

The IPAS REPORTER

Quarterly Staff Newsletter

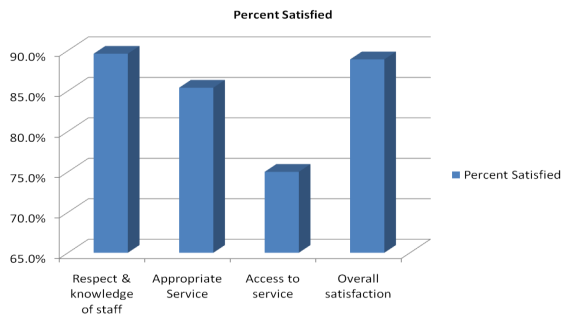
Happy New Year!

**1st Quarter
January–March 2010**

SUPER-SIZED SUPPORT

Thanks to your diligence, our consumers have expressed their high level of satisfaction on a number of fronts, as indicated below. There surely exists a direct connection between the high level of quality services our staff renders to the level of consumer satisfaction noted.

As we embark upon a new year, let's strive to reach at least 90% consumer satisfaction in each subscribed category. Surely, your super support matters!



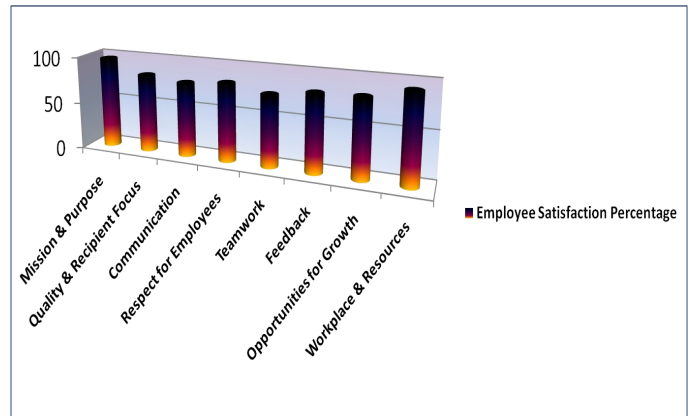
Consumer Satisfaction

(Overall, 88.9% of IPAS consumers are satisfied with services.)

Integrated Programs and Services, Inc.

Employee Satisfaction

(Overall, 95.84% of employees are satisfied with their employment at IPAS.)



IPAS Receives Recognition

Wayne Community College, Small Business Affairs, in conjunction with the North Carolina Military Business Center and the Wayne County Chamber of Commerce recognized Integrated Programs and Services, Inc. on Thursday, January 14, 2010 at 1:00 pm.

Several community and local organizations, along with many community residents, were present to witness and inquire about IPAS and our services. The ceremony was held in the Wayne Community College Auditorium.

Such tributes are a reflection of you, our staff, and the great job you do!

Bulletin Board



Please remember to submit your employee surveys to HR Department.