



IPI Newsletter

A Quarterly Newsletter

January 2006

IPI Sales Office & Showroom Finds New Home

The new IPI Sales Office & Showroom is open for business!

Visit us at:
2323 Dean Avenue
Des Moines, IA 50317

800-670-4537 • 515-242-5770
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Baysden's Corner

BY ROGER L. BAYSDEN
IPI DIRECTOR

Happy New Year! I am grateful that 2005 is gone and I look forward to a bright 2006! This year while our work has remained strong, all was not bright in industries. We had the painful experience of an escape that will linger in our minds as long as we live. Having said this, I want to congratulate every member of the IPI Team for your wonderful support. In a time of crisis, we joined together like a "Band of Brothers" and supported outcomes that will serve us well for years to come. Our security is stronger, our commitments are deeper and our resolve to be successful is unchallenged. It is often said the character of an organization is reflected in the attitude of its employees. If this is true, and I believe it is, then IPI has many bright years ahead of us. We will carry out our mission in new and more secure ways.

I am thankful to Fort Madison and the entire IPI team for stepping up and focusing on outcomes. Customer Service, Quality Products and Reasonable Prices will remain our benchmark of success. Moving forward we will accomplish these trusted goals in a new umbrella of security and zero tolerance. I am especially thankful for all of the wonderful support that IPI has received from the Corrections side of our department. The corrections staff at Fort Madison has done a wonderful job of assisting Becky Munoz and her staff, so I wish to say thanks to everyone that has lent a helping hand! Your efforts have not gone unnoticed.

Anamosa and Mitchellville stepped in and helped Fort Madison out with production. Orders were delivered on time. Anamosa took in 175 plus chairs and Mitchellville took in the kneelers for the St. John's project. St. John's must be happy; they have placed new orders already! Moving forward, indus-

tries will undergo some changes and they are all for the best. Anamosa will assume the lead on "Custom Wood" items. Fort Madison will concentrate their efforts on dorm furniture and other standard products. Mitchellville will be largely unchanged as a result of the escape.

State and Federal Surplus and the showroom have finally relocated into a single building. This major effort could not have been accomplished without the dedication and cooperation of everyone.

Finally, let me remind you to mark your calendars for February 23, 2006, when we will kick off our first ever full day IPI Training Meeting. We will give updates on our statewide efforts on Industries and for the first time many of you will be able to connect a face with a name. I look forward to the meeting and I think you will enjoy the day.

Thanks for enduring this longer than usual report from me. I promise to be more concise next quarter.

Sales & Marketing

Customer Spotlight: ISU Dept. of Residence, With IPI From The Start

While it seems like just yesterday, almost eight years have passed since Iowa Prison Industries started its entry into the College and University Dorm Business. IPI went to Iowa State University with a concept and idea to produce high-quality red oak dorm furniture at reasonable prices and to provide exceptional service. IPI participated in a blind test with seven other vendors. Staff, administrators and students evaluated the vendors, and when the testing was completed IPI was awarded the contract to supply 500 sets of furniture for Maple Hall on the ISU campus. This was just the beginning of a valuable customer relationship that is still growing today with the University.



Maple Hall, 1999

The early days involved dealing with Jim Judy, Leroy Brown, and Luann Huss at the trailer on job sites. They coordinated the projects along with Randy Alexander, and IPI worked to produce and develop products that met the needs of Iowa State University. We are proud to say we are still doing exactly that today, and since its inception Iowa Prison Industries has provided well over 30,000 pieces of high-quality dorm furniture and related products to ISU.

The players have changed over the years; today we deal with President Geoffrey, Director of Residence Pete Englin, and



Martin Hall, 2004

of course our regulars at the Department of Residence: Darryl Knight, Rich Garrey, Luann Huss and Roger Sebring. Also, we cannot exist without the help of Dennis Ethington, Char Powelson, Karen Server and Cathy Beckman; they are sending us the orders to build the merchandise. There are truly many great supporters of Iowa Prison Industries programs at the Department of Residence and we apologize that not everyone can be listed here. They are one of Iowa Prison Industries' most valued customers, and we thank them for the support of our program to provide jobs and training to inmates.

Currently, IPI is working on new room furniture for Freeman Hall and Lyon Hall for delivery in May and July this summer. Iowa State University represents a great working relationship and they recognize the value of our program to the taxpayers of the State of Iowa. We look forward to future projects with this "Friend of IPI" and will do everything in our power to meet their expectations and needs.

Meet Sales & Marketing Team New Employee

We are proud to welcome Laurie Reynolds to our team as a member of the Sales & Marketing Team in Des Moines. Laurie is an Administrative Assistant I and will be working in all areas of customer service and administration. Laurie comes to us from the Department of Economic Development

and the Department of Human Services with eight years of experience with the State of Iowa.

Give Laurie a call and welcome her to Iowa Prison Industries.



Laurie Reynolds

Library Projects Add Work Hours

Since its inception, the Library Market has added numerous work hours and inmate training to the Iowa Prison Industries collection of products and services. IPI had dabbled in bookcases and some specialty pieces in the late '90s, but it was in 2001 when this segment of our business really got off the ground. It is interesting how products with IPI come to be, and what makes a good product for today's markets.



Horizon Elementary, Johnston

It all started with a conversation with Tim Kline at Johnston Community Schools regarding library shelving for Horizon

Elementary, a new school being planned. Tim and other Johnston personnel toured our Anamosa Facility and with his help and some inventive inmates and staff, our 700 Series Shelving was born to meet the needs of school, city, county and state libraries. Dale Vande Haar, Director of Library Services with Des Moines Public Schools, has had a great deal of input with the functionality of this offering as well. This product line has evolved and can be configured to fit each library space individually while maintaining standard sizes and dimensions.

Sales of our 700 Series of shelving and related products have eclipsed the \$500,000 mark since it was introduced, and we know that this area will continue to expand as we strive to meet the needs of our customers. Libraries furnished with IPI products are located all over Iowa and photos can be viewed on our web site at <http://www.iaprisoinind.com>. This is an area that showcases our high quality products while saving our customers valuable operating funding. Thanks to our many customers who have helped this market grow and develop, especially to Tim Kline and Dale Vande Haar, lifetime members of our design team.

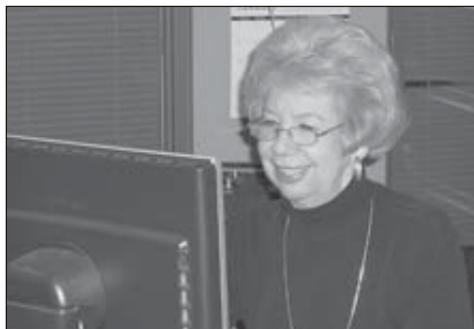
Employee Spotlight: Jane Ross

Jane Ross brings new meaning to "Dedication" as she will be celebrating her 38th anniversary working for the Dept of Corrections / Iowa Prison Industries in February. Jane started with the State of Iowa in February of 1968 working with Earl Sturdevant (Prison Industries) and Glenn Jeffes (Board of Corrections Personnel Officer). She has been in her current position as Secretary for the Director of Prison Industries since 1998 and she also performs a variety of duties for the Department of Corrections including answering the main DOC information phone line. Over the years, Jane says she has seen many changes – in many cases for the better but others not so good.

In 1970, Jane decided one job was not sufficient for her to do all the things she enjoyed such as traveling, ski trips, parties, etc. so she began working at Northwest Community Hospital. As the years passed, the hospital changed many times as did her work there including working for the hospital administrator, Director of Nursing, being in the surgical and medical areas, the psych unit and the adolescent unit and then ending at the family practice clinic where she still works.

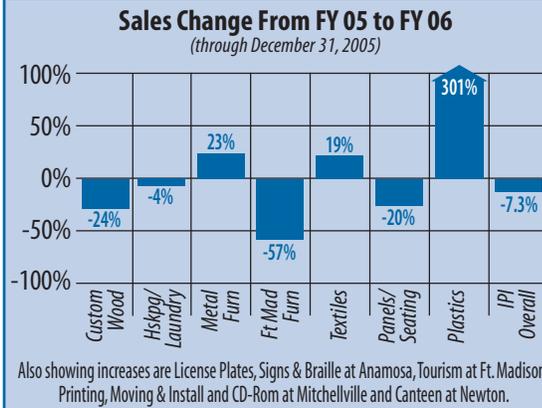
Jane says both jobs have been fun and challenging. During her (very little) free time, Jane enjoys reading, needlepoint, going to lunch with friends and spending time with her godson and his family. Is retirement in the future for Jane? Her answer is as follows, "I once told Roger, 'I will leave when you leave.'"

We'll have to see about that when that time comes!



Jane keeps busy with a variety of duties for both Iowa Prison Industries and the Department of Corrections.

Sales Report Card



2nd Quarter New Customer Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
Oakdale Correctional	Powerhouse	\$61,920
Warsaw Public Library	Library Furn	\$49,277
Columbus Jct Library	Library Furn	\$32,828
Kirkwood Elem (Iowa City)	School Furn	\$22,987
Dickinson Co Courthouse	Office Furn	\$19,860
Ft Madison Hospital	Lounge Furn	\$14,430
Decorah CSD	School Furn	\$14,115
Tate Alt High (Iowa City)	School Furn	\$5,602
Southeast Jr High (Iowa City)	School Furn	\$4,326
Immaculate Conception	School Furn	\$4,050

2nd Quarter New Customer Sales By Sales Rep

Dennis Barry \$18,237 Scott Klinefelter \$21,630 Michael O'Brien ... \$302,400 Kevin Peterson \$164,378

YTD Customer Satisfaction Card Results

(through December 31, 2005)

	Excellent	Good	Below Average
Sales Representative Knowledge	86.5%	13.3%	0.2%
Timeliness of Delivery	73.3%	22.5%	4.2%
Delivery Service	82.7%	16.3%	0.9%
Quality of Goods	84.5%	13.8%	1.7%
Value for Money	83.0%	16.6%	0.4%
Question/Problems Handled Promptly	82.8%	16.0%	1.2%
Average	81.9%	16.6%	1.5%
	Yes	No	Maybe
Would you recommend us to others?	97.7%	0.5%	1.8%

The person who is sure nothing can be done is usually someone who has never done anything.

Business Office

New Global Parts Upcoming

IPI is implementing new parts of the Global Manufacturing System over the next few months to all branches. New areas will include the Work Center Costing and Inventory Accounting. These additions will allow IPI to review

the profitability of individual products and product lines. It will link the Inventory module to the General Ledger module. It will assist us in moving toward using Global for scheduling.

Business Office Hits The Road

The Business Office began planned visits to all branches and plants last quarter. The staff has divided into two groups and will visit each plant/branch once a year. Trips have been made to Des Moines and Surplus areas as well as some Anamosa branches. Future trips

will include Ft. Madison, Mitchellville and Newton. We believe that by being more familiar with the plants and the products produced will help us as continually strive to improve the services that we as a Business Office provide.

Employee Food Extravaganza

Canteen Reaches One Million Milestone

It's true! On November 7th, the Central Canteen processed pick ticket number 1000000. Mr. Leon Shiver's order became our one-millionth sales order to be filled by us! This milestone was celebrated in an exceptional way. Shawn Preston, Newton's Plant Manager, personally went to Mt. Pleasant Correctional Facility to congratulate Mr. Shiver for placing his stellar order. He was pleasantly surprised to find out that



Shawn Preston, Inmate Shiver & MPCF Deputy Superintendent Charles Higgins

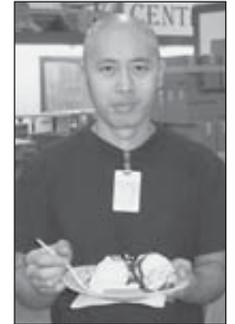
the order would be paid for by the Central Canteen.

Central Canteen Offers Unique Christmas Products

Iowa's incarcerated offenders were given the opportunity to purchase an extensive line of holiday food items. Being able to enjoy something different to eat is an extraordinary treat. We truly value our customers in meeting all their needs including satisfying the "sweet-tooth" that so many of us have. No less than twelve different food products were offered. Meat products, candies (includ-

ing peanut brittle), assorted chocolate items, a new cereal, donuts and a different flavored drink mix comprised this unique offering. The response was phenomenal! As of this writing, virtually all products have been sold out. Total retail sales of these twelve items so far amounts to \$17,185. That dollar amount consists of 15,661 individual products.

Newton IPI celebrated the holidays with a two-day food extravaganza. Ice cream with all the trimmings was the feature the first day. Check out the photo(s). Can you guess how many different toppings there are? The following day everyone feasted upon a wide selection of chips and was able to "wash it all down" with a soda pop of their choice. This was our way to acknowledge and thank our employees for their efforts.



Inmate Onela gets ready to dig into his ice cream sundae.



Shawn & Deanna serve up ice cream sundaes with all the toppings.

Inmates Thanked With Holiday Gift Bags

Iowa's offenders received a holiday gift bag for Christmas. This special gift bag was created to express our gratitude to each and every one of our customers for their continued patronage. A variety of food items were included in the gift bags along with a special thank you note. It is these offenders who have made us the preeminent state-owned central commissary in the nation.

How Do You Think

By Author Unknown

If you think you are beaten, you are;
If you think you dare not, you don't!
If you'd like to win, but you think
you can't,
It's almost certain you won't.

If you think you'll lose, you're lost;
For out in the world we find
Success begins with a fellow's will;
It's all in the state of mind!

If you think you're outclassed, you
are;
You've got to think high to rise.
You've got to be sure of yourself
Before you'll ever win the prize.

Life's battles don't always go
To the stronger or faster man;
But sooner or later the man who
wins
Is the person who thinks he can!

What It Means To Work At IPI-Mitchellville

"For me, a job at IPI has given me the chance to learn a sense of responsibility. Coming down here everyday makes my prison sentence so much easier because it's almost like I'm not in prison when I'm here. I have learned a lot in my current job duties and it gives me self confidence that I can carry to the street."

-- Christi O.

"It gives me a chance to do something productive. I get to learn new skills that I can put to use when I leave prison. It's a great opportunity to work for IPI."

-- Lea W.

"It means a lot to me to work at IPI. Not only is it a privilege to work here, but also it is nice to learn a lot of different trades. I believe it will help me when I'm home. It is also nice to have the responsibilities that I do. I take my job seriously and I like my job. I like to be counted on to do the job correctly."

-- Ginger T.

"I have worked at IPI for 6 years. I like the work atmosphere, learning and building new skills (including leadership). I like the ability to use my creative skills in getting my work done. Working at IPI means that I get the chance to create quality products for our customers and the pleasure of knowing I did a good job and the customer will be coming back for more. It means a lot to me to have the opportunity to work here."

-- Velma W.

"It means to have a job that I can get experience from for when I do leave prison. It means a future. I love my job and am so grateful to be able to work here, it means my sanity in this prison."

-- Theresa C.

Look for more in the next issue!

Mitchellville

IPI Imaging Department Expands

IPI is pleased to announce the expansion of our Digital Imaging Department with the purchase of two new Minolta microform scanners. With the acquisition of the Minolta scanners, not only can we scan paper documents to digital images, we can now scan microfiche, microfilm, cassette microfilm and aperture cards to a digital image as well.

With this new equipment, we can scan an additional 2,000 documents per day, increasing our monthly volume. This new equipment added three more workers at ICIW.

We are equipped to handle all document scanning requirements. We employ a variety of document imaging techniques and equipment to provide quality images from the smallest receipts to large blueprints and maps. Digitizing documents streamlines the agencies and saves time and money, along with precious space.

The future goal for IPI Imaging is to



IPI-Mitchellville inmates learn to use a variety of computer software and hardware in the Imaging Department.

establish an electronic file transfer system. Using this new technology, customers will have the ability to access and download images from IPI's secure server, providing immediate feedback to our customers.

We provide services dedicated to high quality, affordable project conversion phases such as document preparation, scanning, indexing, PDF conversion, OCR/ICR, etc. Services are priced reasonably and the staff is capable of performing all conversions.

We have started working with Iowa College Student Aid Commission to scan roughly 1.5 million images. Once this project is completed, we plan on working with the Department of Revenue, which has the potential to scan countless documents for many years.

8-Foot Mission Statement

During the last few weeks of the year, IPI-MV workers A. Baughman, C. O'Farrell, and N. Hythecker have been



busy painting the IPI Mission Statement on a warehouse wall. It took the workers about ten hours total to complete.

Workers Enjoy Holiday Feast

On December 21, 2005, IPI-MV had its 5th Annual Holiday meal with all the workers. This year the 52 workers of the Mitchellville shops enjoyed almost 30 pizzas and 20 - 2 liters of soda pop as well as cookies, candy, chips and ice cream. It was a quiet afternoon as all the workers had plenty to eat that day. In an informal survey the next day, less than a handful of workers made it to the dining hall the evening before.

Trivia Challenge Answers: 1. St. John's in Norwalk;
2. Laurie Reynolds & Mark Hollenback;
3. Ice cream sundae; 4. 81.9%;
5. 2323 Dean Avenue; 6. 1968; 7. 84%

Fort Madison

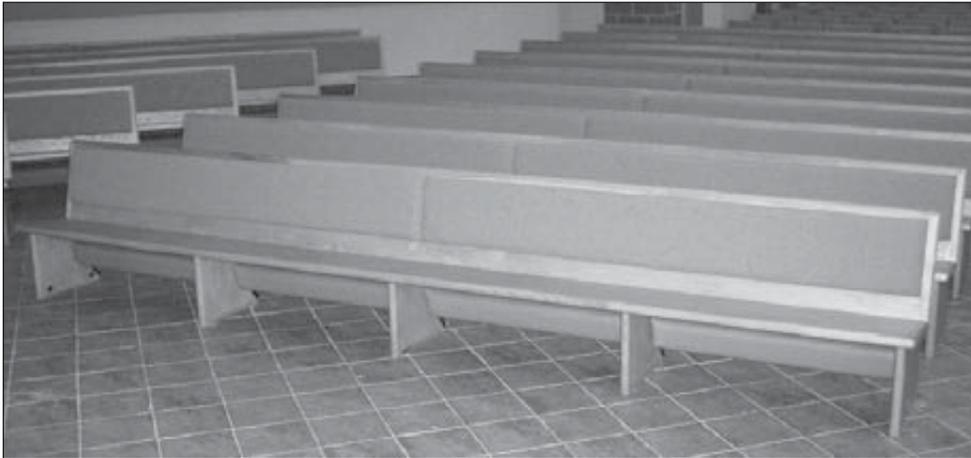
IPI-FM Furnishes New Church With Custom Products

Iowa Prison Industries Fort Madison has launched into a new line: custom church furniture. St. John's Church in Norwalk recently built a beautiful new church and gave Iowa Prison Industries the opportunity to craft all of their furniture. Fort Madison manufactured all of the pews along with all of the Mission furniture. Due to the November 14th incident that has put Fort Madison on lockdown, a very special thank you goes to all of the Fort Madison staff that worked long hours and made sacrifices to deliver this project. Thanks also go to Roger who rolled up his sleeves to help build pews along with the Anamosa and Mitchellville staff and inmates that helped complete the chairs and kneelers.

A special thank you to Chad Squires from Newton: Thank you for helping out wherever you were asked – you are a true team player. Without the team effort of all of Iowa Prison Industries this order would not have made the delivery deadline. Again thank you all!

The St. John order at Fort Madison consisted of:

- 16 Mission lounge chairs
- 6 Mission sofas
- 2 Mission rockers
- 8 Mission end tables
- 18 Marker boards
- 42 pews (ranging in size from 9' to 21')
- 220 Ames chairs
- 6 Kneelers (5 single & 1 double)



Special Kids Rodeo

IPI Fort Madison received the thank you shown below from the Tri-State Special Kids Rodeo Committee for the use of Mitchellville's ramps. The ramps are used to help get the kids on the horses from their wheelchairs.



"Thank you for the use of the ramps for the 5th Annual Tri-State Special Kids' Rodeo. We had 102 participants this year and the ramps make it easier to get them on the horses."

To all of our loyal customers, thank you for your understanding and patience during our lockdown. We are very sorry for any inconvenience that this may have caused to your operation.



Recent Events

- Oct 15: MSNBC aired a show about ASP on their series called "Lockup". The show included some footage of our Graphic Arts shop and inmates that worked in several shops.
- Dec 7: Representatives of Pella School District toured the shops.
- Dec 13: Representatives of Illinois Correctional Industries toured shops.
- Dec 15: Staff enjoyed a breakfast sponsored by the Employee Relations Committee.
- Dec 23: Staff enjoyed a Pizza Lunch in the Heisey Conference Room.

Welcome Mark To IPI!



Mark Hollenback

IPI Anamosa welcomes Mark Hollenback to the IPI family. Mark started with IPI on December 30, 2005, and will be working out of the Housekeeping/

Laundry division. Mark has worked at Anamosa as a Correctional Officer and has a background in manufacturing. Welcome aboard Mark!

Anamosa

Shop Spotlight: Sales Office

This month's spotlight and a big part of the customers' loyalty to IPI is the work of the Anamosa Sales office. Tammy Diesburg, Darcy Austin, Kim Zimmerman and Teresa Engelbart have developed good customer relations that create repeat business.

Tammy is the lead person for Sign sales and is very well respected by customers and staff for her expertise in the Sign industry. In addition, Tammy works with Engraving orders and is a backup to License Plates.

Darcy is the primary contact for License Plates and also manages the license plate ordering software that interfaces with the Department of Transportation. Darcy backs up DHS and Housekeeping/Laundry orders.

Kim concentrates on Metal Furniture and Custom Wood and coordinates projects that often times involve both or



Sales Office Staff (L to R): Teresa Engelbart, Darcy Austin, Kim Zimmerman & Tammy Diesburg

more divisions. Kim also does all the interdepartmental order accounting and is the person most knowledgeable about Global at Anamosa.

Teresa is the primary person for Housekeeping/Laundry and Graphic Arts division. She also works with Braille orders. Typically this represents 10,000 to 11,000 orders that range from a handful of stock items to a complex bid project.

IPI Anamosa could not be as successful as we are without the dedication of the Sales Office. Thanks for all you do!

YTD Overview

Anamosa continues to have a solid performance in sales. Through December, overall sales are up 9.1%. The biggest increases are in Braille (84%), Metal (22.8%) and Signs (18.8%). We continue

to operate in the black and open orders look good for the short term. We receive many response cards back from customers and have had good overall ratings and many nice comments.

Looking Forward To 2006 *by Don Chapman, IPI-Transport Driver*

As many of you know, I was diagnosed with Non-Hodgkin's Lymphoma. After undergoing many chemo treatments, and after six weeks in the hospital, endless hours of watching daytime television and watching my grass grow, I was never so grateful to return to work at Iowa Prison Industries on August 20, 2005. Often times, I said I could not wait to get back to work.

We all know the many benefits of working for the Department of Corrections, but I, like many, didn't realize how great they really are. The health insurance that I have through the State of Iowa (Wellmark Blue Advantage) is awesome – I did not have the additional burden of worrying about paying for medical treatments; it was all taken care of with minimal co-payments. It would have

taken me eight years worth of take-home pay to pay the hospital bills without my insurance. To date, I am only out \$300.

I am truly thankful for the benefits of sick leave, vacation, health insurance and most importantly, having the opportunity to come to work and make a difference. I am grateful for the tremendous emotional support given to me by my family, by my ASP/IPI colleagues as we traveled this difficult road.

I started out being diagnosed with terminal cancer and now I have a clean bill of health thanks to my excellent health care.

Wishing everyone a Merry Christmas, Healthy and Happy New Year.

On The Lighter Side



Birthdays

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

February:

- 1 – Kim Zimmerman (AN)
- 2 – Cindy Reck (AN)
- 7 – Ruthie Weideman (AN)
- 12 – Virgil Johnson (AN)
- 21 – Jed Kinion (Farms)

March:

- 5 – Mike Price (MV)

- 9 – Sandy Bunce (AN)
- 11 – Scott Darr (MV)
- 21 – Mark Meinhardt (FM)
- 22 – Russ Behrends (AN)
- 23 – Darcy Austin (AN)
- 23 – Tammy Luchtenburg (AN)

April:

- 1 – Becky Munoz (FM)
- 4 – Mike Kuper (AN)
- 10 – Ray Miller (FM)
- 10 – Jane Ross (DM)
- 14 – Gary Sievers (AN)
- 22 – Mark Merfeld (AN)



Family News

Anamosa:

Patty Gassman has a new grandson, Peyton Jared, born on December 1.

Des Moines:

Laurie Reynolds' daughter, Mary, graduated from Iowa State University in December with a degree in Psychology.

? TRIVIA ? ● CHALLENGE ●

1. What church did IPI Fort Madison recently provide furnishings for?
2. Who are the 2 new IPI employees?
3. What did IPI Newton serve on the first day of their "Food Extravaganza"?
4. What percent of IPI customers rated IPI "Excellent" on customer satisfaction cards this fiscal year?
5. Where is the new Sales Office / Showroom office?
6. What year did Jane Ross begin her employment with the State of Iowa?
7. How much are sales up in the Braille Division over last year?

See answers on page 5.

Famous Teamwork Quotes

The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it.

-- Theodore Roosevelt

The best job goes to the person who can get it done without passing the buck or coming back with excuses.

-- Napoleon Hill

Teams do not go physically flat, they go mentally stale.

-- Vincent Lombardi

There is one rule for industrialists and that is: make the best quality goods possible at the lowest cost possible, paying the highest wages possible.

-- Henry Ford

Enthusiasm is the way you trigger other people's emotions so they instinctively help and support you.

-- Paul Meyer

Efficiency is doing better what is already being done.

-- Peter F. Drucker

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

-- Andrew Carnegie

The achievements of an organization are the results of the combined effort of each individual.

-- Vincent Lombardi

Trust men and they will be true to you; treat them greatly, and they will show themselves great.

-- Ralph Waldo Emerson

Delegating work works, provided the one delegating works, too.

-- Robert Half