

# THE IPI Newsletter

www.iaprisonind.com / Fall 2012 Issue

## IPI Advisor Doug Hillman To Retire From Drake University

A. Douglas Hillman, Ph.D., chairperson of the Iowa Prison Industries Advisory Board, announced that he will retire from Drake University as of this December. Dr. Hillman's career at Drake spans an incredible 43 years.

In 1965, Dr. Hillman obtained a B.A. in Accounting from Augustana College (Rock Island, IL), and in 1967 his M.S. in Accounting from the University of Denver. In 1970, he was awarded a Ph.D. in Accounting from the University of Missouri-Columbia. Dr. Hillman has been a professor of Accounting at Drake University since 1970, and is a Certified Management Accountant.

Professor Hillman's teaching interests are in managerial accounting and first

year accounting. He also teaches in the CPA Review program at Drake. He has twice received the outstanding teacher award from Drake's College of Business and Public Administration, as well as being honored with the Madelyn Levitt Distinguished Community Service Award from Drake University.

"Doug Hillman is a long serving and valuable member of the Drake faculty, and has served countless students over the years" said Drake University President David E. Maxwell. "But on top of his service to the academic community, Doug gives of himself to other important causes, such as those with intellectual disabilities, and offenders trying to make a successful return to society."



Doug Hillman

Dr. Hillman was first appointed to the IPI Advisory Board in 1999, and has been reappointed by three different Iowa governors, most recently in 2011 by Governor Terry Branstad. "Doug's service to IPI and the people of Iowa has been extraordinary," (See HILLMAN, Page 3)

### IPI & ISU – BFF !!!



DAN CLARK  
IPI DIRECTOR

Iowa Prison Industries and Iowa State University have had a long history of close collaboration, and the relationship continues to grow every year. This growth has provided countless work training opportunities for offenders at just about every location of IPI. As research has shown time and again, work training programs are among the most effective tools available for reducing recidivism.

After all, an offender released back into society without basic working skills is going to have a much more difficult time finding steady employment, a key for staying out of prison.

Thanks to record enrollment of more than 31,000 students at Iowa State, sales of dormitory furniture have been extremely strong, providing work training opportunities in Fort Madison, Mount Pleasant and Mitchellville, as well as Move and Install work for offenders from the North Central Correctional Facility in Rockwell City. Since we began supplying ISU with dormitory furniture, Iowa Prison Industries has manufactured and installed an incredible 43,000 pieces of furniture for the

Ames campus! And in the coming two years, IPI will furnish new apartment style buildings as part of the Frederiksen Court expansion project.

In addition to residence hall furniture, IPI supplies "green" cleaning products for use by the ISU Facilities team, keeping more than 100 campus buildings sparkling clean with products that are safe for staff and students alike. As a true partner, ISU has worked with IPI to test and develop new cleaning products using active ingredients that are environmentally friendly. And recently, ISU and IPI began working together to launder the cleaning cloths and mop heads used by the ISU Facilities team members, providing new training programs to offenders.

A new area of collaboration this year was student internships. Iowa Prison Industries employed two ISU students as interns, one in Marketing Graphics and the second in Furniture Design. The program was so successful that we plan to continue next year, hopefully moving into textile design and manufacturing.

On behalf of everyone at Iowa Prison Industries, a big shout-out for our BFF, Iowa State University !

Dan

# Sales & Marketing

## Customer Spotlight: University of Northern Iowa



Design Services) for allowing us to participate in this project.

In addition to the traditional dormitory furniture, Phase 1 of the new Panther Village housing project included more apartment-style



Two University of Northern Iowa projects provided all four of IPI's furniture shops with great offender work and training opportunities this past summer.

The Rod Library remodel project included new shelving and display cases in addition to the re-upholstery and refinishing of seating and tables. We appreciate the entire library staff and Carol Christopher (UNI



furniture as well as meeting room, computer room and common area furniture. Thanks are in order for Joe Tripp-Rieks and his staff for helping make the delivery and installation easy and smooth. The IPI Moving & Install team also put in a lot of hard work. IPI is already working on the next phase of this project, which we will deliver in the spring of 2013.



We thank UNI, as well as the other Regent Universities, for their continued projects and support of IPI's programs and services.

## Iowa State University: President Leath's Office

Iowa Prison Industries recently met with new ISU President Steven Leath to discuss his new furniture from Anamosa Custom Wood and to make sure it met his expectations. Dr. Leath was extremely pleased with the result of the new desk and conference table in his office at Beardshear Hall. The stain was matched to the existing cabinetry, like it has been there for years.

IPI Director Dan Clark expressed his gratitude to ISU for all the offender

work training hours the university has provided our program since the late 1990s. He also discussed IPI's new internship program, with ISU students Levi Ward and Dan Neubauer both working as interns at the Des Moines Showroom. The numerous IPI-ISU connections were visited, and the challenge for the future discussed. IPI



is looking forward to continuing its relationship with ISU and the valuable partnership that has benefited both entities. IPI congratulates Dr. Leath on his new endeavor and look forward to assisting him and all of ISU anyway we can.

### Sales Report Card

#### YTD Customer Satisfaction Card Results (July 1, 2012 through September 30, 2012)

	Excellent	Good	Below Average
Sales Representative Knowledge	87.3%	11.3%	1.4%
Timeliness of Delivery	74.4%	24.4%	1.3%
Delivery Service	81.3%	18.7%	0.0%
Quality of Goods	85.5%	14.5%	0.0%
Value for Money	79.7%	17.6%	2.7%
Question/Problems Handled Promptly	86.6%	13.4%	0.0%
Average	82.3%	16.8%	0.9%
	<b>Yes</b>	<b>No</b>	<b>Maybe</b>
Would you recommend us to others?	98.5%	0.0%	1.5%

#### Recent New Customer / New Project Orders

(For a complete list contact the Des Moines office)

Customer	Products	Sales
Central Iowa Shelter Services	Beds & Mattresses	\$139,500
Iowa City CSD	Lunch Tables	\$42,560
DAC, Inc	Residence Furnishings	\$40,720
East Greene CSD	School Furniture	\$15,916
University of Northern Iowa	Unidome Storage	\$10,081
U of I Transportation	Fixed Tables	\$5,509
Independence Mental Health	Dietary	\$4,349
Spectrum Resources	Office Furniture	\$3,942
U of I Hospitals	Seating	\$1,765
WDM Public Library	Library Furniture	\$1,620
Maquoketa CSD	Plastic Bags	\$1,352

## Prison & Dorm Orders Keep Shops Busy



L to R: Bryan Koechle, Jeff Bailey-Supervisor, Craig Ahlen, Dale Koopman, Seth Essing, Kelly Johnson, Tony Ellison, and Steve Anderson.

Over the next several months, the Fort Madison and Mount Pleasant furniture shops are going to be busy with prison and dormitory orders.

Orders for millwork and furniture are already in process for both the new Iowa State Penitentiary and the Iowa Correctional Institution for Women expansion. Fort Madison started the millwork installation on September 17th for Building 2 at the new penitentiary.

Additionally, the shop has already received dorm orders for 2013 delivery

from two customers. Located in Council Bluffs, Iowa Western Community College has placed an order for 140 rooms of dorm furniture for

their new residence building. The new residence construction at the University of Northern Iowa calls for 256 rooms of furniture from IPI. Both orders include loft beds, chests and desks. Securing orders this far in advance allows the shops to complete them ahead of time and keep their schedules open for more orders during the busy summer rush.

The Fort Madison and Mt. Pleasant shops combined have been able to provide approximately 17,000 hours of offender work per month.

## Happy Retirement To Dale Koopman



Dale Koopman started working for the Iowa Department of Corrections as a Correctional Officer on April 13, 1990, and started his illustrious career with IPI on May 15, 1998.

During his time with IPI, he worked in every area of Ft. Madison's operations. For the last several years, his primary duties have been supervising the maintenance offender workers and tool control.

Two of Dale's attributes that will be missed the most at Ft. Madison are his sense of teamwork and his positive can-do attitude. He has always been one to help a friend in need and someone that could be counted on. Dale will be missed.

## Fort Madison M.S. Library Project Complete

"Please let the craftsman in your furniture making department know how much we love the new furniture. It is truly beautiful and enhances the library. Thanks to this well-crafted and attractive furniture, our library is warm, welcoming, and a place students and adults want to spend time.

Please thank Bryan [Koechle, Senior State Industries Technician] for the precision he used to install this furniture. His attention to detail was impressive."

- Janice Burch -  
Director of Student Services  
Fort Madison Community Schools



## HILLMAN

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said Dan Clark, Director of Iowa Prison Industries. "He brings an experienced voice and sharp analytical mind to the Advisory Board. We just hope that he doesn't retire from IPI anytime soon!"

In addition to his chairmanship role with Iowa Prison Industries, Dr. Hillman serves on the national board of Mosaic, a faith-based organization serving thousands of people with intellectual disabilities in 250 communities across the U.S. Employing more than 5,000 staff, Mosaic helps people with intellectual disabilities create the life they desire. Dr. Hillman sits on the Finance and Audit Committees of both the Mosaic Board and the Mosaic Foundation Board, and is active with the Des Moines Agency as a volunteer. Dr. Hillman also is Treasurer of the West Des Moines chapter of Rotary International, and had previously served on the Holt International Children's Services board of directors.

"It's not quite true that students brought their abacus to class when I first started teaching," said Dr. Hillman, "but I taught for more than ten years before we installed our first computer lab - Apple IIs with audio tape input and output. Since then it has just continued to grow exponentially. Now, practically all students carry laptops or iPads, with access anywhere they go on the Drake campus." Dr. Hillman said he seldom uses whiteboards any longer in his classes (blackboards are nonexistent), relying instead on websites that he projects into the classroom.

Dr. Hillman has four children, three adopted from South Korea and one adopted from Thailand. His older son Drew works for Wells Fargo Home Mortgage, and daughter Beth has her own business of in-home pet care. Doug's second daughter Sunee works for New York & Company at Jordan Creek Town Center, and his younger son Stephen works for Goodwill Industries.

Please join us in offering best wishes to Dr. Hillman at [doug.hillman@drake.edu](mailto:doug.hillman@drake.edu).

## Shop Spotlight: License Plate Division

This month's spotlight is on the License Plate division. These are busy times for license plates as the replacement plate process is in full swing and the "flip" of the alphanumeric on the plate took place. Since we last visited, Bob McGrew has taken over the responsibility of Production Coordinator. While the way plates are now made using a thermal transfer printing process is relatively new, the long history of license plates at Anamosa goes back over 85 years.

In a typical year, the shop produces 1.3 million license plates, or tags, as some call them. IPI Senior Technician Rod Schlee and Supervisor Tim Diesburg also are a big part of the production. Iowa currently has 83 approved plate

types available. Each full size plate design has an identical smaller version that is used for motorcycles. Some of the recent specialty plate additions are the collegiate plates, such as Cornell and Buena Vista Colleges, in addition to municipal police agencies. The shop also provides layout and design services, with the Motor Vehicle Enforcement plates being one of the most recent changes in the plate graphic.

In anticipation of the replacement plate issuance,

Darcy Austin was instrumental in gearing up for the plate replacement and getting our license plate management software updated to receive the orders. This software was developed during the original rollout of the flat plate system, and IPI purchased and migrated it to the current version we now use. The software is tailored to meet the customer's needs, and produces savings year after year.



Back Row: Tim Diesburg and Rod Schlee  
Front Row: Darcy Austin and Bob McGrew



## Customer Presentations Showcase Capabilities

A presentation about our HVAC Filter program was provided to the Anamosa State Penitentiary Community Relations Board on September 12. This board is comprised of community representatives from the local Anamosa area. The goal of the presentation was primarily to raise awareness of the various programs, services, and events that are offered at the institution.

On September 6, Iowa House Speaker Kraig Paulson, as well as several other area legislators, toured the facility and several of the IPI shops in the process.

## RWC Refurbishing Presented At Snow Plow Roadeo

On September 13, Rockwell City Operations displayed refurbished snow plows at the annual Iowa Snow Plow Roadeo held at the Iowa State Fairgrounds in Des Moines. This event is a competition to evaluate the maintenance, safety and navigation skills of snow plow operators that Iowans depend on in the worst of winters. We received many favorable

comments on the refurbished equipment that several agencies have already sent in for IPI Rockwell City to complete. Several new customers discussed plans to send items for repair using the restoration process. Refurbishing snow plows and other equipment extends the usable life of the equipment and is much more cost-effective than replacement equipment.



## Annual Cook Out A Big Success

On August 3rd, the Central Canteen held its annual cook out. It was a day of appreciation for all the efforts that staff and offenders put in throughout the year. The special guest was Mr. Dan Clark, Director of Iowa Prison Industries.



*Boy Was It Hot!*



*Plenty To Eat!*



*Mr. Clark Speaks To The Group*

## New Transport Drivers

With the departure of Brian Sickles, a temporary transport driver was hired to help out. Dan Jackson joined as a temp and is currently working as a part-time driver.

Ben Conover has recently joined Iowa Prison Industries. Conover was hired in September, and is now working as our full-time driver. He delivers for Mitchellville and Newton.



*Ben Conover*

## Greening Iowa: Furniture From Reclaimed Barnwood

Iowa Prison Industries and Iowa Central Community College worked together to deconstruct a number of barns and outbuildings no longer used at the Eldora State Training School for Boys. As part of the process, offenders from the North Central Correctional Facility in Rockwell City attended classroom training and studied to become certified in areas such as asbestos handling, lead paint abatement and OSHA safety. The disassembly yielded a treasure trove of old growth Douglas Fir – now used by IPI to craft the new “Eldora Line.”

The Eldora Conference Line features three standard pieces, all designed by ISU Intern Dan Neubauer in coordination with Anamosa Metal Furniture and Fort Madison Furniture. Samples of the Eldora conference table, credenza and occasional table were unveiled at the DOC Advisory Board meeting held at the IPI Showroom in Des Moines on September 14. IPI can also customize nearly any standard or custom wood piece to be manufactured with this fine wood.

For more about the history behind the Eldora Line and the standard Eldora Line pieces, please visit [www.iaprisoinnd.com](http://www.iaprisoinnd.com).



# Mitchellville

## IPI Designs & Builds The “Alexander Line”



have the opportunity to work on custom-designed furniture. It was a great learning experience for them to work with the furniture designer.” Whereas most of the training provided to

ISU intern Dan Neubauer and IPI offenders had the opportunity this summer to design and build prototypes for IPI’s new Alexander Line of furniture. Fort Madison Furniture built the frames while Mitchellville Panels & Seating cut, sewed, and upholstered the fabric.

Panels and Seating staff worked closely with Dan Neubauer, affectionately nicknamed “Dacron Dan” by the crew, to develop patterns, cut and sew fabric, and upholster the prototypes. It was a unique opportunity for the offenders to work directly with the designer to improve the quality of the finished product.

According to Dennis Piotraschke, Mitchellville Industries Technician, it was “Interesting for our employees to

the workers has been vendor and product specific, working with Neubauer provided more extensive information about basic design principles.

The offenders were also equally enthusiastic about this valuable opportunity. Anita Baumann, a specialty upholsterer, liked learning about the up-to-date designs and was excited to see that Neubauer used some of her ideas to improve the prototype. Baumann says, “It was nice to work with someone who has been to school for design and is able to pass on the knowledge he has gained from his education.”

The finished pieces were delivered to the IPI Showroom on September 12th to be placed on display.

## New Opportunities For Textiles

Mitchellville Textiles has undergone an incredible transformation over the past year, increasing its FY12 sales by 90.26% over FY11 sales. In order to continue this pattern of growth, MTX is continuously seeking new customers as well as new product lines to offer.

One of our latest projects involves the embroidery of 150 aprons for the Iowa Department of Public Health. The aprons are part of a joint project between Public Health and Iowa State University, using the new “Pick a better snack & Act” logo.

Another new project involves re-purposing sheets as well as repairing blankets for Iowa Health Systems. MTX transformed a total of 238 standard sheets into operating table sheets by cutting and sewing them into 30” x 90” hemmed and tacked finished products.

In another cost-saving measure, MTX refurbished 234 Iowa Health blankets.



Whereas in the past these blankets have only been able to withstand 8-10 washings, the repair work will double the blankets’ lifespan.

## IPI Apparel Design Studio Now On-Line



A new development in Mitchellville’s Embroidery Department is an on-line Apparel Design Studio. Through this state-of-the art vendor link, embroidery customers can now go on-line to begin the embellished garment ordering process.

Customers first select the item or items they wish to have embroidered from the on-line garment catalog. In partnership with our main apparel vendor, this catalog provides up-to-the-minute styles, colors, and fabrics for everything from hats and bags to sweats and socks.

Next, the customer can choose art or text from the Design Gallery or upload their own designs and logos and then view them on the actual clothing they have selected. Customer designs are digitized and made embroidery-ready by Mitchellville Embroidery offenders.

Finally, customers submit their quote request to IPI directly from the Apparel Design Studio. This streamlines the quoting and ordering process, thus shortening the time from order to delivery.

Like the IPI upholstery fabric vendor links, the IPI Apparel Design Studio was developed to reduce costs for IPI and customers alike. Both uplinks have enabled IPI to become more customer-driven and customer-responsive.

The Apparel Studio can be found by going through the IPI website at [www.iaprisoinind.com](http://www.iaprisoinind.com) and is located in the *Apparel: Office & School* section.

# Mitchellville

## Custom Booths Produced For ISU

In a recent IPI-ISU project, Fort Madison's Furniture Division and Mitchellville's Panels & Seating Division built and upholstered 18 Custom Booths for ISU's Knapp Storms Dining Hall. The order included fifteen 57" booths, one 67" booth, one 57" double booth, and one three-piece corner booth.

All of the booths were upholstered with vinyl fabric, using solid blue for the seats and a coordinating two-tone blue for the backs. This is the second custom booth order IPI has produced for Iowa State University Dining, the first being an order for twenty booths and a wall bench in 2008.



ISU Custom 57" Double Booth Seating

## Business Office

### Sales Comparison FY2013 & FY 2012

	MTD SALES		YTD SALES		CHANGE	
	FY-2013	FY-2012	FY-2013	FY-2012	\$	%
<b>ANAMOSA</b>						
License Plates	154,251	108,994	292,973	140,732	152,242	108.2 %
Sign	439,855	439,261	719,928	691,541	28,387	4.1 %
Graphic Arts	30,933	42,158	79,948	68,570	11,378	16.6 %
Housekeeping/Laundry	55,165	50,051	89,450	122,391	(32,940)	(26.9) %
Filters	31,055	32,793	57,519	71,000	(13,481)	(19.0) %
Metal Furniture	562,676	575,304	826,367	737,332	89,305	12.1 %
Custom Wood	93,414	64,002	213,263	122,102	91,161	74.7 %
Braille	47,394	54,214	77,639	103,119	(25,480)	(24.7) %
Rockwell City Operations	33,913	0	39,961	2,000	37,961	1898.1 %
<b>ANAMOSA TOTAL</b>	<b>1,448,655</b>	<b>1,366,777</b>	<b>2,397,318</b>	<b>2,058,786</b>	<b>338,532</b>	<b>16.4 %</b>
<b>FT MADISON</b>						
Furniture	325,131	919,999	1,790,749	2,355,094	(564,346)	(24.0) %
Textiles	10,065	52,311	10,065	118,253	(108,188)	(91.5) %
Tourism	6,529	7,298	16,795	17,049	(254)	(1.5) %
<b>FT MADISON TOTAL</b>	<b>341,725</b>	<b>979,609</b>	<b>1,817,608</b>	<b>2,490,396</b>	<b>(672,788)</b>	<b>(27.0) %</b>
<b>MITCHELLVILLE</b>						
Panels and Seating	164,970	142,548	430,301	314,708	115,593	36.7 %
Housekeeping/Chemical	64,950	78,060	106,149	138,989	(32,839)	(23.6) %
Textiles	42,834	17,576	120,407	49,633	70,775	142.6 %
Plastics	51,776	60,782	95,648	104,491	(8,843)	(8.5) %
<b>MITCHELLVILLE TOTAL</b>	<b>324,531</b>	<b>298,965</b>	<b>752,506</b>	<b>607,820</b>	<b>144,685</b>	<b>23.8 %</b>
<b>DES MOINES</b>						
State Surplus	0	2,642	105	3,027	(2,922)	(96.5) %
Federal Surplus	3,199	4,450	4,979	6,542	(1,563)	(23.9) %
Moving and Install	56,705	52,917	88,594	97,741	(9,146)	(9.4) %
<b>DES MOINES TOTAL</b>	<b>59,904</b>	<b>60,009</b>	<b>93,678</b>	<b>107,310</b>	<b>(13,631)</b>	<b>(12.7) %</b>
Novelties	507	857	507	1,592	(1,085)	(68.1) %
<b>TOTAL W/O CANTEEN</b>	<b>2,175,322</b>	<b>2,706,217</b>	<b>5,061,617</b>	<b>5,265,904</b>	<b>(204,287)</b>	<b>(3.9) %</b>
<b>CANTEEN</b>	<b>393,006</b>	<b>392,662</b>	<b>779,548</b>	<b>768,780</b>	<b>10,768</b>	<b>1.4 %</b>
<b>TOTAL WITH CANTEEN</b>	<b>2,568,328</b>	<b>3,098,879</b>	<b>5,841,165</b>	<b>6,034,684</b>	<b>(136,500)</b>	<b>(2.3) %</b>
Less Elimination of ID Sales	78,657	46,951	116,052	173,071		
<b>GRAND TOTAL</b>	<b>2,489,671</b>	<b>3,051,928</b>	<b>5,725,113</b>	<b>5,861,613</b>	<b>(136,500)</b>	<b>(2.3) %</b>

\* As of August 31, 2012

# Des Moines

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## Move & Install: Central Iowa Shelter & Services

The IPI Install team had a new challenge this summer. The Central Iowa Shelter and Services moved into their new 43,000 sq. ft. location and Iowa Prison Industries had

the opportunity to provide the beds and mattresses, with the Des Moines install team installing 209 bunk beds. Unlike our typical summer dorm room

installs, working with the metal products from the Anamosa Metal Shop was a different challenge.

This project took the crew of ten offenders five days to assemble and install the metal beds. Working among local contractors whom were trying to get the facility ready to open, this project allowed the Install crew to show what they could accomplish.



## On The Lighter Side

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### *Birthdays!*

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

#### October

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

#### November

- 2 – Jim Conmey (AN)
- 3 – Pat Fowler (AN)
- 9 – Bill Janssen (AN)
- 22 – Don Chapman (AN)
- 26 – Tim Diesburg (AN)
- 28 – Julie Nassif (AN/Farms)
- 30 – Al Stecher (AN)
- 30 – Rod Schlee (AN)

#### December

- 1 – Wayne Schilling (AN)
- 15 – Dave Reidner (FM)
- 16 – Al Reiter (AN)
- 17 – Ellison, Tony (FM)
- 22 – Shawn Preston (NT)
- 30 – Bob McGrew (AN)

#### January

- 16 – Deanna Cross (NT)
- 22 – Dale Schwickerath (NT)
- 26 – Scott Klinefelter (DM)
- 27 – Mike Lynch (AN/Farms)
- 30 – Kevin Peterson (DM)
- 31 – Lennie Miller (AN)

*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.*