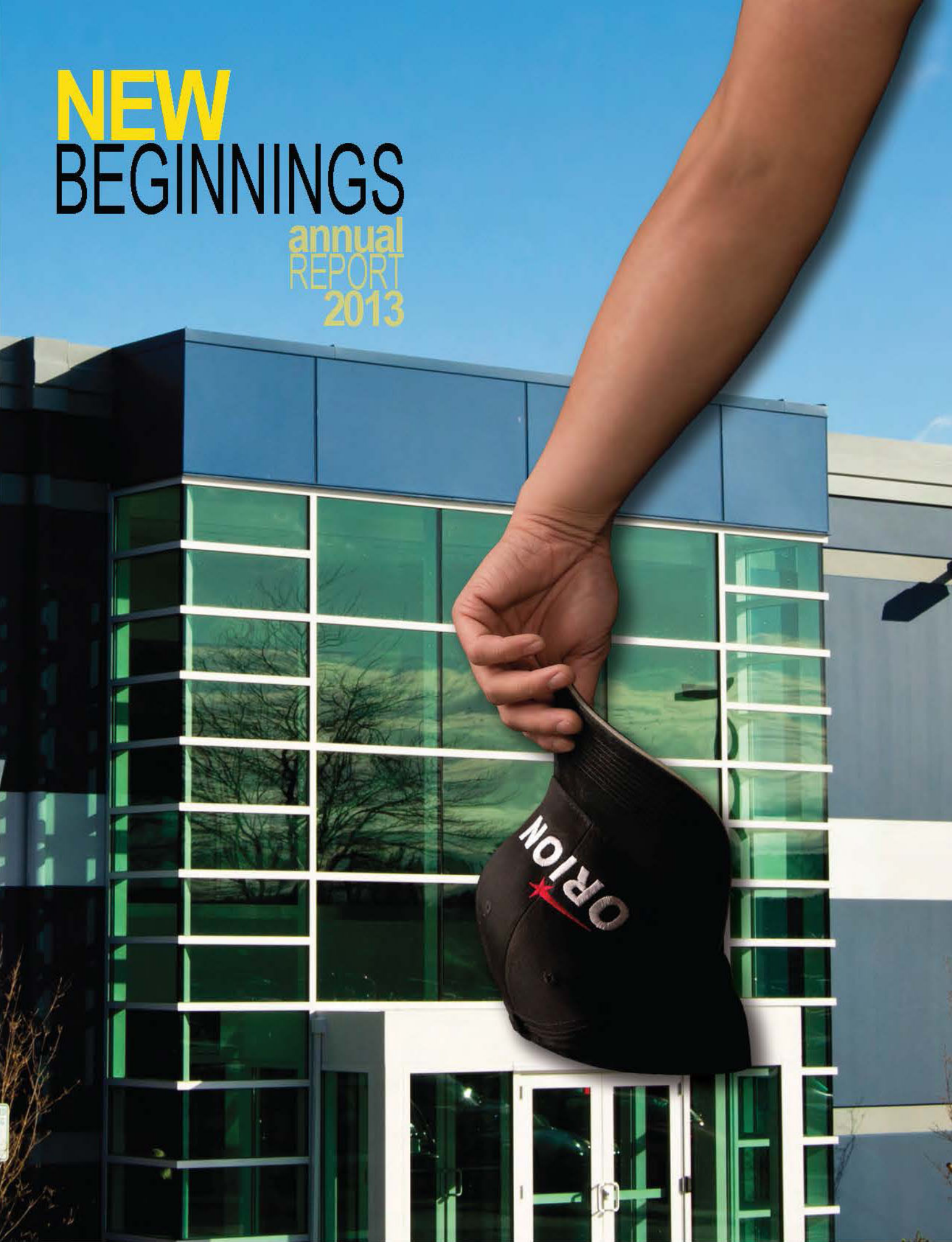
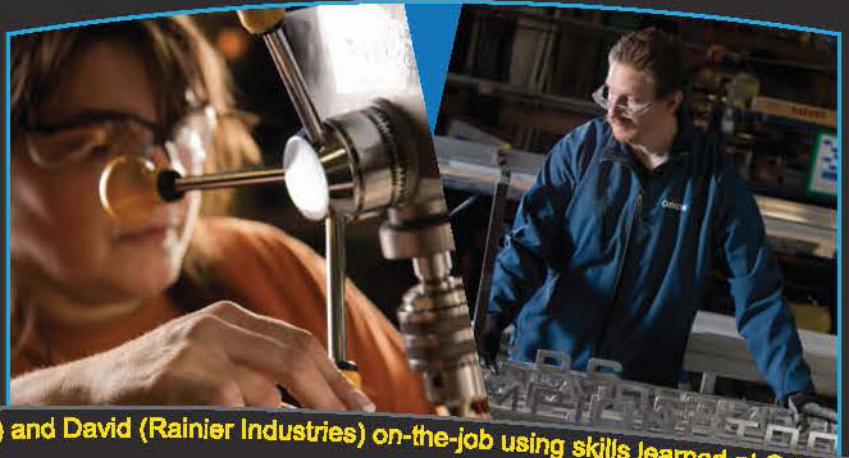


NEW BEGINNINGS

annual
REPORT
2013



NEW BEGINNINGS



Above right: Orion graduates Beverly (Imaginetics) and David (Rainier Industries) on-the-job using skills learned at Orion.

"New Beginnings," the theme for this year's annual report, suggests the opportunities Orion program participants experience after graduating from Orion. It is also symbolic of the many exciting changes Orion is experiencing.

2013 was a milestone year for us. After four years of planning and hard work, we completed the development and construction of our Auburn headquarters and moved our entire staff to our new facility.

Orion's roots go back to 1957 in Renton, WA. As we grew, we moved to Georgetown, and then Federal Way. Over the past 20 years we've outgrown our Federal Way facility, resulting in staff and programs being spread over four different locations. Our new building in Auburn offers the efficiency of a purpose-built facility, has room for growth, and brings all of us under one roof. Our new location also features a King County Metro Park and Ride just outside our front door, increasing accessibility for program participants and staff utilizing public transportation.

Private offices for our counselors and job developers ensure confidentiality is maintained while supporting program participants. With four multi-purpose meeting

rooms and two specialized classrooms housing the Orion Training and Assessment Center (OTAC), we have more capacity for teaching employment expectations and customer service skills for office, retail, hospitality and senior care as well as classes in shop math, blueprint reading and life skills.

With the additional square footage, our manufacturing and contact center business enterprises that are so essential to our ability to provide

real-life training to our program participants are able to continue expanding and growing.

The contact center space can now accommodate up to 200 customer service agents, quite a change from the 50-agent facility in Federal Way. Our contact center became certified HIPAA compliant in 2013, and we engaged Premera, a large health care insurer, as a new customer.



Bill McSherry, Boeing director of government affairs; John Theisen, Orion president/CEO; WA State Governor Jay Inslee; Linda Lanham, Aerospace Futures Alliance executive director.

Our manufacturing space has doubled in the new building. This allows us to continue growing our manufacturing work statement and to add a wider range of training opportunities to more program participants. In 2013 we began supporting referrals through the King County Veterans Training Program and the King County Dislocated Worker Program.

The added space also provides opportunity to continue improving our commitment to quality and efficiency and to employ additional LEAN strategies, increasing customer value. I'm happy to say Orion was a recipient of the Boeing Performance Excellence Award for the fourth consecutive year. This award is only given to three percent of Boeing suppliers worldwide.

As we close the latest chapter in Orion's 57 years of providing human services to the Puget Sound area, we look forward to the exciting opportunities that lie ahead of us, working with communities to provide employment opportunities to people with barriers to employment. Our sincerest appreciation goes out to all our community partners working with us to fulfill this important mission!



John Theisen
President & CEO



ORION mission

We change the lives of
people with barriers to
employment by building
esteem and creating
opportunities through
training, education and
successful business platforms.

Top to bottom:
Orion graduate, Monty, hard at work at Rainier
Industries; Marietta, Orion front desk staff; Justin,
Orion HBU staff; Orion graduate, Russell, doing a
spot-check at his job at Imaginetics.

BUSINESS
with a **PURPOSE**

We're creating NEW BEGINNINGS for people through

A STEP Advanced Strategic Training Evaluation Program

Our Advanced Strategic Training Evaluation Program (A STEP) was created to enhance the technical skills element of our training programs.

Because A STEP allows for a continued focus on soft skills while adding the technical skills element, our counselors, job developers and training staff gain additional insights into the technical competencies of our program participants.

Creating the program involved assessing each work center to determine the specific tasks participants are exposed to and trained on while in each area.

The tasks were compiled and categorized based on skill level (general employment, entry level or advanced level).

Mentors evaluate and rate skill levels of each participant based on task competency.

Participants, as well as their vocational support team, get a chance to see specifically where their technical abilities lie and are better able to make informed decisions about future job goals. This allows us to tailor our training, such as mechanical aptitude, math, and blueprint classes.

Participants are then able to select one of the training tracks based on their interests and abilities.



Orion staff member, Brian.

innovative offerings and our diverse programs.



Image compliments of The Boeing Company.

Orion's quality has put us in the top 3 percent of Boeing Suppliers worldwide.

King County Veteran's Training Program

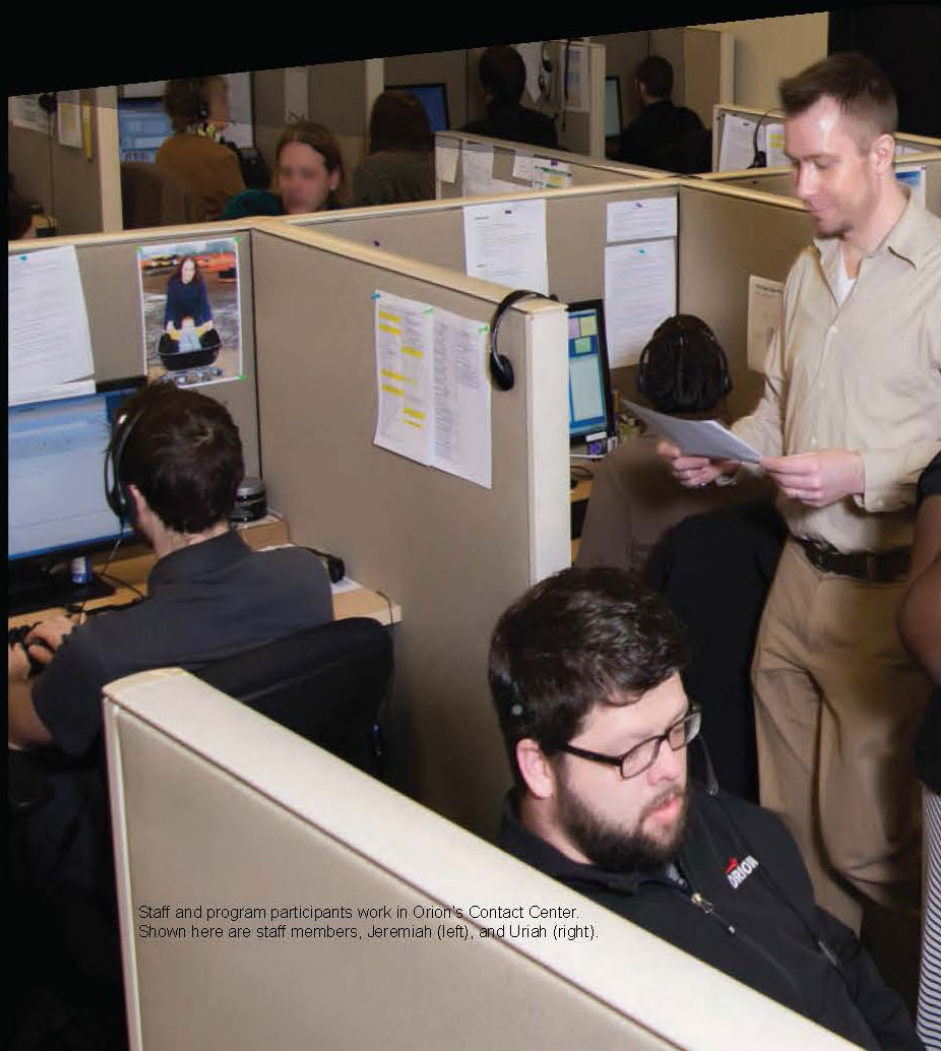
In 2013, Orion began supporting veterans entering into King County Veteran's Training Program.

The focus population of this program is veterans who are unemployed and would benefit from training or retraining.

While all veterans are eligible, Orion's focus is on those who have a long-term employment outlook.

The program focuses on skill building related to jobs in the manufacturing field, and will be expanded to our office skills and contact center training programs in 2014.

Veterans rotate work centers every four to six weeks. In addition to completing a mechanical aptitude test, each veteran can also enroll in math, blueprint and workplace communication classes.



Staff and program participants work in Orion's Contact Center. Shown here are staff members, Jeremiah (left), and Uriah (right).

We are building NEW BEGINNINGS
in Auburn, WA, with a 100,000 square foot
facility located next to the Auburn airport.

Expanding into our new facility allows Orion
to continue to grow the number and types of
training and employment programs and
services we offer. These expanded services
are coupled with growth in our business
enterprises, and offer more value to the
community and to those we serve. In 2014,
we project we will provide services to more
than 350 people with barriers to employment.



Groundbreaking: Alex Pietsch, director WA State Office of Aerospace; Pete Lewis, former Auburn mayor; Pete von Reichbauer, King County councilmember; Dow Constantine, King County executive; John Theisen, Orion president/CEO.

*we are*increasing opportunities
*we are*investing in futures
*we are*building lives

ORION



NEW BEGINNINGS SUCCESSSTORIES

erin mezek
Orion Contact Center

“Orion believed in me. They did not let me give up and walk away.”

Erin Mezek became an integral part of the Orion team after being referred to Orion through the Division of Vocational Rehabilitation and going through an assessment in Orion's office skills program and training in our contact center as a participant.

The majority of Orion's program participants are successfully transitioned from training to community jobs. A few though, like Erin, become a permanent part of the Orion family.

“Erin is the embodiment of Orion's mission,” said Kathy Powers, vp of services. “She came to Orion looking for a way to better her life through the training and support services we provide, with the goal of gaining full-time community employment.”

Erin was hired as a full-time Orion staff member because of her skills and how she embraced Orion's mission. She is now a customer relationship specialist 3.

In addition to the vocational training they receive, program participants receive support from Orion job developers, instructors and vocational counselors.

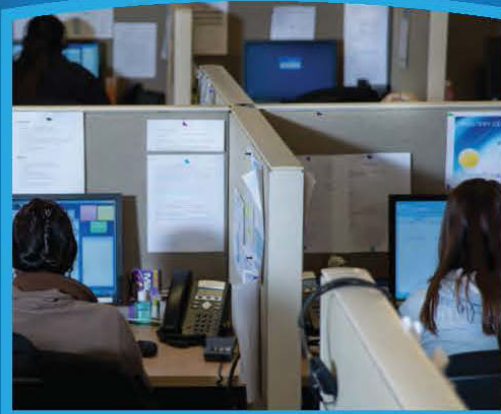
One of the most significant impacts Orion has on the lives of our program participants is the increase in their self-esteem. “Erin's confidence has grown and she is relaying that into taking on more responsibilities,” said Erin Colwell, Orion job developer.

For Erin, being an example to her children is one of the most rewarding aspects of successfully

completing Orion's training and getting a job. “On a personal level, I am most proud of being the best mom I can be. On a professional level, it's receiving the Orion Value's Award.”

Erin won that award the old fashioned way. She earned it. Her first paid shift at Orion was from 9pm until 1am. “It was a sacrifice, but my kids knew I was doing it for them. I love Orion, and I knew that it was my way into

being a staff member here, giving back, and being a part of an organization that has a wonderful mission and values. I'm always honored to give back every day and work with participants. It helps participants to know the person mentoring them came through the program and knows where they came from.”



A large photograph of Kenny Damey, a man with long red hair, a goatee, and a black beanie, wearing a green long-sleeved shirt with 'BELL' on it and blue gloves. He is standing in a factory setting with industrial machinery in the background.

kenny damey

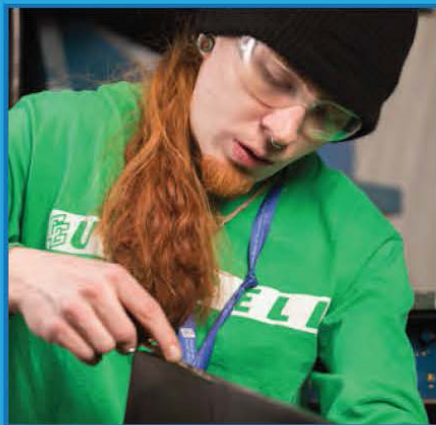
Cascade Gasket & Mfg Co

People come to Orion for a variety of reasons. Kenny Damey came to Orion for a nine-month internship during high school. "I wanted to further expand my experience in the aerospace industry and accumulate credits in school while being paid."

Kenny took full advantage of all Orion offers, from attending a course on blue-print reading, to courses in shop tools and shop math.

Working with his job developer, Cathy Wegner, Kenny joined Cascade Gasket & Manufacturing Company in 2009 after his training at Orion was complete.

"I've just recently been promoted to the EPDM cell lead position, where I'm responsible for stat-sampling work from all of my employees." In this role, Kenny ensures adherence to quality standards, as well as prepares all manufacturing orders to be staged for production. This involves designating employees to cut material, mold parts, flash and deburr products, assemble tools, and slice parts—all to make sure customer deadlines are met.



"I'm most proud of the opportunities I have to give back what was given to me—**knowledge**.

I'm proud that people can come to me and I can confidently help them gain the knowledge they need to excel in their careers."

Kenny says Orion has supported him in the advancement of his career.

"Orion helped me overcome personal obstacles and to keep my focus on the big

picture. Orion gave me the opportunity to be exposed to a real job environment, with real work but without the stress of being terminated," said Kenny.

Orion's training model takes participants' individual challenges into account, while also requiring them to adhere to industry standards. "I wasn't afraid to fail and I wasn't afraid to tell someone I failed. But even better, I was then shown the correct steps to take so that I could prevent it from happening again," said Kenny.



Orion graduate,
Susan, at her job at
Cascade Gasket.

King County Work Training Program

Dislocated Worker Training in Manufacturing

In 2013, Orion embarked on an initiative to enroll dislocated workers referred and funded through King County for training in our programs and placement in community jobs after their training was complete.

The Dislocated Worker Program is funded through the King County Workforce Development Council (WDC), and supports returning veterans, displaced homemakers, and those receiving or who have exhausted unemployment benefits.

The program focuses on skill development through hands-on work experience. Participants can remain in the program, training and earning a wage, while receiving job search assistance after training.

To meet enrollment and training goals of this program, Orion expanded services to our second shift, training staff members to be mentors.



Orion graduate, Reeve, in the
wood shop at Rainier Industries.

return on investment

In 2013, the combined community impact of Orion's services was more than \$3 million.

Every day, Orion sees the impact of helping program participants achieve the independence

and esteem that goes along with learning life-long skills in a trade or vocation.



Measuring the impact, or *return on investment*, to the community involves factoring the number of people Orion serves in a year with the labor hours they've worked, and the cost savings of that person leaving subsistence.

For 2013, Orion estimates this amount to be approximately \$3 million.

demographics

Who we serve by the numbers

disability



AGE

18-21	16%
22-29	15%
30-39	15%
40-49	22%
50-59	27%
60+	5%

EDUCATION

In High School	2%
No HS Diploma	9%
GED	8%
High School Diploma	31%
Post HS/Associates	43%
Bachelors & above	7%

44% received special education



Types of competitive employment positions Orion program participants have hired into:

• manufacturing/production	\$11.68
• clerical/customer service	\$13.86
• janitorial/maintenance/laundry	\$11.95
• food service/dishwasher	\$ 9.92
• packaging/labor/driver	\$12.93
• home healthcare	\$10.94

in 2013 we...

- served **317** people through our programs, business enterprises and Training & Employment division
- received the Governor's Award for the Aerospace Company of the Year through the Washington State Aerospace Futures Alliance
- built our **100,000** sq ft facility to house all of our operations and to accommodate future growth
- provided training and soft-skills education to **206** people in our Aerospace manufacturing division and through our Training & Employment division
- shipped **1.5** million parts to customers from our Aerospace manufacturing division
- helped **166** people with our job development services, of which we helped secure **116** community placements at an average wage of **\$11.89** an hour
- implemented our A STEP program to provide technical training in our Manufacturing Training program
- developed new relationships with the *King County Dislocated Worker Program* and the *King County Veterans Program* to provide on-the-job training
- provided **50** people with training and soft-skills education through our Contact Center Services division in our Office Skills & Customer Service Training programs
- began offering Customer Service Training with target employment sectors in the hospitality/retail industries



Left: Staff and program participants work in Orion's Contact Center.
Right: Orion graduate, Taylor, at Cascade Gasket & Manufacturing Co.

HEADQUARTERS

1590 A Street Northeast
Auburn, WA 98002
253.661.7805

orionworks.org – Orion Training & Employment
orionquality.com – Orion Aerospace
orioncontactcenter.com – Orion Contact Center

AFFILIATIONS

Ability One
Disability Director Organization
National Rehabilitation Association
National Rehabilitation Counseling Association
Community Employment Alliance
Northwest Human Resource Management Association
Washington Business Leadership Network
Puget Sound Diversity Network

Aerospace Futures Alliance
Aerospace Industries Association
Center for Advanced Manufacturing – Puget Sound
Pacific Northwest Aerospace Alliance
Pacific Northwest Defense Coalition
Aerospace Joint Apprenticeship Committee

Auburn Chamber of Commerce
Enumclaw Chamber of Commerce
Federal Way Chamber of Commerce
Kent Chamber of Commerce
Renton Chamber of Commerce
Southwest King County Chamber of Commerce

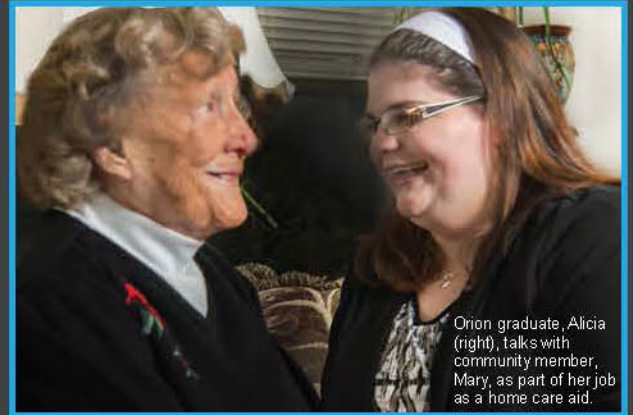
American Teleservices Association
Customer Service and Support Professionals
Society of Consumer Affairs Professionals
Direct Marketing Association – Nonprofit Federation
International Customer Management Institute
Contact Center World
American Association of Customer Engagement

PARTNERS

Division of Vocational Rehabilitation
Labor & Industries
Federal Way School District
Veterans Administration
King County Dislocated Worker Program
King County Veterans Program
Department of Services for the Blind



Orion Contact Center
staff member, Kirill.



Orion graduate, Alicia
(right), talks with
community member,
Mary, as part of her job
as a home care aid.

ACCREDITATION

CARF

Employment Planning Services
Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training

ISO/AS9100

Certified by United Registrar Services, LLC
in the following standards: ISO 9001 & AS9100

Contact Center Certifications

Certified HIPAA Compliant
All full-time and management staff are ICMI and/or CIAC
Certified in our Contact Center Services Division

BOARD OF DIRECTORS

Jerry Knutzen – Chairperson
Karen Hoffman – Vice Chairperson
Bob Fredrickson
Rob Graf
Linda Lanham
Al Orwiler
Brian Retzloff
Paul Richter
Rick Schlehofer