



IPI Newsletter

www.iaprisonind.com

August/September 2010

Novelty Item Monthly Specials: 20% Off



Paper Towel & Napkin Holders
Regular Price: \$5 - \$6; Sale Price: \$4 - \$4.80



Shelves (Various Styles)
Regular Price: \$15-\$31; Sale Price: \$12-\$24.80



Rolling & Rocking Animals
Regular Price: \$40-\$85; Sale Price: \$32-\$68

IPI Launches New Web Site

The IPI web site (www.iaprisonind.com) was updated in July to a new design; the main goal of the site's redesign and reorganization was to make it easier for customers to find product information and make purchases on-line.

The complete overhaul of the web site began back in February with conceptualizing the new organization and look of the web site. After the initial phases, work began on updating all of the pages. This was a fairly large undertaking and involved countless hours of work. The end result has been favorably received by IPI customers.

The IPI web site is a vital sales tool for

us; it allows us to instantly update product information so that our customers always have the most current information in front of them. In fact, the IPI web site is probably updated in one way or another on a daily basis.

While we plan to keep the new design of the web site for quite some time (the last redesign was back in 2003), we do have more plans for updates in the coming year. Some changes we are currently looking into include on-line ordering for DHS distribution forms, print orders such as business cards and envelopes, signs and



other custom items as well as a upgrading the shopping cart system. If you have any suggestions for the always-changing IPI web site, please contact Ann Baughman at the Des Moines showroom.

Baysden's Corner

BY ROGER L. BAYSDEN
IPI DIRECTOR



was not our best sales year, but I believe it was our best ever growth year! I could

Another quarter has passed and so has the year. Thanks to the support of each of you and our hard working offenders, we have turned in what could have been a bad year, into a good year. It

not be more proud of the managers, staff and offenders, and you have proven that you refuse to lose. Your efforts to meet short delivery times and getting every last-minute order out the door is a testament to your commitment to our department and to our customers. I could not be more proud of each of you and our commitment to excellence. I know that each of you shrug off compliments by saying I was just doing my job, and

I do appreciate that humbleness; but please stop for a minute and look around and thank the people that you work with. We are now into a new year and once again we will be challenged to push the rock back up the hill, and I have no doubt that you are working on how to do it better! Thanks again for your work and most of all your support for the IPI common goals.

SALES & MARKETING

Customer Spotlight: Bondurant High School

Over the past summer, Iowa Prison Industries manufactured and delivered a total of \$118,599 of school furniture to the new Bondurant High School in Bondurant, Iowa. Sales Representative Dennis Barry worked with Principal Mike Kramer on



Anamosa Custom Wood manufactured reception & circulation desks to the school's specifications.

the entire project. Along with the regular classroom furniture, IPI also provided all of the administrative office furniture. We custom designed and built many of the items that are not standard as well, such as a reception desk, circulation desk, trophy cases and bi-level tables that would fit in their business lab. We also provided custom art room tables and stools. All four furniture shops were involved in this project in order to provide products to meet Bondurant High School's needs and delivery schedule.

Iowa Prison Industries would like



Custom bi-level computer tables were produced by Metal Furniture.

thank Principal Mike Kramer and other Bondurant High School staff for the opportunity to provide Excellent Service, Reasonable Prices and Quality Products.

New Products Developed

Iowa Prison Industries is constantly seeking out new product ideas from various sources such as customers, staff, board members and competitive product offerings to name a few. Recent additions to our products include rain barrels and a lightweight aluminum dining chair.

Rain barrels are excellent way to save water and money. By positioning them under down spouts, they catch and store rainwater; a spigot is included to hook

a hose up for watering gardens and landscaping. The rain barrels are available to purchase for just \$35 from Mitchellville Housekeeping & Chemicals.

Anamosa Metal Furniture is capable of working with aluminum and has created a prototype Dining Chair that will be a great option



for lightweight seating in schools, churches and universities. These chairs will sell for \$119 from Mitchellville Panels & Seating.

Look for further details and ordering information coming soon on IPI's web site at <http://www.iaprisoinind.com>.

Scott Klinefelter Recognized For Sales Performance

Our Sales Department veteran of the force, Scott Klinefelter, was recently recognized at a monthly Sales Meeting for exceptional sales performance for FY 2010, period ending June 30, 2010. Scott had his best year ever posting sales over \$2,500,000 and expanding IPI's reach into Western Iowa for all products with direct sales representation. He covers around 39 of the 99 counties, so he gets to see a lot of different areas of the State while spreading the IPI message to potential customers and prospects. Many of our customers out West look forward to visiting with Scott and as he shares his knowledge of IPI products and services and helps each and every customer he works with.

Scott started with IPI in 1998 and continues to provide Excellent Service, Reasonable Prices, and Quality Products for all. He has worked in the Central Iowa Territory and now covers most of the Western half of the State as well. Most people and most of our customers know Scott and are assured they will get what they need when he is on the case. Scott is a Hawkeye Fan as well as a UNI Panther; you never know what sport he will be watching for what team. Rest assured that whatever team he is supporting that day, they will get his full attention as do all his customers and prospects.

Join us in congratulating Scott on a great year, and help us cheer him on to another



The Sales & Marketing Team (left to right): Dennis Barry, Scott Klinefelter, Kevin Peterson, Ann Baughman and Michael O'Brien.

year of growth and customer satisfaction for the customers and prospects of Western Iowa. Go get them.

Sales Report Card

FY10 New Customer Sales By Sales Rep

(July 1, 2009 through June 30, 2010)

Dennis Barry \$132,648	Michael O'Brien.... \$675,237
Scott Klinefelter ... \$283,944	Kevin Peterson \$74,542

FY10 Customer Satisfaction Card Results

(July 1, 2009 through June 30, 2010)

	Excellent	Good	Below Average
Sales Representative Knowledge	90.4%	9.4%	0.3%
Timeliness of Delivery	78.7%	18.4%	3.0%
Delivery Service	85.3%	13.9%	0.8%
Quality of Goods	84.9%	14.9%	0.2%
Value for Money	87.0%	12.8%	0.2%
Question/Problems Handled Promptly	90.2%	8.3%	1.6%
<i>Average</i>	<i>85.7%</i>	<i>13.3%</i>	<i>1.0%</i>
	Yes	No	Maybe
Would you recommend us to others?	98.5%	0.7%	0.7%

3rd Qtr New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products.....	Sales
IA City CSD, Garner Elem.....	School Furniture.....	\$175,443
Johnston CSD	Computer Lab Furniture	\$16,744
Bondurant High School	School Furniture.....	\$16,435
Youth Shelter Services, Ames	Tables & Seating	\$11,566
Southeast Warren CSD.....	Office Furniture	\$9,204
Cedar Rapids CSD, Polk Elem	Circulation Desk	\$6,510
Iowa Finance Authority	Office Furniture	\$6,286
Delta Tau Delta, Ames	Residence Furniture	\$4,160
First Congregational Ch, Anamosa...	Seating	\$2,441
US District Court.....	Tables	\$2,355
Dunkerton Fire Dept.....	Tables	\$1,200
Midwest Old Threshers	Outdoor Furniture	\$1,116

NEWTON

Central Canteen Holds Employee Appreciation Cookout

On August 6th the Central Canteen held its annual cookout. Through the generous donations of our vendors, all ate well. Special guests included Iowa Prison Industries Director Roger Baysden and Michael Savala from the DOC Central Office. After a quick lesson on the art

of grilling by the resident grill masters, Roger showed that he could grill with the best. Roger announced that last fiscal year the Central Canteen sold 4.9 million individual items. A good time was had by all! A big thank to all that helped and to those you allowed for it!



Fall 2010 Catalog Nears Release

Work is progressing on the Central Canteen's Fall 2010 catalog. In keeping with the demands of our consumer base several new items are being added... including a new specialty item as well as some items being discontinued. The Fall catalog will be effective in September.

Canteen Hosts Visitors

As the IPI Central Canteen continues to be recognized as "First in the Nation" other state's departments of corrections come to visit to see our operations and to how it could work for them. Our most recent visitors were from our neighbors in Wisconsin.

IPI Newton Aids Ames

Once again Mother Nature showed forth her vengeance with Iowa's weather. After a week with several days of heavy rain the city of Ames was flooded and lost its water supply. To assist the residents of Ames the IPI Central Canteen staff, using the Canteen's semi truck, delivered pallets of bottle water to distribution points in Ames.



Shop Spotlight: Housekeeping/Laundry & Filter Divisions

This issue's spotlight is on the Housekeeping/Laundry Division and the Filter Division. Both of these shops are housed in the same area and fit well together.

Senior Technician Tammy Luchtenburg has worked in the shop for twelve years and has been with Iowa Prison Industries since 1993. Tim Diesburg has supervised this area since 2000 and has been with IPI since 1988. They are joined by one of IPI's newest employees, Industries Technician Dave Schmitt.

The Filter Division has enhanced the program by adding a pleater machine to the manufacturing process. This increased the offender work and allows us to maintain fewer inventory items. The next step we are evaluating is a laminator system for the shop. Since its inception in 2006, filter sales have grown to over \$250,000 annually. The savings to governmental agencies helps them to manage their budgets in difficult times.

New Faces Join IPI

We welcome Wayne Leytem and Dave Schmitt to Iowa Prison Industries.



Wayne Leytem

Wayne will be working in the Sign Division. In addition to several years of corrections security experience, he has over 27 years experience in manufacturing. Wayne resides in Cascade with his

wife, Nancy, and has three sons and one daughter.

Fiscal Year 2010 Review

For the year ending June 30, the Anamosa plant finished in the black slightly ahead of last year. Overall sales were down 1% but in spite of the difficult economy, this is a significant

Our Laundry products continue to provide many hours of offender work. Coupled with the product, IPI also provides the service and support to the equipment. This total product support ensures that the agencies are receiving the best support available by security trained staff.



IPI's High Efficiency (H/E) Liquid Laundry Soap has been very well received by our current users due to the fact it is Dye & Perfume free and the cost per load is less than 12 cents of laundry soap per load.* This product is available to purchase at the Des Moines Showroom as well as online.

*\$7.54 per gallon at a recommended usage rate of 2 oz. per 15 lb washer size.



Housekeeping/Laundry & Filter Staff (left to right): Dave Schmitt (Technician), Tammy Luchtenburg (Senior Technician) and Tim Diesburg (Supervisor).



The new pleater machine has increased offender work hours in the Filter Division.

Dave Schmitt will be working in Housekeeping/Laundry and Filters and also provides coverage in Metal Furniture. Dave has 30 years experience in both corrections and manufacturing. Dave also has worked on several IPI installs with a crew of offenders. Dave resides in Dyersville with his wife, Barb, and has 2 sons.



Dave Schmitt

Welcome Wayne and Dave!

Introducing Athletic Pads

A new product line was developed in the Sign Division. Pads for gymnasium walls and football fields were added recently and provides another service from this division. Mark Merfeld has completed the samples for the showroom. As an offshoot during the development, we had a customer inquire about padded partitions for work cubicles.



accomplishment. Sign led sales with a record year. The new year is starting off on a positive note with sales ahead of last year at this time by 24%. During last year we provided 331,250 hours of offender

work and supervision to the institution. Additionally offenders received stipends totaling \$216,317 of which a portion will go toward paying restitution, taxes owed or any other financial obligations.

FORT MADISON

Furniture Shop Introduces New Lines



Fort Madison has designed and is now offering two new lines of furniture.

IPI's newest standard wood library shelving is the Manka Easy Assembly Shelving, a shelving system that allows libraries to easily configure their shelving needs. Shelving is available with or without

backs to satisfy a variety of customer needs. Competitive pricing coupled with solid construction ensure libraries will get many years of use from this line.

As IPI's newest wood office line, the Lofthus Series offers executive styling and features at a competitive price. For versatility in office layout, the Lofthus Series offers a variety of standard pieces as well as the ability to custom create a configuration for virtually any need.

Both of these news lines can be viewed on our web site at www.iaprisoinind.com.

We are currently working on two more lines, the Tate and O'Brien Lines; more information will follow in upcoming newsletters.



Contact us at 800-382-0019, and we would be happy to quote your project and provide you with CAD drawings.

Fort Madison Shops Start Year Busy

Furniture:

The Fort Madison Furniture/Custom Wood/Refinishing Operation has been busy with a number of dorm and school orders along with 120 custom units for 7th Judicial District-Davenport and several wood furniture refinishing projects.

The future for Fort Madison is also looking good with the millwork and new furniture for both the new Fort Madison Prison and the Mitchellville Women's Prison expansion in addition to our upcoming dorm and school orders. Construction completion date for the new Fort Madison 800-bed unit is scheduled for between December 2012 and June 2013; this is the substantial completion date. At that time, IPI-Fort Madison will also have a new manufacturing building at the new prison. We will continue to provide updates on this in upcoming newsletters.

Textile:

The end of fiscal year was a busy time for our textile operation, between

mattresses, sheets, pillowcases and 7,000 boxers shorts for Kansas Corrections, we were able to maintain a steady work flow. The embroidery and garment print operation has also been a nice addition to the textile operation. IPI embroiders all of the DOC Correctional Officer polos. Additionally, the new prison and expansion will also bring future business for this division.

Tourism:

IPI-Fort Madison and IDED renewed the contract for IPI to supply travel brochures and provide information to both Iowans and out of state vacationers that would like to visit Iowa.

Welcome New Hires!

These past few months, Fort Madison has undergone several changes including 5 staff retirements and 2 new hires. Staff has done a wonderful job working together to accommodate these changes and to make Fort Madison an even more efficient operation.



Nick King
State Industries Tech



Seth Essing
State Industries Tech



Offender Leonard Berg (center) receives a certificate from IPI Director Roger Baysden and FM Plant Manager Becky Munoz for 25 years of dedicated service from July 1985 to July 2010.

MITCHELLVILLE

IPI - There When The Community Needs Us!

Many people in the community know that Iowa Prison Industries provides “Exceptional Service, Reasonable Prices, and Quality Products” to our State, Federal and Non-Profit customers. Much of the public is also aware of IPI’s commitment to providing meaningful work and training opportunities for offenders throughout Iowa. Less known, though, is IPI’s ongoing commitment to support and give back to communities across Iowa, across the nation, and even across the globe whenever the opportunity arises.

After Iowa’s most recent floods, IPI answered the call for emergency assistance as cities across the state struggled to meet the needs of their citizens. When Ames ran out of drinking water, IPI was able to provide immediate delivery service. When Monticello needed garbage bags to aid in their post-flood clean-up efforts, IPI was able to rise to the occasion. See photos on page 3.

Similarly, IPI was there to assist Polk County when the Des Moines YWCA shut



Shown above are the various items IPI donated to Unity Place in Des Moines.

its doors. IPI provided furniture and a year’s supply of housekeeping chemicals, paper supplies and garbage bags for the newly renovated Unity Place Women’s Shelter.

IPI also provides services to others on an everyday, ongoing, non-emergency basis. IPI continues to make and dress hundreds of dolls for the Governor’s holiday give-away to needy families. Each December, we provide a holiday gift bag for every single offender in the State of Iowa. We are currently assisting with a large-scale project for the children of Haiti by cutting up thousands of



MTX offender employees with dolls they sewed outfits for and dressed to give away.

donated T-shirts that will be crocheted into sleeping mats. Truly, the number of projects we undertake each year are too myriad and diverse to list!

IPI is not always at the forefront of people’s thoughts, but we are always there when we’re needed. When others are unable or unwilling, IPI answers the call for help. When others say that there is not enough time to get a job done, IPI manages to do it. When we are faced with seemingly impossible tasks, we turn our hats around, put on our game face, give a hundred and ten percent!

THE CUSTOMER IS....

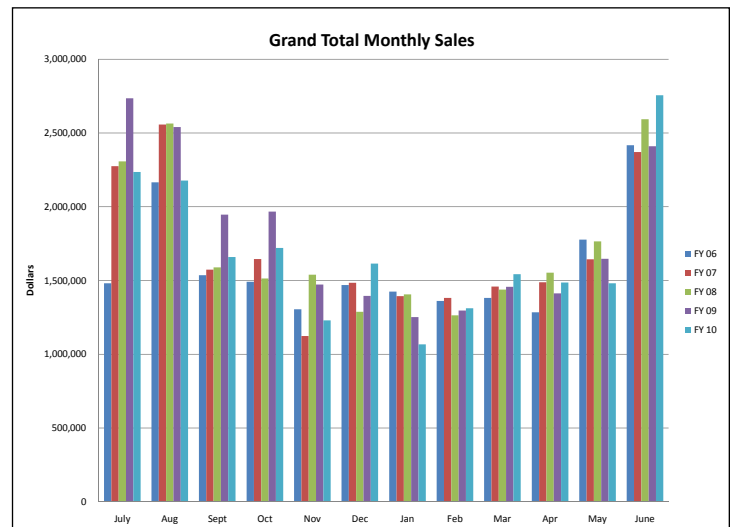
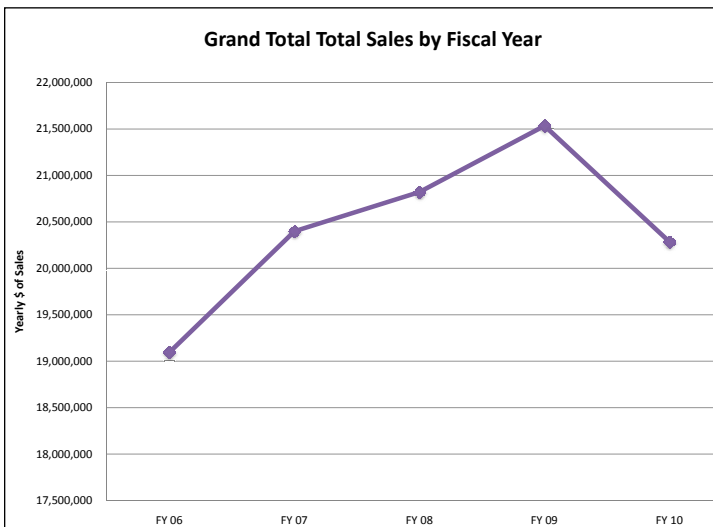
- ... The most important person in our world. Without customers, there would be no need for our operation.
- ... Not a cold sales statistic but a flesh and blood human being with feelings and emotions like our own.
- ... Not someone to be tolerated so that we can do our thing. They are our thing.
- ... Not dependent on us. Rather, we are dependent on them.
- ... Not an interruption of our work, but the purpose of it. We are not doing them a favor by seeing them. They are doing us a favor by giving us the opportunity to do so.

BUSINESS OFFICE

IPI Financial Statement Summary FY10 vs FY09

(July 2009 through June 2010)

	Sales FY 10	Sales FY 09	\$ Change	% Change	Net Sustainable Income/(Loss)		
					FY10	FY09	
Anamosa							
License Plates	1,081,064	987,786	93,278	9.4%	416,960	199,830	
Sign	3,115,513	2,908,437	207,076	7.1%	583,586	393,519	
Graphic Arts	852,981	905,979	(52,998)	-5.8%	155,120	205,911	
Housekeeping	784,437	867,636	(83,199)	-9.6%	91,356	96,882	
Filters	259,818	248,142	11,677	4.7%	51,076	50,551	
Metal Furniture	2,397,381	2,389,881	7,500	0.3%	165,175	(151,149)	
Custom Wood	279,797	665,453	(385,656)	-58.0%	(214,720)	58,146	
Braille	324,092	304,798	19,294	6.3%	139,583	100,958	
Rockwell City	37,127	0	37,127	0.0%	(378,197)	0	
Fort Madison							
Furniture	1,942,929	2,060,547	(117,618)	-5.7%	(328,770)	(575,290)	
Recycled Wood	2,892	6,584	(3,691)	-56.1%	(3,919)	(1,590)	
Textile	702,726	1,133,261	(430,535)	-38.0%	(41,124)	153,715	
Tourism/Call Center	184,924	283,713	(98,789)	-34.8%	64,052	95,065	
Mitchellville							
MV Panels & Seating	1,443,557	1,198,374	245,183	20.5%	161,710	(62,449)	
CD Rom	18,124	193,333	(175,208)	-90.6%	(662)	(5,164)	
MV Hskg/Chem	741,644	777,438	(35,794)	-4.6%	165,638	161,255	
MV Textile	310,402	249,314	61,089	24.5%	39,199	53,613	
Plastics	924,004	1,050,998	(126,994)	-12.1%	118,128	95,104	
Des Moines							
State Surplus	11,859	103,367	(91,508)	-88.5%	(10,771)	5,865	
Federal Surplus	109,272	75,946	33,327	43.9%	(46,102)	(29,815)	
Moving & Install	272,862	398,069	(125,207)	-31.5%	6,179	120,660	
IPI Showroom	10,849	0	10,849	0.0%	(176)	0	
Canteen	4,475,272	4,724,370	(249,099)	-5.3%	427,423	573,016	
					Corp Rev	79,961	169,605
					Corp Exp	(920,675)	(1,159,144)
					Canteen Redist	(427,423)	(573,016)
Total	\$20,283,528	\$21,533,426	(1,249,898)	-5.8%	292,608	(23,921)	



DES MOINES

Federal Surplus Tankers Save Public Funds

The Iowa Federal Surplus program makes excess Federal property available to governmental agencies (and other qualified organizations). The majority of the time, the property recipient is able to save significant public funds over purchasing new equipment.

Recently, the Iowa DOT received a 1979 Heil 5000 gallon tanker from Iowa Federal Surplus (top photo). This tanker will be converted from a fuel tanker into a brine tanker used to de-ice and help keep the roads clear during the winter.

Last summer, the City of Des Moines purchased two tankers that will be used this winter within Polk County (one shown in bottom photo).

New brine tankers cost approximately \$60,000 each. These tankers, once



retrofitted, should cost the taxpayers less than \$15,000 each.

Federal Surplus Inventory Highlights



Kawai Grand Piano: \$2,750



Ford Dump Truck: \$4,500



1983 American General Semi-Tractor: \$5,200

Federal Surplus is available to qualified organizations only.

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

ON THE LIGHTER SIDE



Birthdays

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

September

- 3 – Doyle Austin (RW)
- 7 – Julie Schaefer (Farms)
- 20 – Jerry Burdette (Farms)
- 23 – Gary Schilling (AN)

October

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

November

- 2 – Jim Conney (AN)
- 3 – Pat Fowler (AN)
- 9 – Bill Janssen (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)

December

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



Bob McGrew's grandson Hayden Lee promotes Iowa's agriculture in this photo. Hayden is 2.5 years old.

Congratulations to Tammy Luchtenburg. Her daughter, Amanda, recently was engaged and is looking forward to a June 11th wedding next year.

Please submit any personal news you would like included in the IPI Newsletter to your plant manager or to Ann Baughman at the Sales Office.