Other projects: We have been partaking in several conferences to help reach our customers. We have attended MML, Winter MACO, ASBO, and Maryland Library Association conferences.**
- **Summer MACO is coming up and a few conferences will occur in the Fall. Important for us to connect with our customer base and understand what the needs are.**
- **Monthly email updates. Follow the link on the website. Once or twice a month emails with product announcements, etc...**
- **We are going to procure a new website. Working with a vendor to try and move it forward.**

Council Recommendations, Comments, and Concerns

- No recommendations, comments, and concerns from the Council.

Upcoming Events:

Customer Council Meeting: October 24, 2023

Annual Luncheon: September 29, 2023

Maryland Correctional Enterprises: Customer Council Meeting**Date:** October 24th, 2023 **Start Time:** 10:00am **End Time:** 10:30am **Location:** Virtual**Attendees:**Stephen Sanders
Daniel SchusterTara Smith
Kathrine ThomsonColden McAllister
Valerie Radomsky

Adam Cummings

MCE General Update – Chief Executive Officer, Stephen Sanders

- **FY24 sales (as of 10/20): \$17,372,262.00**
- **October sales are at \$2,822,442.00.**
- **FY23 Sales – \$51,704,000.00**
 - **FY22 Sales were \$50,247,565.00**
 - **Increase of \$1,457,000.00 or 2.9% growth**
- **We finished FY23 with 1,115 participants, surpassing our target goal of 1,100.**
 - **1,103 as of October.**
- **Roughly 18k incarcerated individuals in Maryland. There are 1,500 eligible incarcerated individuals. MCE is providing opportunities to a majority of the eligible participant.**
- **To support Maryland, MCE has delivered 25,190lbs of Maryland blue catfish in FY23 to support the ecosystem and fishermen of Maryland. MCE delivered 374,360lbs of chicken to support Maryland chicken farmers along the Delmarva Peninsula.**
- **For Thanksgiving, MCE will participate in processing the Bea Gaddy turkeys, as we do each year.**
- **MCE Annual Report is complete.**
 - **OLA Audit is ending next week.**
- **Tours coming:**
 - **Secretary of the Comptroller**
 - **Senator Alonzo Washington**
- **Finding CDL drivers has proven difficult.**
- **Vacancy rate is 20%!**

Sales Update – Sales Manager, Colden McAllister

- **Orders Processed as of 10/23**
 - **October – 1.4 million (5.1 million last year)**
 - **YTD – 15.1 million (16 million last year)**
- **Sales as of 10/23**
 - **October – 2.8 million (3.9 million last year)**
 - **YTD – 17.4 million (15.4 million last year)**

- **Project Installation Dates for Processed Orders:**
 - Public Defender, Phase 1 (November)
 - DHS HQ, New Location (November)
 - SDAT, Phase 1 (December)
 - Comptroller, Phase 1 (December)
 - UMCP Chemistry Wing (January)
 - TU Health Professionals Phase 1 & 2 (February)
 - MSU Health and Human Services (April)
 - MSU Baldwin/Cummings Buildings (May)
 - MVA Glen Burnie Branch (TBA)
- **We have paused offering our Aristotle furniture line due to component supply issues, however, current orders will be filled. Most likely will not be offered again until January of 2024.**
- **We have two new customer service reps: Desi Wyatt & Felicia Obayan.**
- **We will be holding upcoming interviews for an installation coordinator, designer, and account representative.**

Marketing Division Update – Acting Director of Marketing, Tara Smith

- **FY25 catalog review season is underway. We will be reviewing items that have not performed well and determine whether those items should be removed from the FY25 catalog. We are also seeking to add new items to our seating section. Market studies will be completed on any new items and existing items that are requested for price increases and have been approved by management. Once all Market studies are completed, we will send them to the Price Selection Committee for approval to update the prices in our catalog.**
- **2024 Convention Season is coming upon us. We are looking to attend between 8-10 Conventions in 2024 including:**
 - Maryland Municipal League
 - Association of School Business Officials
 - Maryland Association of Counties - Winter
 - Maryland Association of Counties – Summer
 - Maryland Association of Board of Education
 - Maryland Library Association
 - American Correctional Association
- **In 2023, MCE attended the same conventions with the exception of the American Correctional Association and Maryland Association of Board of Education (not featuring exhibits at the 2023 convention).**

- The showroom is open for visits. Appointments can be made on the website or by calling your account representative. We have had quite a few new items added to the showroom in the clearance section available for purchase. We are also planning to add some if not all of these items to the website in a clearance section for purchase.
- Subscribe to monthly email lists on our website homepage to receive information regarding product announcements, specials, new products and MCE news.

Council Recommendations, Comments, and Concerns

- No recommendations, comments, or concerns from the Council.

Upcoming Events:

Customer Council Meeting: January 23, 2024 at 10:00am (virtual)