



ORION



**ONE
CULTURE**
annual
REPORT
2014



BUSINESS with a PURPOSE

With our annual report theme of “One Culture,” we celebrate our move into our new facility, the merging of diverse work groups and the very positive impact that the move has had on our community services. Our move to Auburn consolidated our business operations and over 250 employees from three different locations. Bringing all members of our Training and Employment staff together with our Manufacturing staff and Contact Center staff has generated unexpected synergies that have increased opportunities for training program participants and for staff members. Program participants now staff our front desk. Staff members are now benefitting from classes that were previously only offered to program participants. Best practices have been reviewed across divisions, resulting in a more effective organization.

Our manufacturing and contact center businesses are the motors that make it possible to deliver our employment services. They provide a platform from which we conduct our training programs. With additional space, both saw significant growth in 2014. Our Contact Center became HIPAA compliant and moved into the IT Help Desk line of business. They added new contracts with nationally recognized companies and the State of Washington. Our Manufacturing Division also grew and will add a finish cell in 2015 that will allow us to chemically prep and paint the aerospace parts that we manufacture. Our Manufacturing Division was recognized for the fifth consecutive year with a Boeing Supplier

Excellence Award for quality, awarded to only 3% of Boeing Suppliers world-wide.

The net impact of additional resources in 2014 allowed us to provide services to 328 individuals and place 103 individuals into community employment. We increased the average starting wage rate for program participants entering community jobs from \$11.47 per hour to \$12.31 per hour. Many of these individuals have never worked or thought they would never work again. We also made a major commitment in 2014 to expand our mentoring program. Each Orion program participant receives one-on-one mentoring, during his or her training, from a qualified Orion mentor. We now have over 90 mentors, throughout all divisions, trained to mentor program participants.

We consistently receive feedback from our staff that it is our culture and our mission that set us apart from other companies. Bringing everyone together under one roof has been a great opportunity for us to remind ourselves of the importance of culture and how important it is in uniting everyone toward our common goal. Our thanks to our staff and community partners that work with us to provide employment opportunities for those that we serve.

John Theisen
President & CEO



Grand Opening: (L-R front row) WA State Governor Jay Inslee; John Theisen, Orion President & CEO; Kelly Maloney, Orion Director of Marketing and Federal Way City Councilmember; Dow Constantine, King County Executive; Nancy Backus, Auburn Mayor; Rich Wagner, Auburn City Councilmember. Photo by EdStreitProductions.com.

GRAND OPENING

Orion's move from our locations in Federal Way to Auburn carried with it all the traditional benefits of a corporate move - we have increased our efficiencies by bringing together staff who had been spread out into three separate facilities, and we're able to continue our growth without worrying about space constraints. The over-riding benefit for Orion is that we can grow our mission of helping people with barriers to employment through job training and job placement. The grand opening event was attended by more than 600 people who celebrated with Orion as we look to the future.

ENTERPRISING
for a better **TOMORROW**

ORION'S MISSION

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

PRECISION MANUFACTURING

MANUFACTURING

Orion's Manufacturing Training Program is the backbone of how we have merged business and mission for over 55 years. We support participants by assessing work readiness and teaching skills to become qualified employees.

Our program offers immediate wage stability through paid training, which is essential for so many individuals. While this program has been the core of what we do, we make strides to improve it each year. In 2014, we continued to improve our internship program with weekly learning objectives, skills testing and reviews. Our internships offer opportunities for participants to dig deeper into a specific skillset in mechanical assembly or CNC machine operation. We enhanced our current math, blueprint reading and work ethics classes and added training opportunities in our planning and hydraulic assembly work areas.

CLASSES

Orion offers math and mechanical aptitude testing to individuals entering our training programs. These assessments help Orion identify learning needs for participants. Classes provide knowledge that assists staff and participants to be successful on and off the job. In 2014, 159 program participants were tested. In total, 352 math classes, 91 blueprint classes and 80 testing sessions were conducted during the year!

QUALITY CURRICULUM

Our internal blueprint classes were so successful that some of our business partners have engaged us to teach their staff blueprint reading. We offered these classes on site as well as at the business' location.

RESULTS

We supported 77 individuals into jobs in the community, from our manufacturing training program, with a placement wage of \$11.96 per hour. Almost all jobs were full time with benefits! We supported 221 individuals in assessment and training in our manufacturing program.



CREATING advantage THROUGH PERFORMANCE

Jerniza Anderson & Magnum Print Solutions: A great partnership!

Jerniza came to Orion in July 2013 referred through the Division of Vocational Rehabilitation (DVR). Jerniza came to us with a history of intermittent and part-time work, most recently losing a job when his employer couldn't afford to support his position due to a downturn in business. Jerniza entered our manufacturing program and proved he was a reliable worker with a positive attitude. While participating in his 8 months in training, Jerniza gained experience in warehousing / packaging, assembly and machine operation tasks. Jerniza notes that in addition to the technical skills he learned, he valued Orion's focus on "soft skills" including attendance, timeliness and treating others with respect. Jerniza excelled!

In March 2014, Jerniza accepted a full time position with Magnum Print Solutions, as a Testing Technician, and has been thriving there. In this position, Jerniza tests print cartridges, packs them and sends them off to the shipping division.

Orion has a long standing relationship with Magnum Print Solutions and has placed 9 individuals with this small employer since 2008! Their great culture and accommodating environment earned them the Employer of the Year award in 2012 for The Governor's Committee on Disability Issues and Employment (GCDE). Magnum offers a great environment with flexible start times and a structured learning environment that caters to a longer learning curve. They offer direct and constructive feedback and mentorship, which assists each new staff member to gain the needed skills to be successful. Employees like that they are offered personal autonomy to make decisions at work but are also provided needed supports. This builds pride and esteem, as they have ownership in their work. It was the perfect match for Jerniza!

Jerniza demonstrated he was ready to be successful at Orion and Magnum Print Solutions. He has been able to purchase a car and has really shown himself to be a highly valued team member. Great job Jerniza!

our mission *your brand*

CONTACT CENTER & OFFICE SKILLS / CUSTOMER SERVICE

Orion opened the doors to our Office Skills & Customer Service Training Program in 2007 and to our Contact Center business in 2008. These two programs interface seamlessly to support program participants with a combination of training and paid hands-on work tasks.

Our Office Skills & Customer Service Program offers a variety of self-directed tutorials, in a small classroom setting, with instructor support. Training is tailored to each individual's strengths and includes computer software and customer service training.

Our Contact Center Training Program supports participants, including graduates of the Office Skills & Customer Service Program, to hone their skills in a paid work environment. The Contact Center positions include Front Desk Training, Document Management and Inbound Phone Agent training positions.

PROGRAM IMPROVEMENT

In our Office Skills & Customer Service program, we integrated our intensive customer service curriculum by adding weekly discussion modules, which focus on a variety of

customer service skills. These sessions include group work and interactive lessons led by an instructor. This portion of our training has gotten rave reviews from students and referral sources alike!

RESULTS

We supported 30 individuals in our Contact Center business. The success of our Contact Center business has allowed participants the opportunity to train on a variety of contracts, including inbound customer service, data entry, inbound consultative sales and tech support positions. The Contact Center offers opportunities that cater to a wide variety of skills.

We supported 44 individuals in our Office Skills and Customer Service programs. We also added a daily stipend to our Office Skills program to support program participants with daily needs.

We placed 20 people into community jobs through our Office Skills & Customer Service and Contact Center training programs. The average wage at placement was \$13.56 per hour. Almost all jobs were full time and included benefits!



**Contact Center / Office Skills Success Story:
Anna Boccamazzo**

Anna first started with Orion in 2012 referred through the Division of Vocational Rehabilitation (DVR). While she had worked part time, she had not had consistent employment in years, prior to coming to Orion. Anna made a decision to jump back into work. She credits her involvement with church, and a healthy lifestyle, with her positive attitude.

Anna participated in both Orion's office skills and customer service training program and contact center training program. Anna focused on improving her office skills, gaining new tools and learning customer service techniques. It's amazing how quickly our technology changes and can become outdated!

Anna did great in the classroom setting and applied herself to learning and gaining all she could from the program. As a result, she was chosen as a training candidate for a new contract in Orion's Contact Center business. She excelled

in this position. Her ratings were great, and Anna was on the fast track to success!

Then Anna experienced a personal setback that required her to withdraw from the program and focus on her own needs for a few months. Orion staff in partnership with DVR staff maintained contact with Anna and supported her return to Orion in late 2013. Again, Anna excelled in her training while completing the program.

With Orion's support, Anna found employment at North Star Aerospace, as an administrative assistant. She has been with North Star since April 2014 and is doing great! Anna states she really enjoys her work and her co-workers as well as her increased self-sufficiency, ability to pay bills and get out of the house. While she works part-time, she is able to take care of family and attend school. Anna is halfway towards her Associates Degree in Business and looks forward to pursuing a Master's Degree in Business. Congratulations Anna, and thanks for being such an inspiration!



TRAINING & EMPLOYMENT

Our Training & Employment team supports participants in all of our programs. Our staff works within each business and training program to assist each individual to identify strengths and goals, as well as any services needed to support achievement of these goals. Our team furthers the success of our internal businesses while meeting the needs of individuals served and our referral partners. And we meet the needs of community businesses by providing qualified employees.

NEW IN 2014

In 2014 we began utilizing a temp to perm staffing model to help us place participants into community jobs. This allows both the job seeker and the employer to test out jobs while Orion provides on-site support services. During 2014, 21 individuals utilized this new model.

COMMUNITY ENGAGEMENT

We hosted five employer events at Orion in 2014, with our employer partners, aimed at increasing program participant interview skills and their understanding of what is expected by employers. These events included interview speed dating, employer panels and an employer networking event.

VETERANS

We forged new relationships with veteran focused programs, and in 2014 veterans made up 19% of our participants.

MENTORSHIP

We continued to support our mentorship program and all staff who support our participants. Each staff member attended extensive mentorship training to support each individual we serve. We now have 93 mentors on staff, throughout all divisions, who are trained to work with program participants!

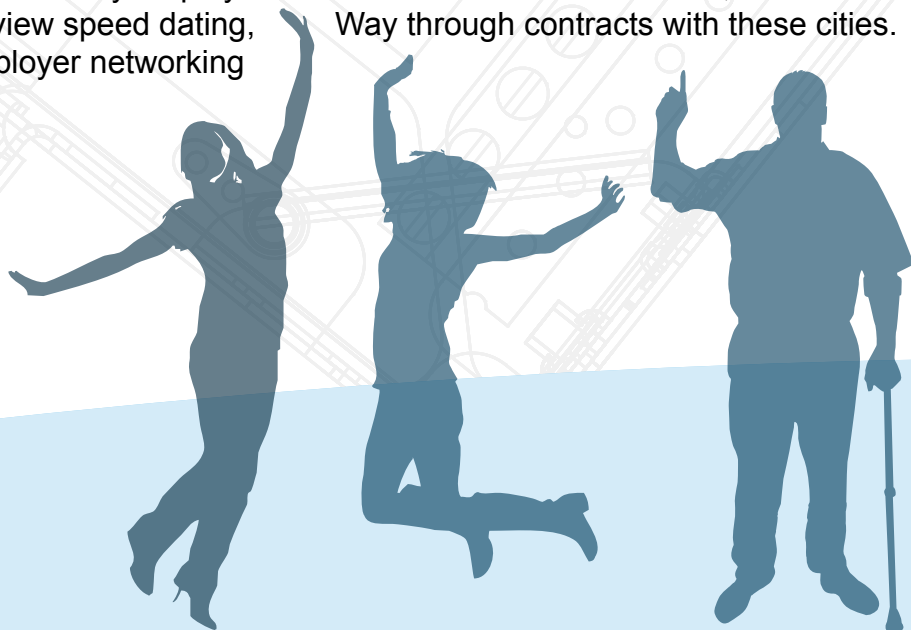
RESULTS

We helped 175 individuals in job development services. We interfaced with 82 employers. We assisted 103 individuals into community jobs. The average wage at 90 days on the job was \$12.31 per hour!

2015 AND FORWARD

Orion will continue to improve our results in 2015 by expanding our internship programs to include a Quality Assurance internship and an expansion of our CNC Mills internship on second shift. As Orion begins to operate a finish line, we will offer skills training and job placement through this new business operation in our manufacturing program.

We will improve processes and outcomes in all our divisions by utilizing LEAN principles. We will expand our partnerships and serve low income residents of Auburn, Renton and Federal Way through contracts with these cities.



our mission *your success*



Direct Referral Success Story: **Cathy Wilson**

In 2011, Cathy had a major life change in her vision. As a result of her vision loss, Cathy had to leave a long term job as an accountant and human resources professional. She took this opportunity to learn new mobility techniques and adaptive technologies to help her be successful.

Cathy came to Orion for job search assistance referred through the Department of Services for the Blind. She was struggling with her independent job search and felt some support in the process would help. Cathy had a great resume as well as education, including a Bachelor of Science in Accounting. But she

realized she might need to be open to new opportunities and came with a willingness to try new things. Orion staff supported Cathy in her job search and helped to hone her interview skills.

Cathy found employment working as a buyer for Lighthouse for the Blind, at their AbilityOne store located at JBLM. She helps service members with custom orders. This position uses her accounting skills as well as her positive customer skills.

Cathy was inspirational in her true desire to work and use her skills and education to contribute to her community. Her willingness to try new things and be open to input and ideas was impressive! Congratulations Cathy!



WHO WE SERVE, *BY THE NUMBERS*

DEMOGRAPHICS







We served a total of 328 people in 2014.

GENDER

Men – 61.2%

Women – 38.8%

AGE

17-21	9.2%	
22-29	17.6%	
30-39	19.4%	
40-49	22.5%	
50-59	26%	
60+	5.3%	

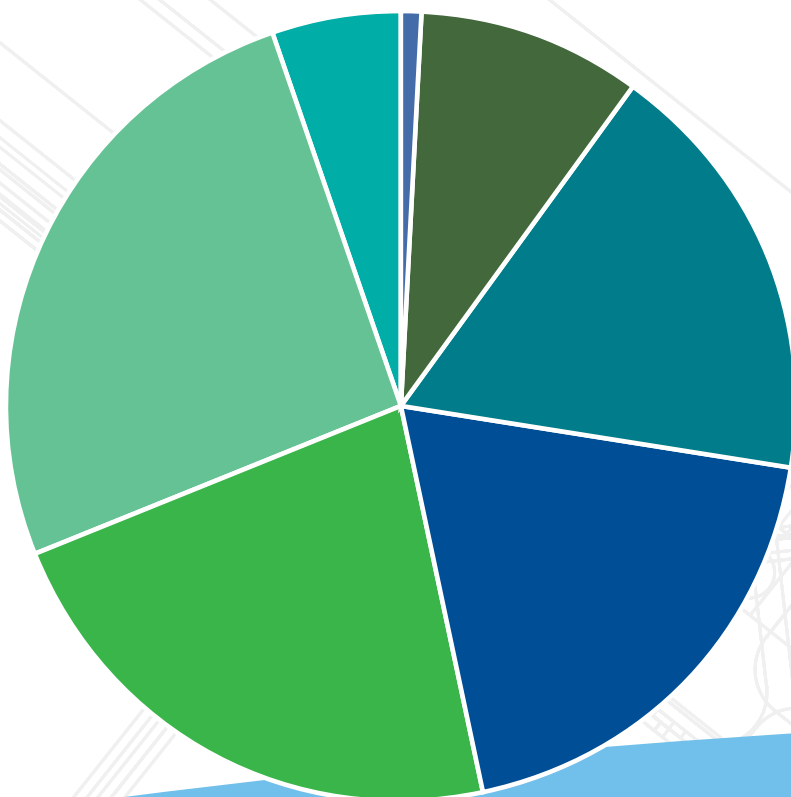
DISABILITY

93% of people we supported had an identified disability

69% had 2 or more disabilities

41% had 3 or more disabilities

None	7%
Developmental	7.1%
Hearing	4%
Medical	7.9%
Neurological	22.9%
Orthopedic	16.7%
Psychological	30.4%
Substance Abuse	1.8%
Visual Impairment	2.2%



AGE DEMOGRAPHICS



EDUCATION

In High School	8%
No HS Diploma	6.2%
GED	6.6%
High School Diploma	23.3%
Post HS / Associates	21.6%
Bachelors & above	7.5%

34% of all participants received special education

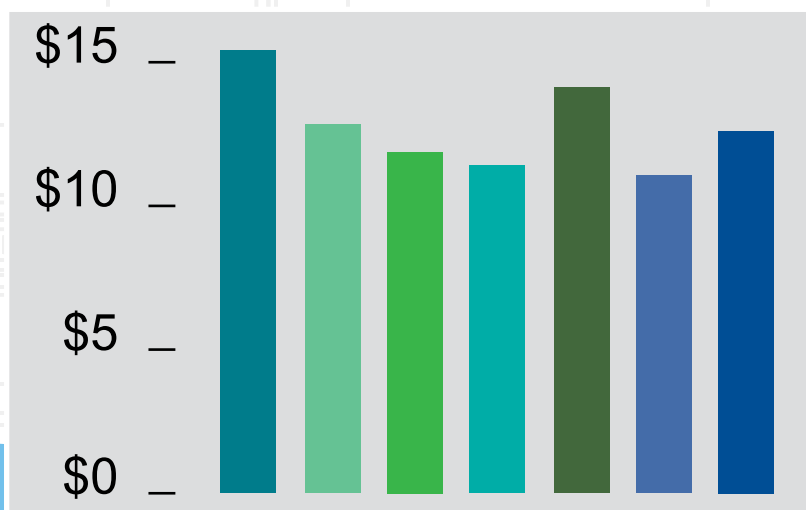
TYPES OF JOBS

• Administrative / Accounting	\$15.41
• Call Center / Customer Services	\$12.84
• Manufacturing / Production	\$11.88
• Machine Operator	\$11.40
• Maintenance / Janitorial / Housekeeping	\$14.12
• Food Service / Cook	\$11.06
• Labor	\$12.61

Our average placement wage in 2014 was \$12.31 per hour.

COMMUNITY RETURN ON INVESTMENT

In 2014, 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. Orion calculates the annual financial impact of our services on the community by calculating the difference between support payments received by Orion program participants prior to entering our program and the wages and benefits they earn as taxpayers after gaining community employment. For 2014, Orion estimates this amount to be approximately \$3 million.



WAGE PER HOUR

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

SourceAmerica
Directors of Disabilities Organizations
National Rehabilitation Association
National Rehabilitation Counseling Association
Community Employment Alliance
Society of Human Resource Management
Washington Business Leadership Network
Puget Sound Diversity Employment Network
Alternative Staffing Alliance
Auburn Community Roundtable
Social Enterprise Alliance

Aerospace Futures Alliance
Aerospace Industries Association
Center for Advanced Manufacturing – Puget Sound
Pacific Northwest Aerospace Alliance
Aerospace Joint Apprenticeship Committee
British and American Business Council

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

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
Tacoma-Pierce County Chamber of Commerce

PARTNERS

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

ACCREDITATION

CARF

Employment Planning Services
Community Employment Services: Employment Supports
Community Employment Services: Job Development

ISO/AS9100

Certified by TUV: USA
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

Al Orwiler – Chairperson
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