

IPI Newsletter

August 2009

IPI Adds "Green" To ISU Colors

Iowa Prison Industries, working in conjunction with Iowa State University Central Stores and Facilities Planning and Management, is adding another color to the Cyclone Nation, GREEN! Don't expect to see Cy sporting green gear in the near future, but you can certainly notice ISU's effort to be environmentally friendly by converting buildings over to IPI's Green Seal Certified housekeeping chemicals and products.

In March 2009, Mitchellville Housekeeping & Chemicals was contracted to install, service and supply chemical dispensers throughout the Iowa State University Campus. The project, which is scheduled for completion in May 2010, involves approximately 160 custodial staff in sixteen teams and 92 buildings.

This program converts a "work group" of ISU staff and the buildings that they are responsible for monthly. The conversion process includes the dispenser installation and training of the custodial staff in

proper usages of the dispensers and products. Six work groups have already converted to the program, and each month another group comes on-line with these products.

Many hours of planning have made the transition seamless and easy for all involved. Norm Hill and his staff have managed this process from the beginning, and with the help of Paul Haggard, Teri Sieve, Harold "Rodney" Johnson and all the other coordinators this process has been smooth as silk. Kevin Peterson and numerous Mitchellville and Newton staff have installed all the units and trained all the custodial staff at ISU on procedures and methods.

The dispensers are supplied with IPI's Terra Green product line, which benefits the employee, the inhabitants of the buildings and the environment by using renewable resources and that have health ratings of 1 or below. Specifically, ISU is utilizing IPI's Green Seal Certified TerraGreen

IOWA STATE UNIVERSITY

Neutral Cleaner, Glass Cleaner and Degreaser products as well as Maxima 256, our hospital grade disinfectant that is effective against the Swine Flu virus.

IPI is excited about helping Iowa State University "go green." We are also anticipating the possibility of providing ISU with our Green Floor Care system, which they are currently testing.

Once again, ISU proves to be a valuable program participant with IPI while providing numerous hours of inmate training and work. IPI thanks everyone at ISU and looks forward to this and many more work projects in Ames.



Baysden's Corner



BY ROGER L. BAYSDEN
IPI DIRECTOR

Another year has come to and gone. IPI finished the year with record sales of \$21,313,834.00 and disappointing profits (\$23,921.00). So close! We do a good job as a whole getting our customers orders out; we must improve on the costing side. Anamosa led the way with a record sales and a 4.3% profit. Fort Madison had record sales up 28% but lost money. Mitchellville decreased in sales by 8.8% but managed a nice profit. Des Moines sales were down 2.2% and profits down about

20%. We all have to do better. Operating a business is everyone's responsibility. Monitoring routes, confirming materials used are charged properly, ensuring every truck is loaded for maximum savings, calling on new customers and not just reliable customers is paramount to our success. Because of tight budgets and the uncertainty in the economy, we will manage change of IPI every quarter in 2010. We must react to the demand of our products and staff accordingly. This is a hard pill for me to swallow, but we will manage through this down turn only if we are committed to the success of the organization.

Now to something that we can all be proud of. Over the past 10 years we have set aside monies for the construction of our FIRST IPI SHOWROOM. It is well underway and it will be completed in October 2009. The DOC and IPI Boards will hold a ribbon cutting and joint board meeting in the new facility on November 6, 2009. We anticipate a lot of dignitaries to help us celebrate our ribbon cutting. Invitations will be mailed in October and all IPI staff is invited to attend.

Please accept my appreciation for your hard work and loyalty to IPI; it is you who has made our organization the prime organization that it is.

SALES & MARKETING

Peterson Recognized For Outstanding Achievement

Kevin Peterson was honored recently at a monthly Sales & Marketing Team meeting in Des Moines for Outstanding Achievement in Fiscal Year 2009 (July 1, 2008 through June 30, 2009). Kevin's drive and determination to provide Exceptional Service, Reasonable Prices and Quality products were evident in his accomplishments during the last fiscal year. Here are a few of the results that earned him this recognition:

- First sales rep to sell over \$1,000,000 in one quarter without a project based sale
- Service satisfaction from Kitchen and Laundry customers highest in years
- Over \$700,000 increase in sales from the previous year
- Total sales up 40%
- Spent over 800 hours doing service

work and fixing problems with Institutional customers (around 42% of his time)

- Made 692 sales calls - most of all sales reps

With all of these achievements, Kevin still managed to attend the final training school for Laundry service and has become the resident expert at IPI for troubleshooting problems with dispensers and injection systems. His hard work and dedication shows, and his customers love to see him come through the doors to brighten their day and to solve their problems.

We applaud Kevin for the effort, and know he will continue to exemplify our Mission Statement with all of our customers and prospective clients. Great year Kevin; we will enjoy seeing you top that this year. Good Luck!



The new IPI Showroom is currently under construction at 1445 E Grand Ave. in Des Moines, just 2 blocks east of the Capitol Complex.

Top 25 IPI Customers FY2009

**Excludes Canteen & Interdepartmental Sales*

Name	Dollars
University Of Iowa	1,189,553
DOT Des Moines Vehicle Reg	987,869
Iowa State University	931,218
Des Moines Public School	603,475
Iowa State Penitentiary	555,887
Economic Development Dept Of	548,890
University Northern Ia Purch	419,665
Anamosa St Penitentiary	413,549
DOT Ames	410,054
Glenwood Resource Ctr #91	402,284
Iowa Medical Class Center	341,012
Mt Pleasant Corr Fac	312,459
Fort Dodge Corr Facility	301,397
Clarinda Correctional Facility	289,846
Newton Correctional Fac	275,095
Blind Dept For The	237,009
Sixth Judicial Dist	192,349
DHS Fiscal Mgmt	183,739
Woodward Resource Center	182,411
Administrative Serv Dept Of	173,907
Iowa Crctnl Inst Women	157,544
Iowa Veterans Home	116,822
Natural Resource Des Moines	114,517
Iowa Workforce Dev	114,071
Clear Creek Amana Cmnty School	113,816

Sales Report Card

FY09 New Customer Sales By Sales Rep

(July 1, 2008 through June, 2009)

Dennis Barry	\$161,362	Michael O'Brien....	\$282,628
Scott Klinefelter	\$54,000	Kevin Peterson	\$92,625

FY09 Customer Satisfaction Card Results

(July 1, 2008 through June 30, 2009)

	Excellent	Good	Below Average
Sales Representative Knowledge	85.7%	14.0%	0.3%
Timeliness of Delivery	74.2%	22.0%	3.8%
Delivery Service	79.5%	18.7%	1.8%
Quality of Goods	82.0%	17.1%	0.9%
Value for Money	83.2%	15.8%	0.9%
Question/Problems Handled Promptly	83.4%	15.4%	1.1%
Average	80.9%	17.5%	1.6%
	Yes	No	Maybe
Would you recommend us to others?	96.4%	0.2%	3.5%

4th Qtr New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products.....	Sales
Kittrell Elementary, Waterloo	School Furniture.....	\$117,714
McKinstry Elementary, Waterloo	School Furniture.....	\$90,032
St. Malachy's, Creston.....	School Furniture.....	\$64,197
Alpha Gamma Rho	Dorm Furniture	\$61,869
St. Joseph's Church, Des Moines	Pew Refurbishing.....	\$61,200
Aplington-Parkersburg CSD.....	School Furniture.....	\$50,754
Lakewood Elementary, Norwalk.....	Office Furniture.....	\$29,886
Logan Middle School.....	Library Furniture	\$26,745
St. Thomas Moore Church.....	Seating	\$25,540
St. Mary's Church, Anita	Pew Refinishing	\$23,291
Iowa Division of Banking.....	Mission Desks	\$13,762

IPI Supports AFSCME Council 61

Iowa Prison Industries has always been a supporter of Iowa Council 61 of AFSCME and continues to value the work they do not only for IPI but for all of the members of their union. Recently, Iowa Prison Industries was proud to be included in AFSCME's Bi-Annual convention held here in Des Moines on July 10th and 11th. IPI provided new stainless steel travel mugs for all of the participants, labeled with IPI on one side and AFSCME on the other. In addition, IPI displayed some of the product and services available from IPI to all of the members of the meeting and to their prospective departments when they go back to work.

One highlight of the booth allowed AFSCME members to participate in IPI-AFSCME trivia and take a chance to win a prize. We are proud to say that this group was extremely smart as no one left without a prize such as a pen, water bottle, Iowa book and many other treasured items. The questions were extremely difficult, but we could not fool any of these members. An example of a question would be: "Who is the director of IPI and you can earn a bonus gift if you can pick this guy out in this crowd" (of course Roger might have been asking the question or standing next to the person answering).

To the right is a picture with Director Baysden and Danny Homan, President

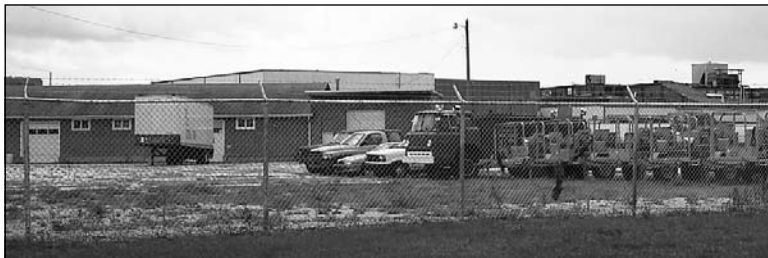


of AFSCME Council 61 in Des Moines and Marcia Nichols, Legislative/Political Action Representative for AFSCME International. Thanks to all of our friends at AFSCME, we look forward to many more years of working together for the State of Iowa.

DES MOINES

Des Moines Operations Moving

IPI Federal Surplus and Moving & Installation moves September 1, 2009, to its new location at 600 SE 18th



Street in Des Moines. Located less than a mile from the 2323 Dean location, this new location has a larger lot for outside

storage, its warehouse is better suited for Federal Property and it is less expensive than the current location.

What Customers Are Saving With Iowa Federal Surplus Property...

Winneshiek County: Snow Plow Trucks
Estimated Financial Savings: \$180,000

"Winneshiek County recently purchased two Oshkosh snow plow trucks through Iowa Prison Industries and Federal Surplus. Both trucks were '50s/'60s vintage trucks that were refurbished in the early 1980s. Despite their age, they were very low miles and were in good to very good condition...We have been told by dealers that to replace our Oshkosh trucks with new would cost over \$200,000 per truck. We have roughly \$20,000 in the two we purchased from Federal Surplus combined. Our two surplus Oshkosh trucks have earned the nicknames "Big Ugly" and "Little Ugly". Looks aside, they have become two of the best and most economical investments Winneshiek County has made in our winter maintenance fleet."



Federal Surplus Inventory Highlights



1997 Dodge
1/2 Ton
Pickup:
\$3,000



John Deere
Mower with
Snow Blade:
\$1,400



Lawn
Vacuum:
\$250



Ford 6600
Tractor:
\$4,500

Contact Clint Schmidt at
515-681-0268 for more information.

Shop Spotlight: Rockwell City

This month's spotlight is on our Rockwell City operation and the new line starting up to make cell pods. The cell pods will be fabricated at the IPI shop at the North Central Correctional Facility in Rockwell City. The production line has been completed with the efforts of many people. The first demo unit has been assembled and by September our first order of 48 cells will be completed and shipped to Oklahoma. In these times of budget concerns, the prefabricated cell system is a great value to Corrections, saving both in space needed and costs. If any indicator of durability is needed we only have to look at the oldest cell house in Iowa in Ft Madison. They are constructed of steel and over 160 years old!

In addition to the cell pods, we will also be seeking out work to utilize other services the shop will be able to provide. Initially we plan to offer services to refurbish equipment that requires welding, fabrication and powder coat painting in a large batch system. Examples of this may be dumpsters, truck boxes, snow plow blades and trash receptacles. This will also help the State of Iowa's goal of reusing items versus throwing them away.

Supervisor Dave London and Technician Rita Light were part of the Industries shop when it was producing wood products for Ft Madison. They have done a great job of making the transition to metal products. Senior Technician Doyle Austin joined the team in April of 2008 and brings a wealth of knowledge in welding and metal fabrication. All have been involved with Corrections for many years and each brings a unique skill set to make this program work. Together with the experience of the Metal Furniture division at Anamosa, the shop has a bright future.

For the offender, they will pass a certification process before they are able to work on the detention cells. This is a needed skill in today's work force and with the offender typically close to release, this will give them one more tool in their toolbox to help them to reenter society. The offenders like the challenge of the new project and have made several suggestions that will enhance the production area.



Outside view of collector and gun control system.



Rockwell City Staff Dave London, Doyle Austin and Rita Light

Anamosa Records Highest Sales Year In History

Anamosa completes a record breaking year for sales. The final reports are in and Anamosa has had its highest sales year ever. This is a credit to the work staff and offenders do to meet the mission. Overall 336,000 hours of offender work were

completed throughout the year, allowing them to learn skills and a work ethic that contributes to their rehabilitation. We could not have done any of this without the support of our customers and to them we say thank you for the loyal support of

our goods and services. The upcoming year will be a test of our abilities. While there are some glimmers of an improving economy, the teamwork and perseverance of all will be needed by all to get us through it.

Recent Customer Testimonials:

Delaware Co Attorney: Custom Wood Office Furniture
"The desk is beautiful and well constructed!"

– Office Staff - June 2009

State Treasurer's Office: Metal Shelving
"Very good experience. From sales, invoicing, delivery & product - All very helpful."

– Kathryn Fehring - June 2009

Humboldt County Treasurer's Office: License Plates
"Thanks for the great service on the phone requesting old plates to be picked up, and [the driver] was very efficient and friendly bringing out new plates to us!"

– Kerry Anderson, Motor Vehicle Deputy - May 2009

FORT MADISON

Shop Spotlight: Office & School Apparel

In the past year, IPI added two new operations, our embroidery and digital printing operation, we call this our Office and School Apparel line.

We offer a very nice selection of polo shirts, coats, hats, briefcases, sweatshirts, jackets and t-shirts (you name it, we can provide it). We can either embroider any logo and/or name with our Brother 4-Head Digitizing Embroidery machine or digitally print your logo/name with our Brother Garment Printer. The Garment Printer is the new "green" way to apply logos to your clothing that is chemical free instead of the old silk-screening method. The Garment Printer is very similar to silk-screening, but this new method goes right into the garment with ink and will not flake off. This method can be done on light colored shirts; dark colored shirts would have to be traditionally silk-screened.

These two new operations have become very appealing to the Department of Corrections, state agencies, schools and their employees. We have already completed orders for numerous embroidered briefcases and work shirts, and we are in the process of embroidering 6,012 polo shirts for the DOC for all nine institutions. In addition, we have provided digitized printed shirts for RAGBRAI participants, church groups, special occasions and events.

Our sales department would be happy to assist you and provide prices for any of your future staff or event clothing needs, even for Christmas presents. Please feel free to contact the Fort Madison Office at 1-800-382-0019 and we would be happy to answer any of your questions.



IPI staff Steve Anderson (back left) and Ron Heckenberg (back right) supervise the apparel operation. Six offenders are currently trained in this shop (from left to right): Atwood, Pendleton, Kerns, Durand, Rogers and Cook.



The 4-head embroidery machine (above) is shown running the DOC shirts (below).



From Barb Palar, DHS employee -- We got our RAGBRAI shirts and we LOVE them..... tell everyone we will be wearing them proudly!



Staff & Offender Service Awards



Mike Nye (center) receives his 30 Year Service Award from IPI Director Roger Baysden (left) and ISP Warden John Ault (right).



In May, 11 offenders received certificates for 5 years of employment in the IPI shops.

MITCHELLVILLE

Pew Refurbishing Requires IPI Team Effort

Mitchellville Panels & Seating, Des Moines Moving and Installation and the Ft. Madison Wood Shop have joined up to completely refurbish 72 very large pews and 177 kneelers for St. Joseph's Church in Des Moines.

The pews and kneelers are being disassembled in sections by Clint Schmidt and his Moving & Installation team. Then, the pews, kneelers and cushions will be distributed between Mike Nye's team at Ft. Madison and Dennis Piotrasche's team

at MV Panels & Seating for reupholster, refinishing and repair. This project has been a huge undertaking to say the least.

According to Dennis, he and the women are 'praying' they get the job done right.

Without the coordinated effort of Moving

& Installation, MV Panels & Seating, and Ft. Madison Wood Shop, this project certainly could not be completed.



Textiles Division Expanding

As part of our ongoing program of continuous improvement, the Mitchellville Textiles Division is undergoing a major expansion.

We have relocated the MV Framing Shop and reorganized the entire Textiles Department to accommodate fourteen more sewing machines. Electrical distribution has also been installed

to service the additional machines, which are currently being set up and brought up to operational status.

By September, MV Textiles expects to be producing sweat suits and shorts for IPI Canteen as well as jean jackets for the prisons. Everyone in the Textiles Division is



looking forward to this new challenge and has worked hard on the expansion.

ON THE LIGHTER SIDE



Birthdays

Make sure you jot down these upcoming birthdays so you can make sure they have a great day!

September

- 7 – Julie Schaefer (Farms)
- 20 – Jerry Burdette (Farms)
- 23 – Gary Schilling (AN)

- 3 – Pat Fowler (AN)
- 9 – Bill Janssen (AN)
- 12 – Julie Dietiker (AN)
- 14 – Brian Sickels (NW)
- 22 – Don Chapman (AN)
- 22 – Tammy Diesburg (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (Farms)
- 30 – Rod Schlee (AN)
- 30 – Al Stecher (AN)

October

- 4 – Kent Ashline (AN)
- 8 – Joe Wright (FM)
- 9 – Cathy Benedict (AN)
- 9 – Randy Bryant (FM)
- 14 – Teresa Engelbart (AN)
- 15 – Greg Hart (AN)
- 20 – Bob Fairfax (DM)
- 22 – Jeffrey Bufurd (Farms)
- 22 – Karyn Hartwig-Evans (MV)
- 30 – Grace Kurt (AN)

December

- 1 – Wayne Schilling (AN)
- 7 – Dave London (RW)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 21 – Roger Baysden (DM)
- 22 – Shawn Preston (NW)
- 30 – Bob McGrew (AN)

November

- 2 – Jim Conmey (AN)

The following e-mail was sent to IPI Director Roger Baysden by a former IPI-MV inmate employee:

I just wanted to thank you for the opportunity to work for IPI while I was incarcerated Feb. - Oct. 2008. I have never worked in a warehouse atmosphere before coming to IPI. Working in the sewing department made my time go fast and I learned a lot. Without that experience, I would not have gotten my current job. I have been working in a warehouse/distribution center since January 2009, and I'm still there and loving it. I just wanted to thank you again for giving the woman of Mitchellville the opportunity to learn different skills and trades. Without it, I wouldn't of had the experience I needed for my job.

*Thank you again,
Lisa Stuelke*

Imitation Is The Greatest Form Of Flattery

These last few months the IPI Central Canteen has had the privilege of hosting a wide variety of guests from all over America. These travelers have all come to the Central Canteen for a single reason: they want to see how we are so successful at what we do.

In April, the IPI Central Canteen hosted two visitors from the Missouri Department of Corrections. Deputy Director Mike Kemna and Warden Dave Doormeyer came to Newton to tour the Central Canteen. They were interested in starting a similar service for their own institutions in Missouri and they wanted to see how it was done first hand.

Statements made by the visitors at the time of their tour indicated they were impressed with IPI's efficiency and level of service. They were especially interested in the Central Canteen's custom computer

system, which allows us to process such a high volume of orders with great speed and still maintain our extreme standards of customer service. Our guests indicated they were interested in purchasing the Central Canteen's software rather than, as they put it, trying to reinvent the wheel.

Missouri's Department of Corrections inmate population is approximately three times larger than Iowa's and the visitors expressed curiosity about our current systems ability to handle such a larger load. They were assured that the system's design would be able to manage a load even greater than theirs. IPI plans for the future, and understands that our current customer base will not always necessarily reflect our future customer base, thus our system was designed to be expandable.

In May, North Dakota's Rough Rider Industries drove to Newton. Beginning

July 1, 2010, Rough Rider Industries will be providing canteen services for the North Dakota Department of Corrections. They wanted to see how such a system could be set up, so they came here.

Rough Rider Industries was impressed with the Central Canteen. They were most interested in our collaboration with all the various DOC departments such as Information Technology, Business Office and Security Office. They are looking for a system that will allow them the same success the Central Canteen has enjoyed.

The IPI Central Canteen is always proud when others recognize the high level of service and dependability we provide to our customers. Spreading our model of exceptional service, reasonable prices and quality products to other states brings us the satisfaction of knowing a job has been well done.

Give Them What They Want

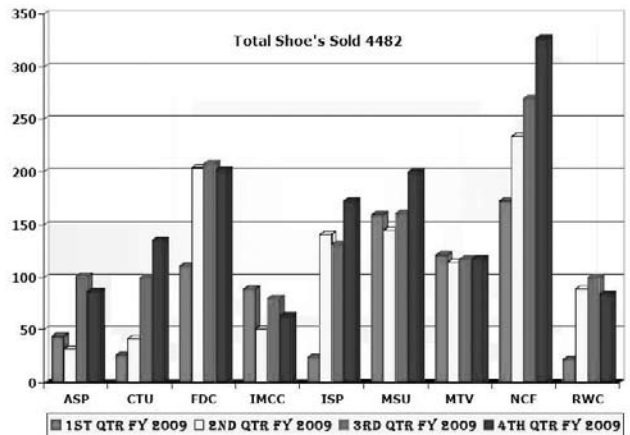
IPI Central Canteen has always tried to provide its customers with a wide variety of quality products. Our current shoe offerings are a perfect example of this principal.

IPI Central Canteen currently offers eighteen different kinds of shoes to its customers, making sure that there is something for everyone. Over the last months of the fiscal year our shoe sales have shown that expansion of brands does not cause a dilution of demand. With every new shoe offered the response, and corresponding surge in demand, has been excellent. As you can see from the

graph provided our shoe sales continue to grow at an impressive rate.

IPI has long understood that it is only by serving the customer with quality products that we will be able to provide the kind of positive impression which will propel us into a successful future. Our fourth quarter shoe sales beat the already record third quarter figures by more than nine percent. We look forward

FISCAL YEAR 2009 QUARTERLY SHOE SALES (QUANTITY)



to beating those numbers this fiscal year.

2009 Sales Office Trade Show Schedule

Date	Event	Location
Sep 10	Iowa Corrections Association	Honey Creek
Sep 11	Iowa County Conservation Board	Decorah
Sep 23-24	Iowa League of Cities	Davenport
Sep 27-29	Midwest Assoc of Higher Education Facilities	Iowa City
Oct 21-22	Iowa Library Association	Des Moines
Nov 19	Iowa Association of School Boards	Des Moines
Nov 18-19	Iowa State Association of Counties	Coralville

BUSINESS OFFICE

IPI Historical Statistics

FY	Total Sales	Profit	Average Inmate Employment	Inmate Contact Hours - Work Training, Security	Annual Productivity Per Inmate Employee	Average IPI Staff
1990	\$7,463,546	120,996	279	501,921	\$26,751	66
1991	\$7,910,415	264,349	258	464,142	\$30,660	66
1992	\$7,838,082	431,357	246	473,058	\$32,156	64
1993	\$8,821,510	215,660	258	496,134	\$34,192	60
1994	\$10,330,073	787,859	281	505,800	\$36,762	64
1995	\$10,602,302	910,825	299	538,200	\$35,459	68
1996	\$13,176,709	2,908,614	347	624,600	\$34,973	70
1997	\$10,531,420	211,165	310	564,774	\$33,856	74
1998	\$12,823,937	1,177,554	323	607,113	\$39,703	75
1999	\$12,373,677	166,956	334	626,131	\$37,047	76
2000	\$14,841,110	1,376,615	328	658,269	\$45,247	80
2001	\$13,333,308	10,247	333	647,598	\$40,040	89
2002	\$13,386,781	(1,063,259)	316	648,749	\$42,363	84
2003	\$15,291,186	(71,199)	328	658,168	\$46,619	76
2004	\$16,483,191	332,976	365	774,622	\$45,159	78
2005	\$19,582,132	401,110	410	811,522	\$47,761	78
2006	\$19,095,222	279,018	351	692,969	\$54,402	81
2007	\$20,398,056	976,907	390	806,026	\$52,303	84
2008	\$20,819,986	73,126	381	768,641	\$54,646	88
2009	\$21,533,426	(23,920)	406	788,846	\$53,038	81

ON THE LIGHTER SIDE

New Additions

1st Grandchild For The Krafts

Deb Kraft is enjoying her first grandchild! Her son Nick and his wife Sara welcomed Derek James Kraft to their family on April 3rd.



weighed 8lbs 4oz and was 21 inches long.

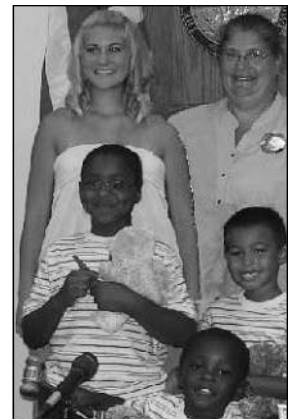
Deanna Adopts Two

Deanna Cross has welcomed foster children into her home for more than five years. In that time she has seen at least a dozen kids, ranging in age from three months to thirteen years, pass through her doors. Most stay for a time while their parents work to get out of control lives back on track and then leave, but others have no other place to go. Those are the ones Deanna adopts.

"The kids really need help, and being able to provide them that help is the best feeling there is," Deanna said in a recent interview. "The adoption process is unique for each kid. Sometimes DHS (Department of Human Services) is right in the middle of terminating parental rights and that can make it harder. The system isn't

really set up to make adoption an easy thing, usually the goal of DHS is to reunite the family."

Jermaine and Odessa Cross are the two newest members of Deanna's family. The two boys, ages three and ten respectively, were officially adopted on July 22, but they've been family for much longer. By law a child must have lived with the adoptive parent for at least six months before being adopted. Jermaine and Odessa have lived with Deanna for nine.



The Cross Family
Back row: Lacey & Deanna
Middle row: Odessa & Isiah
Front row: Jermaine

Quackenbushes Welcome Zaan

The Quackenbush family welcomed Zaan Reinier Quackenbush on Sunday, July 12th at 9:55 AM. He

