

IPI Newsletter

A Quarterly Newsletter

October 2003

Plant Spotlight: The Central Canteen Story

The Central Canteen, after only two years in existence, rose to become the single largest business that IPI manages in 2003. How is it possible that inmates would become our number one paying customer with \$2.5 million in sales this past fiscal year?

From Idea To Reality

The original idea of creating a Central Canteen in Iowa was presented to the Director of The Department of Corrections in 1998. However, the concept seemed a little too innovative in the eyes of the DOC as no other states had similar programs. But IPI management did not back down, presenting the idea again in 1999, and then again in 2000 when it was finally accepted.

The Central Canteen venture was financed by IPI with a set aside of



From left to right: Canteen staff Shawn Preston, Deanna Cross and Sharon Crawford. Not shown: Chad Squires who is serving in Iraq.

\$250,000 for initial inventory and hiring of staff. An existing IPI building at the Newton Correction Facility was determined to be an ideal location: a centralized location within the state, an empty building with plenty of space, and a host of inmates looking for work within the

Cont. on page 2

IPI Board Members Honored By Governor Vilsack



Governor Vilsack honored IPI Board Members with the Volunteer of the Year Awards on September 25, 2003. Pictured from left to right are Iowa First Lady Christie Vilsack, Dr. Doug Hillman, Curtis Jenkins, Midge Slater and Governor Vilsack. Absent from the picture is Mike Peters from Sioux City, who received his award earlier in the month.



Baysden's Corner

BY ROGER L. BAYSDEN
IPI DIRECTOR

Thanks to everyone for all of the hard work that you and your team

members put into last fiscal year to make it a success for IPI. The entire IPI Team should take great pleasure in knowing that as a self-funding operation, we are challenged every year to provide more work for the inmate population and to remain free from appropriations. The measure of our success is easy to monitor by all staff via our monthly profit and loss statements. If you don't see or hear from your managers about our financial position, you should ask them for an update - remaining solvent is an

obligation for everyone.

Over the next few newsletters, we will take a closer look at our Mission Statement and focus on parts of it in more detail. The Mission Statement clearly identifies three pillars of commitment: Exceptional Service, Reasonable Prices and Quality Products. These three guiding benchmarks if effectively implemented require a commitment to excellence. This letter will focus on "Commitment to Excellence" or the fourth pillar of our mission statement. For each of us "Commitment to Excellence" takes on a different meaning. To me, and I hope you will agree, it is our commitment to being the very best at everything we do,

in our personal lives and in our business lives, and it is our expectation of others that they adhere to this same commitment.

So during the next 12 months, our personal challenge to each other should be to understand more clearly how each of us fit as a unit and how we can contribute to a stronger IPI: one that is full of energy, one that is constantly challenging the edges of who we are and what we are all about, one that is results focused, team oriented and committed to building an inmate workforce that will follow our dreams of being the very best prison industry program in the country. Next quarter we will focus on "Exceptional Service."

The Central Canteen Story cont from page 1

prison. In 2001, the Central Canteen opened with three of the nine state prisons on board. Currently the Canteen serves all but three of the prisons, with those slated to join by January 2004.

DOC, IPI & Inmates: Everyone Wins

The opening of the Central Canteen was beneficial to everyone involved. The operation allowed the DOC to standardize the products available to the prisons as well as package sizes and pricing. Since all products are approved at all prisons, the inmates can now move items from one prison to another upon transfers. Also each prison knows what items each inmate has purchased, enabling the prison to know immediately if an item in an inmate's possession is legal or not.

Inmates reap the benefits of consolidated buying power: overall prices to the inmates dropped by 25% when the Canteen took over. IPI strives to keep prices low. By not using supplier contracts, IPI has the flexibility to change suppliers as needed to get the best value for its dollar, and the inmates' dollar.

Receipts from the Canteen are credited to IPI weekly. Each quarter, IPI subtracts the costs of purchases and overhead and then returns the profits to the DOC. In 2003, IPI returned **\$171,000** in rebates to the DOC. IPI works to increase this profit level by taking advantage of the 1-2% discounts given for paying bills quickly.

So How Does The Canteen Work?

Only in its third year of operation, the Central Canteen has evolved into a very streamlined operation under the direction of Plant Manager Shawn Preston. With a crew of five IPI staff members and about 35 inmates, the Canteen fulfills seven prison orders, or about 6,000 inmate orders, weekly. Shawn was previously the IPI Surplus Manager and also worked as a correctional officer.

The processing of orders begins in the prisons with the inmates filling out punch cards. Each prison gathers these cards, approves them and then sends

them to the Canteen. Software at the Canteen processes the cards and prints out individual order sheets for each inmate. Each order sheet is placed in a tote and then begins its journey through the Canteen.

The Canteen is divided into nine stores like aisles in a grocery store. The totes move from store to store on a conveyor belt, stopping at each store to be filled by an inmate. Once the order has passed through all the stores, it moves to the checkout area. Much like a store, each item is scanned and matched to the order. After verification of the order's accuracy, the order is sacked in a clear, plastic bag. The bags are labeled with the prison and inmate number and placed in delivery totes by prison. A daily physical inventory ensures that all orders were filled properly.

Totes for each prison are finally loaded on trucks for delivery. Canteen trucks are given a two-hour window at each prison. To date, the Canteen has never missed a scheduled delivery!



Much like a grocery store, all items are scanned for inventory before bagging and shipping.

Iowa Forges The Way For Other States

The Central Canteen concept has caught on throughout the country. As the first state to implement a Central Canteen, Iowa has set an example for other states to look to. Currently six other states have opened central canteens including Minnesota and Wisconsin. IPI was a source of knowledge to many of these states, some of them even buying our software. In October and November, thirteen states will visit Iowa to tour the Canteen and learn about its operations. The Central Canteen has become an integral part of IPI's mission to assume a national leadership role in correctional industries.

On The Horizon

Achieving success so quickly has only increased the Central Canteen's drive to continuously improve and expand its operations. The last three state prisons to use the Canteen are slated to be on board by January 2004. IPI Director Roger Baysden expects Canteen sales to reach \$4 million by the end of 2004 with rebates to the DOC of over \$250,000.

But state prisons are not the only markets available to the Central Canteen. County jails, DHS units and other outlets look to be excellent markets for the Canteen to tap into. The Central Canteen is an integral part of the long-term plans of IPI as service-oriented industries are the future of IPI.

The Central Canteen will have also begun manufacturing plastic bags in early October. The operation will begin with producing the bags used by the Canteen. Prisons, jails, cities and schools located near where the Canteen trucks currently deliver will be the first outside markets for the bags. This will allow Canteen and bag orders to be shipped on the same truck, saving overhead and providing quick order turnaround. IPI projects production to reach over 1,000,000 bags a year with ten inmates.

Canteen Fast Facts

The first Canteen order was delivered with 3% out-of-stock, now we are over 99% in stock.

About 40,000 packages of Ramen Noodles are purchased monthly, that is a full semi-truckload!

In total dollars, Folgers Classic Coffee was the biggest seller in FY 2003.

The Canteen offers almost 900 items for sale.

FY 2003 sales reached \$2.5 million, up 38% from its first year.

Canteen trucks drive 52,000 miles a year making deliveries.

About 35 inmates are currently employed by the Canteen, up from 20 initially.

Plant Manager Of The Year Presented

In separate ceremonies on August 5, 2003, IPI Director Roger Baysden awarded Co-Plant Manager of the Year Awards to Al Reiter of Anamosa and Clint Schmidt of Mitchellville. The ceremonies also included the debut of the quarterly IPI Newsletter.

Clint Schmidt, Mitchellville

The ceremony at Mitchellville was attended by ICIW Warden Diann Wilder-Tomlinson, Western Region Deputy Director Jeanette Bucklew and IPI Mitchellville staff members Janet Hardenbrook, Tangelia Mason and Sue Torres. The inmate employees were also present for the ceremony.

Kathy Culbertson of ICIW also attended the ceremony as a special guest of IPI. Kathy's husband Sean Culbertson, an IPI employee, is currently serving in Iraq. Director Baysden spoke of how valuable of an employee Sean is to IPI and wished Sean and Kathy well during this difficult time.

At the award ceremony, IPI Director Roger Baysden spoke of Clint's accomplishments. Since Clint's becoming plant manager in 1999, he has been instrumental in turning Mitchellville into a profitable plant. Five years ago, IPI Mitchellville consisted of a Printing & Imaging department. Today, with the space of the new building built in 1999, the plant does data entry, document archiving, paneling and seating, book recycling, printing and will soon add picture framing. Since Mitchellville took over IPI's seating department, delivery times have went from 3-4 months to under thirty days. Clint did not allow state government cuts that could have hurt Mitchellville this past year to do so; instead he worked to find other avenues of income, such as book recycling, to keep his inmates working. In 1996, Mitchellville had only 12,242 hours of inmate contact; in 2003, they had 62,248 hours. Mitchellville also turned a profit



Roger and Clint pose with his award in a sea of Piretti Task chairs ready to ship to the University of Iowa.

for the first time in 2003 and saw a 24% increase in overall sales from 2002.

All those present at the award ceremony received a collapsible chair with "Director's Award" screen-printed on the back. Mitchellville IPI staff members were awarded for their hard work and dedication with a 1/2 day off with pay. As IPI's inmate employees are vital to our mission, the Mitchellville ladies also were given a 1/2 day off with pay plus McDonald's for lunch.

Al Reiter, Anamosa

An afternoon ceremony was held in the flower garden at the Anamosa State Penitentiary. In attendance were ASP Warden John Ault, Eastern Region Deputy Director Larry Brimeyer and all Anamosa IPI staff members.

IPI Director Roger Baysden spoke of the accomplishments this past year at Anamosa. State government cutbacks threatened to deeply affect their bottom line, but under Al's leadership the team pulled through with an increase in sales of 10%. In such a mature business, this is quite a feat that everyone should be



Anamosa IPI staff enjoyed cake and punch after Al received his award from Roger.

proud of. Baysden believes that flexibility is the key to the future, which is exactly how Anamosa needed to be this past year. The Auto Body division saw the single largest increase in sales at Anamosa and was the 2nd best year ever for them thanks to the hard work of Dave Schoenbeck and his team. This past year, Anamosa reported 301,000 hours of inmate contact, a tremendous amount of work and inmate productivity. Reiter took over as plant manager in November 2002 after serving as interim manager since April 2002.

Both Warden Ault and Deputy Director Brimeyer spoke at the ceremony. Both of their comments included how appreciative they are that IPI is at Anamosa and their dedication to the continuation of IPI at Anamosa.

A collapsible chair with "Director's Award" screen-printed on the back was given to all in attendance. As thanks for their contribution to an outstanding year, all IPI Anamosa employees were given 1/2 day off with pay. The ceremony was followed by cake and punch in the IPI conference room.

Inmate Spotlight: Upholstery Skills Provide Future Employment For Mitchellville Inmate

Inmate Charry Crampton has worked in the MV upholstery shop since it opened in 2000 and has learned a variety of skills in that time. Ms. Crampton came into prison in the '80s as a young person with no work skills. Now she is one of our most skilled upholsterers. A family upholstery shop in Des Moines heard about her skills through the grapevine, interviewed her over the phone, and offered her a job upon her release. Ms. Crampton sees the November board and is hopeful that she will be released shortly after that. She is looking forward to earning a living outside the gates. Good luck Charry.

Sales & Marketing

Exceptional Service + Reasonable Prices + Quality Products = Satisfied Customers

The dedication of the entire IPI team to our mission has created satisfied customers in the Des Moines Public Schools. This past summer saw the installation of almost \$700,000 of IPI products in four Des Moines schools.

Sales Rep Dennis Barry began working with DMPS almost a year ago on this large project. Through his hard work, plus the dedication of DMPS principals, facilities and other staff members, all four schools were ready for the first day of school.

Planning for next summer's DMPS projects, which will include five schools, will begin in October. The IPI sales team looks forward to another successful year working with DMPS.

From left to right: Dennis Barry, Principal Lucy Hughes of Brubaker Elementary & Bob Fairfax at Brubaker's Open House Sept. 14th.



DMPS Fast Facts

This year's DMPS orders included:

- Over 1,500 student desks.
- Over 3,500 melamine and poly student chairs.
- Over 150 Hoover task chairs.
- Almost 1,000 Dakota poly chairs.
- Over 16,000 hours of Moving & Install inmate labor.

IPI Launches New & Improved Website

IPI proudly launched its new website July 1st. The site includes all of IPI's products and services with easier navigation and ordering. Customers can request repairs and check the status of orders as well as view color choices and place orders.



This three-month project was the work of IPI Sales & Marketing team member Ann Bouslaugh. The result is an outstanding marketing tool for IPI. Use of the site is already rising, with an average of 270 daily visitors to the site in September, up from 157 in July.

Just go to <http://www.iaprisoinind.com> to view the new site. Let us know if you have any comments or ideas for the site.

FY2004 Marketing Plan Under Way

It's no secret to IPI employees that we provide excellent service, quality products and reasonable prices. But are all of our potential customers aware of this? The marketing team has set out to make sure they do by developing a marketing plan for the year that involves nearly all our customers and products.

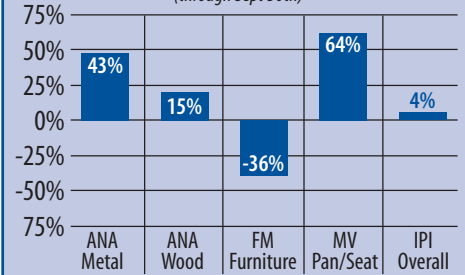
The plan includes a combination of quarterly and monthly promotions via direct mail and e-mail marketing. New IPI products will receive special marketing efforts. Target markets will include schools, colleges/universities, churches, jails and more. Promotions will include

product sales, quantity discounts and a other sale-inducing promotions. The objective of these promotions is not only to increase sales, but to reach new customers, educate our customers on the quality of our diverse product lines and to promote the high-level of customer service we strive to achieve.

Current and upcoming promotions include Novelty Items, Mission Lounge Furniture sale (Oct) and Piretti Task Chair sale (Nov and Dec). Targeted product offering brochures will also be sent to colleges/universities and churches in October.

Sales Report Card

YTD Sales Change From FY 03 to FY 04
(through Sept 30th)



Also showing YTD increases are Metal Stamping, Signs, Graphic Arts, Braille and Housekeeping & Laundry at Anamosa; and CD-Rom and Moving & Installation at Mitchellville.

1st Quarter New Customer Deliveries

(For a complete list contact the Des Moines office)

Customer	Products	Sales
Central Decatur Schools	Furniture	\$10,000
Clarke College-Dubuque	Chairs	\$6,600
Creston High School	Lockers	\$9,000
NE Iowa Comm College	Tables	\$4,800
Ottumwa Comm Schools	Furniture	\$10,000
Linn-Marr Schools	Furniture	\$40,000

Sales Team Wears Many Hats

To the IPI Sales team, "Exceptional Service" doesn't end with placing an order. This summer saw the sales team helping out our busy installation crews across the state. Dennis Barry worked at DMPS, U of IA and Grinnell College; Scott Klinefelter helped out in Sioux City at Morningside College and WIT; and Michael O'Brien pitched in at College CSD, Linn-Mar CSD, Loras College and other locations. Thank you for your help!

Jane Ross Receives 35-Year Recognition Award



Lt. Gov. Sally Pederson presents Jane with her certificate of recognition.

Jane Ross recently received special recognition from the State of Iowa for her 35 years of service.

When Jane began working for the state, the DOC wasn't a department yet, but was a division of the Board of Control. She has worked under four governors and five DOC directors. Over the years, Jane has seen many changes in the department and most likely could tell some very interesting stories. Congratulations, Jane!

Anamosa Sees 10% Increase In Sales

The Anamosa Plant finished the fiscal year with a 10% increase in sales totaling \$7,610,535. In 12 months we went from a loss of \$446,246 (including vocational) to a gain of \$72,687! This is amazing turnaround and met the goals set for us. Great job everyone! As we move forward we now will concentrate on growth and stability.

Lennie Miller Earns Braille Certification

Congratulations to Lennie Miller on earning his Braille Certification from The Library of Congress. Lennie spent many long hours on this tough certification and joins a select group of people that are qualified to do Braille transcription. Lennie has been in charge of the Braille Shop since 2002. Job well done!

New Voice In The Office



Andrea Thompson

When calling Anamosa you may have heard a new voice. Andrea Thompson is working in the office temporarily to help fill the void while Kim Zimmerman

concentrates on implementing Global. Welcome aboard Andrea!

DOC & IPI Recognize 20-Year Employees

The following IPI employees will receive special recognition awards for their 20 years of service. Ceremonies will be held in conjunction with local IPI board meetings.

Darcy Austin	Gregory Hart
Cathy Benedict	Virgil Johnson
Randy Bryant	Mark Merfield
Sandra Bunce	Raymond Miller
Joan Decious	Julie Nassaf
Tamara Diesburg	Michael Nye
Timothy Diesburg	Kenneth Opatz
Bruce Ellis	Jane Ross
Daniel Fogarty	Sue Torres
Patricia Gassmann	Billy Whitaker
Donna Gerst	

Anamosa

Warehouse Staff Integral To Anamosa's Success

This month's plant spotlight is on the Warehouse. We have two new faces: Tom Hosch (transport driver) and Gary Schilling (temporary transport driver). They join an experienced crew of five (see photo at right).

A lot of effort goes into the manufacturing and delivery of an order and the warehouse staff helps to bring the order to a successful end. To many of our customers, the people bringing their product are the face of IPI. The drivers also give us new leads as they visit with the customers.

Together this group juggles the many demands of rush orders and changes in deliveries with professionalism and a can-do attitude. The warehouse typically will have 2-6 inmates available to them to assist in the work.

A major warehouse goal for the next year is to increase storage space allowing for better response to order deliveries.



From left to right: Gary Schilling, Don Chapman, Wayne Schilling, Parry Gassman, Mike Kuper, Tom Hosch & Al Stecher

Warehouse Fast Facts

In FY 2003, Anamosa delivery drivers logged over 196,000 miles, completing deliveries for over 10,000 orders!

In August, the warehouse staff moved 70 loads in only 21 working days!

The warehouse also shipped 14,766 packages UPS totaling 313,795 pounds in FY 2003.

Anamosa Staff Member In Baghdad: A Letter

Ken Opatz continues his call to military duty. Below is an excerpt from an email Ken sent on July 12.

Good Morning from Baghdad. Our convoy serial made it safely from Kuwait to Iraq... It was a relief to get out of Kuwait and away from the blowing sand storms. The temperatures are about 10 degrees cooler in Iraq but no sand storms. It was a two day drive for us... We spent our first night in Iraq at a base camp out in the middle of no where... We just set up our cots by our vehicles and slept under the stars... I thought it was great until the next morning when I realized we were the main course for the mosquitoes. There really isn't too much complaining or bitching after seeing the conditions that the Iraqi people have had to live in and have even less now... The next day of the convoy we drove to BIAP (Baghdad International Airport)... Sadaam had a Republican Guard Compound close to the airport... The US shot up and bombed the hell out of the place, but we stayed there anyway.

Sadaam spent millions on places like this. Marble floors etc. I found a building to sleep in that just had the windows blown out and no doors, but it had a roof... Unbelievable location. I would have loved to see the place before all the destruction. I can't even estimate the millions of dollars Sadaam must have spent building such a place. His citizens are still living in god-forsaken conditions out in the middle of waste land in sod huts or shanties made out of junk... I am now located in downtown Baghdad at Sadaam's palace... Everything is gold plated. I took pictures of everything and sat on his throne... I have never seen such a powerful coalition force in my life... Proud to be here and I hope we can make some positive changes to the lives of the poor Iraqi people that are just trying to survive... Gotta go for now... Take care and hope everyone is doing fine. Til later, Ken

We are proud of you Ken. If you would like to write Ken, please e-mail it to Al Reiter who will pass it along.

Fort Madison

Furniture Outlook Remains Positive Despite Losses

The past few years have been difficult for Fort Madison. The majority of Fort Madison's furniture sales are to schools and universities/colleges. These entities have had to contend with large budget restraints over the past few years, which in turn have dramatically affected Fort Madison's sales. We did have a much better fiscal year than the previous fiscal year, but we were still not able to pull ourselves out of the red. For FY 02/03, Fort Madison furniture lost \$82,542. Compared to the very large loss of \$304,486 in FY 01/02, this is a significant improvement in one year's time.

Congratulations to the entire Fort Madison staff and inmates; we completed all university and school orders on time. Not only on time, but also with quality furniture that the customers are quite satisfied with. These orders

Fort Madison Introduces New Novelty Gifts

Fort Madison is geared up to make the numerous new novelty items their gifted staff has created for this holiday season. New items include a game table, end table with removable shelves and a CD tower. The majority of the novelty items are made using offal.

Des Moines has put together a nice flyer displaying all of the items available along with prices. We look forward to the novelty items keeping our talented workforce busy during the upcoming slow months. Contact the Des Moines



office to order items or if you didn't receive the flyer.



consisted of \$1.4 million in sales with the majority of these shipments in July and August. Fort Madison shipped over 30 semi-truckloads of dormitory furniture. Grinnell College added 4 new dormitories this year with final installation the last week in September, which will complete our final commitment. Grinnell College has been a great supporter of IPI for the past 15 years.

Recently we provided Iowa Wesleyan College with dormitory prototypes; they are looking at replacing some of their furniture this winter. IPI's prototypes were approved and the college is just waiting on approved funding. Hopefully, funding can be secured soon to help keep our inmates busy during our lean winter months. October through January are very slow and hard months for the Fort Madison furniture division.

Large Quantity Orders Keep Textiles Busy

In textiles, our sales were only down by 8% but our profits showed a greater loss. Profit for FY 02/03 was \$17,111 compared to \$91,741 the previous year. To stay competitive, we lowered many prices by giving quantity discounts. The institutions took advantage of these discounts, which in turn caused us to show a smaller profit margin. However, this kept orders flowing and inmates employed instead of being laid off, enabling us to succeed in our mission to train inmates in a marketable skill.

Tourism Department Also Hit By State Budget Crunch

Advertising dollars allocated in past years by The Department of Economic Development's were almost nonexistent this year. Both the overall amount of work performed and the number of calls received in the Tourism department were reduced. We went from

Meet Fort Madison's Inside Staff



Standing left to right: Joe Wright, Ron Heckenberg, Bill Whitaker, Dale Koopman & Randy Bryant. Seated: Tom Stockbridge.



Left:
Aaron Lofthus



Right:
Dave Reidner

ISU Head Coach Receives New Office Furniture



Fort Madison recently produced and installed an entire office of furniture for the new head

basketball coach Wayne Morgan at Iowa State University. This furniture was made out of maple to meet the customer's specifications.

The new furniture was well liked by Brandi Latterell, ISU Interior Designer:

"I wanted to let you know that the furniture is here, installed and it looks terrific! Bob Manka and Aaron Lofthus were terrific to work with. Thanks for all your help on getting this here so quickly! Let's just hope that the coach likes it as much as I did!"

Congratulations on a job well done to the Fort Madison furniture shop and delivery team.

answering 40,655 calls in FY 01/02 down to answering only 22,099 calls in FY 02/03. Our profit was reduced from \$67,314 for FY 01/02 to \$26,134 for FY 02/03. The call center operation has the room and phone capacity to handle another call and/or mailing operation.

Surplus Works To Spruce Up Its Image

With the "lower grade" of Surplus being received, the Surplus Department is looking for more ways to improve its attractiveness to its customers. Industries Technician Scott Darr is working with the marketing team to build a Surplus section on the IPI website to include a What's New section and monthly specials. Darr has also developed a customer database that he sends notices to of special Surplus items.

In discussions with the Iowa Attorney General's Office and Microsoft, IPI will be able to install OEM software onto its computers soon. Not only will this add additional value to the computer systems, thereby making the systems more attractive to potential buyers, but it will also aid in teaching inmates more marketable skills.

If you are in the market for used computer systems, office furniture, etc., give Scott a call at 515-242-6495.

New Imaging Software Offers New Options

The Imaging Bureau recently acquired new software to better serve their customers' document archiving needs. The new software includes an Optical Character Recognition (OCR) component that allows customers to search their documents in more ways than before. Previously, the customer specified certain fields in a document to be searchable and the inmates hand-keyed this information. With OCR, the entire scanned document can be searched in wide variety of ways.

The new software can export the documents in over thirty formats. The software supplier can even write custom programs for other software formats. The department is also researching an oversized scanner to accommodate documents up to 40" wide in full-color.

The addition of this new software is an example of Mitchellville's dedication to providing Exceptional Service, Quality Products and Reasonable Prices.

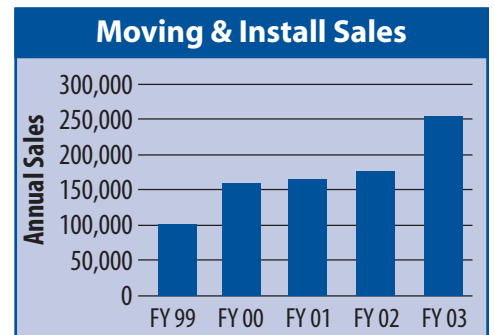
Answers: 1. Nov 22, 2. 1990; 3. Wayne Morgan; 4. 16,000; 5. Over 10,000; 6. Harold Hughes; 7. 40,000; 8. 13,000

Mitchellville

Moving & Installs Sales More Than Doubled Over Last 5 Years

The Moving and Install program just finished an outstanding summer. M&I performed at optimum speed this summer, moving multiple schools into storage for the school year while removing the schools from storage from last year. Led by Robert Mesecher, this team worked solely for the Des Moines Public Schools from June through August, accounting for over 16,000 hours of inmate labor during this time. Robert did not accomplish this alone; he had the assistance of three temporary staff members and up to 60 inmates. Altogether they unloaded and placed 1000s of pieces of school furniture and boxes.

DMPS schools were not Moving & Installs' only customer this summer. Install crews also did the usual debunking for Iowa State University. At the beginning of each summer, the Install crews travel to ISU and debunk loft beds for the summer campers, and return just before school opens to re-bunk these same beds. This is becoming an



annual event at ISU, utilizing almost 4,500 inmate hours this summer.

Moving & Install added new customers such as Grinnell and Marshalltown schools this year. These projects, while small in comparison to ISU and DMPS, provided M&I a chance to show what they could do to assist schools in their remodeling and moving needs. Both of these customers have already asked to be booked for work next year.

A special thanks for the help of the part-time workers that assisted Robert this summer: Ben Buerckley, Brandon Fairfax, and Mike Sherman.



The inmate employees at Mitchellville were overjoyed when Clint Schmidt was awarded Co-Plant Manager Of The Year. See story on page 3.

Mitchellville Expands Into Unique Product Lines

As the state downsizing has had a direct effect on seating and paneling, Plant Manager Clint Schmidt is always looking for new ways to keep his inmates busy and learning new skills.

One new area for the plant will be a picture framing operation. Equipment has been ordered, prices and offerings

have been determined and the staff and inmates are looking forward to learning this highly skilled trade. The picture framing department should be up and running by in November.

Mitchellville is also researching and developing the production of gravesite flags for military holidays.

Business Office

Network Upgrades Installed

After much planning and preliminary work, the Network Upgrade occurred during the week of September 22nd.

The Network Upgrade replaced old and outdated equipment and operating systems. It will significantly decrease the complexity of the current network(s). It will simplify administration of the network. Security will be enhanced. Cost of maintaining the equipment and the network will ultimately be decreased. Overall, the upgrade should

result in better performance, reduced support cost and a more empowered staff and administration. This network upgrade will benefit all locations of IPI.

A 5-year PC replacement plan has also been planned to begin this year.

Goals For FY2004

Implementation of the Accounting and Purchasing modules of Global Systems software and interfacing these with the Manufacturing modules.

In conjunction with implementing new software, performing a thorough review of current financial reporting needs and developing more sophisticated business forecasts.

Documents Processed By The Business Office

	FY2002	FY2003
Sales Orders	12,769	12,976
Invoices	13,376	13,296
Purchase Orders	4,116	4,337
Claim Vouchers	7,037	6,645

On The Lighter Side



Birthdays

Make sure you jot down these upcoming

birthdays so you can make sure they have a great day!

October:

- 1 – Tangela Mason (ICIW)
- 8 – Joe Wright (FM)
- 9 – Cathy Benedict (AN)
- 9 – Randy Bryant (FM)
- 14 – Teresa Engelbart (AN)
- 15 – Greg Hart (AN)
- 18 – Sue Torres (ICIW)
- 20 – Bob Fairfax (DSM)
- 20 – Ken Opatz (AN)
- 30 – Grace Kurt (AN)

November:

- 5 – Pat Fowler (AN)
- 7 – Mana Thongvanh (ICIW)
- 9 – Bill Jensen (AN)

- 10 – Ray Reyes (FM)
- 12 – Julie Dietiker (AN)
- 14 – Donna Gerst (AN)
- 22 – Don Chapman (AN)
- 22 – Tammy Diesburg (AN)
- 22 – Bruce Ellis (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (AN)
- 30 – Al Stecher (AN)
- 30 – Rod Schlee (AN)

December:

- 1 – Wayne Schilling (AN)
- 12 – Janet Hardenbrook (ICIW)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 21 – Roger Baysden (DSM)
- 22 – Shawn Preston (NCF)
- 22 – Dan Fogarty (AN)
- 30 – Bob McGrew (AN)

? TRIVIA CHALLENGE ?

1. What birthday is shared by 3 Anamosa employees?
2. IPI and Grinnell College have worked together since what year?
3. In the history of IPI, who was the first head coach at a university for purchase IPI office furniture?
4. How many hours of inmate labor did Des Moines Public Schools utilize this summer?
5. How many orders did the Anamosa drivers deliver in FY2003?
6. Who was Iowa's governor when Jane Ross started working for the State of Iowa?
7. How many Ramen Noodles are purchased monthly from the Canteen?
8. How orders does the Canteen fill monthly?

Answers on Page 7

Family News

Mitchellville:

Birthdays are rampant at Janet Hardenbrook's home: daughter Lisa's was September 23 and Lynnzi's is November 29.

Tangela Mason's son William Ross turned 1 year old on September 11.

Central Office:

Kevin Peterson is now a Grandpa! Kevin's first grandchild was born August 29. According to Kevin, little Cayce Nicole is just as cute as her Grandpa but with hair!

Fort Madison:

Laura Mendez has two new additions to her family. Ozzy is a Yellow Lab and Hallie is a Golden Retriever. We are sure that Laura and her family are enjoying these delightful, playful pups.

