

Customer Council Meeting Agendas



**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
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
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
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
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
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



Management Council Meeting Agendas





**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