



BUSINESS
with a **PURPOSE**



annual
REPORT
2017





Orion key accomplishments of 2017

- **Boeing Performance Excellence Award**
- **2017 MSP Excellence Award**
- **Mukilteo training program**

Boeing Performance Excellence Award

Orion was awarded Boeing's Performance Excellence Award (BPEA) for the eighth year in a row. This award is special for Orion not only because it is Orion's eighth consecutive BPEA, but also because Orion's high level of performance was maintained as we expanded our manufacturing training program to our location in Mukilteo, WA. Orion's Mukilteo location is a resource for Snohomish County, and the surrounding communities, providing training, job opportunities, and community access for those who we support.

2017 MSP Excellence Award from Microsoft

Orion was selected as the 2017 MSP Excellence Award Winner for Impact Sourcing Leadership in Disability Inclusion by the Microsoft Supplier Program (MSP) and Microsoft. The award was presented to Orion at a ceremony held during the Infinite Perspective - Untapped Talent Conference in Redmond, WA, on May 23rd, 2017. Orion employees have been providing technical support for users of Microsoft software and its accessibility features by staffing Microsoft's Disability Answer Desk since 2013. Orion has specialists with disabilities providing assistance in American Sign Language via video chat, using technology to promote inclusion.

Mukilteo Training Program

In 2016 Orion merged with Diversified Industrial Services in Mukilteo, WA. The location is now Orion, Mukilteo, specializing in manufacturing wire harness/cable assemblies, electrical panels, mechanical assembly, bonding, and 3-axis machining for the aerospace industry. In 2017 we expanded our manufacturing training program to Mukilteo, which allows us to serve the population of North King and Snohomish Counties with vocational rehabilitation training opportunities, along with supported employment services.



BUSINESS with a PURPOSE

In this year's report we celebrate our theme "Business With A Purpose." Orion has used our businesses to change the lives of people with barriers to employment since 1957; people with disabilities and people transitioning out of homelessness, drug and alcohol addiction, and incarceration. Orion programs provide participants with counseling, training, mentoring and ultimately with a job. 84% of the people that have completed Orion's training programs and gone into jobs keep those jobs. Our manufacturing business and our contact center services business provide the platforms for our training programs and they provide the revenue so that we can provide these services free of charge to participants.

In the 60 years that we have followed this model, our mission has evolved so that we continue to meet the needs of our community. During that time, our businesses have also grown and evolved. Orion now operates in Auburn, WA, Mukilteo, WA and Fort Eustis, VA with manufacturing operations and contact center services operations.

Orion is distinguished by the quality of the counseling, training and mentoring that our staff provides to participants, but we are also distinguished by the quality of businesses that we operate. Orion is a three-time Boeing Global Supplier of the Year, a recipient of eight consecutive Boeing Supplier Excellence Awards and a recipient of the Microsoft Supplier Excellence Award. Our ability

to operate world class businesses assures our community that we will be able to continue to provide the best training programs possible and to serve the greatest number of participants possible. Our merger with Diversified Industrial Services in Mukilteo has allowed us to expand their programs and introduce new Orion training programs to those in need in North King and Snohomish Counties.

Many of the individuals that graduate from Orion training programs are placed in jobs with community employers. These services are free to the employer. It's a win-win for the community. We're providing free counseling, training and job placement services to community

members in need, and we're helping to solve the employment needs of community employers; providing them with stable, trained staff members at no charge.

The range and quality of training and employment services that Orion provides would not be possible without the success of our businesses. We thank each of our customers and community partners for the support and encouragement that you provide, assisting us in delivering on our promise "Business With A Purpose."

-John Theisen, President & CEO



Omarr, Orion Program Participant.
Photo courtesy of Joe Budd.

Orion is a social enterprise with a mission of helping those with barriers to employment. Orion uses operations in its Aerospace manufacturing division and Contact Center Services division as platforms to teach people job skills through mentoring and training programs. Orion's Training & Employment division supports individuals in achieving their goals through counseling, job placement, and job retention services.



Hae Mi (left), School-To-Work participant and Kevin Malin (right), Orion Employment Consultant.

Learn. Participate. Succeed.

Hae Mi

Orion offers services that aim to help high school students with disabilities, in their last year of transition. The purpose is to provide guidance while facilitating a seamless transition from school to adult life, by obtaining a paid job in the community before leaving school.

Choosing to partner with Orion while participating in the School-To-Work program, was an easy choice for Hae Mi and her family because of Orion's caring staff and reputation.

The School-To-Work program provides assistance with finding a paid job in the community and is supported with intensive training.

Hae Mi's method of learning is different from others, but her goals are like those of any other person. Her confidence grows with each relationship that she has, and she has learned that she possesses more skills and abilities than she realized.

Hae Mi is able to improve on her skills, and discover new ones, while receiving assessment services and coaching from Kevin

Malin, her Orion Employment Consultant.

Kevin recognizes Hae Mi's possibilities, and works with her to reach her full potential. Kevin knows that not all people learn the same way, so if one approach is not successful, he will try another. His creativity has helped Hae Mi to grow her belief in herself, and work toward her goals.

Hae Mi is currently gaining skills at the Lynnwood Food Bank, and helps to package supplies for others in need. Hae Mi is able to actively participate and contribute in her community, and through her work she is able to positively impact the lives of others.

Hae Mi continues to focus on the abilities needed to be successful by performing the work she is doing with high quality, while continuing to gain the social skills needed on her path to employment.

TRAINING & EMPLOYMENT

Orion's Training and Employment staff help program participants identify their strengths and abilities, supporting ways to help them succeed and be competitive in the job market. We offer manufacturing and clerical training programs, internships, classroom instruction, and supported employment services.

Orion's programs provide an array of services to assist each person to learn about themselves and gain the work behaviors and technical skills to meet the demands of the local labor market.

Our businesses serve as a platform for technical training where each participant receives the one-on-one support of a skilled mentor. Each participant in our services is supported by employment staff to address their individual needs. This includes, employment counseling, barrier management, job development, job coaching and job retention services.

Candidates are prepared to successfully meet the requirements of the employer. We offer customized support to program participants and employers, before, during and after hire.

TRAINING&EMPLOYMENT SERVICES

OUTCOMES

The primary goal of all of Orion's programs is to offer skills, support and guidance to allow participants to successfully transition to jobs within the community. Employability skills that are essential for success, such as attendance, communication, the ability to accept feedback, and demonstrating a strong work ethic, are promoted in the Orion training programs.

Individuals supported by Orion found a wide variety of jobs including assembly, production, machine operation, packaging, warehouse/shipping, administrative assistant, call center representative, receptionist, janitorial, labor and food service.

In total, Orion assisted over 160 individuals into jobs in the community in 2017.



Charles, Orion Training Program Graduate.

Charles

Charles spent three months in Orion's Office Skills & Customer Service program learning about working in an office setting.

While in the training program Charles also spent time in Orion's Planning Department doing data entry.

Charles holds a BA and two associates degrees, but he benefits from hands on experience, so he can apply the skills that he is learning. Charles is a person with autism, and once he "learns the ropes," and understands exactly how he is going to use his experience in a work environment, he is off and running. He excels working in a system, both independently and as part of a team.

Manheim Seattle Auto Auction, where Charles now works as a Block Title Clerk, has a system that allows Charles' capabilities to shine. As cars move through the auction process, Charles tracks their progress and makes sure the titles are transferred correctly. His eye for detail is perfectly suited for the work, as Manheim moves thousands of

cars through their auctions each week. Charles found that his barriers can also be strengths.

Charles said, "Going through the training at Orion, and having an opportunity to work at Manheim, has been great for me. I like being productive, helping out in the work place, and keeping the business moving."



**Confident.
Capable.
Life-Changing.**



MANUFACTURING

Orion Aerospace is a leader in the manufacturing and finishing of precision metal fabrication parts, and in the production of wire harness/cable assemblies for the aerospace and defense industries. Orion offers CNC machine fabrication, mechanical and hydraulic assembly, kitting and integration services, and supply chain solutions. Orion is certified to the international aerospace manufacturing quality standards ISO 9001 and AS 9100, and is ITAR registered.

Orion's manufacturing business supports our mission by providing training opportunities which serve as the cornerstone of our employment program. Orion uses its manufacturing division as a platform to teach people job skills through paid training, mentoring, and internship programs. Participants in the manufacturing training program are paid at least minimum wage while learning the necessary skills and work behaviors to be successful. Our manufacturing training program features full-time staff members who serve as mentors to program participants, sharing their expertise in their field, with a focus on soft skills as well as technical skills.

Tami

Tami was in need of a career change after experiencing an injury. She had 25 years of experience working as a bartender but needed to find work that allowed a combination of sitting and standing, so she could minimize the daily impact on her knees.

The Division of Vocational Rehabilitation (DVR) suggested that Orion would be a great place for Tami to learn new job skills. Tami came for a tour of Orion's manufacturing training program, in Auburn, and decided to sign up.

Orion exposed Tami to the processes and skills needed in aerospace manufacturing. As she progressed through the training program, her confidence grew along with her skill set.

Cathy Wegner, Tami's Job Developer, said, "Tami came to Orion with great soft skills after working with the public for so many years. Orion was able to provide the technical skills she needed to support a career change."

Orion allowed Tami to get a feel for the work involved in aerospace manufacturing, and she decided that she wanted to continue with it as a career. After completing the training program, Cathy Wegner assisted Tami with her job search, and she accepted a position with Centrix in Kent.

Centrix looks for good people, and is happy to work with them to accommodate their needs.

Tami said, "I thought bartending was the only thing I could do. Orion was life-changing!"

Tami, Orion Training Program Graduate.

MANUFACTURING SERVICES

NEW TRAINING PROGRAM

In 2017, Orion expanded our manufacturing training program to our Mukilteo location. Our first cohort of trained mentors in Mukilteo support program participants in our employment program. The mentors teach program participants the skills needed to earn and keep a job.

CLASSES

Orion offers classes to participants in our training programs and to community employers. Classes include math, blueprint reading, measurement tools and winning worker traits. We continued to expand our offerings of classes to community employers in 2017, providing LEAN, blueprint reading, and measurement tools classes.

RESULTS

Orion's on-the-job training prepares workers to meet local employers' hiring needs. We supported 152 manufacturing program participants into competitive jobs in the community. The average wage at placement was \$13.62 per hour. Almost all jobs were full-time with benefits.



Anders, Orion Light Assembly Worker.

ORION | MUKILTEO

Orion merged with Diversified Industrial Services in 2016. The location, now called Orion, Mukilteo, specializes in manufacturing wire harness/cable assemblies, electrical panels, mechanical assembly, bonding, and 3-axis machining for the aerospace industry.

Orion, Mukilteo provides supported employment and support services to individuals with intellectual / developmental disabilities, so they can engage and contribute to their communities.

Through the School-To-Work program, Orion's employment consultants provide services for high school students with disabilities, in their last year of school, helping to facilitate a transition from school to a paid job in the community.

Orion also expanded our manufacturing training program to Mukilteo, which allows us to serve the population of North King and Snohomish Counties with vocational rehabilitation training opportunities.

The addition of trained mentors in Mukilteo signals that the merger process between Orion and what was formerly Diversified Industrial Services is nearing completion.

Our cohort of new mentors were selected due to their work experience, and because of the caring attitude they demonstrated in their interactions with clients. The mentors provide one-on-one training in Mechanical Assembly, the Bond Shop, Inventory, and Shipping & Receiving, with other areas to be added as the program grows. Program Participants spend 4-6 weeks in each area, with 3-6 months targeted for completion of the program, dependent on their performance. After training, Orion provides job placement and job retention services.

In preparation for their new role the mentors in Mukilteo attended five weeks of training. Mentor training included working on sensitivity and communication skills, and combined role playing with examples of how to best work with an individual's barriers.



Miguel Beltran Peniche, Orion Contact Center Agent.



Fort Eustis, VA

Staff at Orion Career Works, located at our Fort Eustis, VA location, administer help desk support for the U.S. Army's online training platform. This location provides employment opportunities for people with significant disabilities.



John Rafaels, Orion Career Works Supervisor.

CONTACT CENTER

Orion's Contact Centers specialize in Inbound Customer Service, Healthcare Client/ Provider Support, Tier 1 and Tier 2 Technical Support Services, and Sales Support. We are ISO 27001 certified, and HIPAA and PCI compliant. Orion's Contact Centers are US-based and offer multilingual support using call center solutions which also include chat, SMS/text, and email.

In 2017 Orion Contact Center Services provided support for companies including Microsoft, Multicare, the U.S. Army, Seattle Times, and the Washington Department of Fish & Wildlife.

Orion's Contact Center has successfully created an innovative service and technology model while employing persons with disabilities or other barriers to employment, featuring agents who provide technical support in American Sign Language using video chat.

CONTACT CENTER TRAINING

Orion's Contact Center training program offers opportunities for program participants to learn and develop skills related to office, customer service and call center positions. Orion uses its Contact Center business to provide training through mentoring programs for those with disabilities or other barriers to employment. Paid training is offered in our Contact Center business in selected inbound customer service, help desk, and front desk positions.

OFFICE SKILLS & CUSTOMER SERVICE

Our office skills & customer service program uses a small classroom setting with instructor support, and offers a variety of self-directed tutorials.

The program includes computer software and customer service training, and is tailored to each individual's strengths. Learning is self-paced and includes role playing to prepare participants for situations common to the office work environment. Development of soft skills is focused on communication, problem solving, workplace behavior, appearance, and winning worker traits.

RESULTS

Orion supported 75 individuals in Contact Center and Office Skills programs in 2017. Program graduates were placed into community positions such as receptionists, title clerk, office assistant, retail associate, administrative assistant, para-educator, project manager, preschool teacher, housekeeper, and substitute teacher.

Our average placement wage from these programs was \$15.73 per hour. Most jobs were full-time with benefits.



OFFICE SKILLS & CUSTOMER SERVICE



Johnna, Orion Training Program Graduate.

Johnna

Orion was able to help Johnna join the workforce after a 25 year absence. After spending time raising her son, she felt out of touch and wasn't sure how to get up to speed.

Johnna's son suggested that she try the training programs that are offered by Orion. She enrolled in Orion's Office Skills & Customer Service training, and started with the basics. She built a strong foundation as she learned new skills. Johnna said, "Jeri Lucas, my instructor, was patient and helpful. The most important thing that I learned is that my disability is not going to stop me. No matter what barrier you are facing, if you think positive and take the time to learn, you can be successful."

Orion's training program excels at working with new program participants while turning an unknown into a known. Over time a comfort zone is established

allowing confidence to be built as the participant successfully learns new skills.

"All the people at Orion helped and supported me, but Erin Mezek, my mentor, really showed me how to work through my barrier," Johnna related. "My mindset changed as I realized that I could achieve my goals. Now I'm determined to succeed."

Johnna is approaching her one-year anniversary at Merrill Gardens in Auburn, where she works at reception. Cindy Woodward, Johnna's supervisor, said, "Johnna has become part of the team. She is kind, easy-going, and relates well with our residents."

Johnna said, "If not for Orion I would not have this job now, and I'm grateful to everyone at Orion!"

Orion uses our Winning Traits to teach program participants important soft skills while they learn the technical skills needed to win and hold a job.



Attendance

Be on time • Reliability equals success



Attitude

Positive • Enthusiastic • Effort



Appearance

Clean • Professional



Team Work

Cooperation • Get along with others



Time Management

Make good use of your time • Productivity • Timeliness



Communication

Receptive to feedback • Listen • Exchange information • Accurate • Effective



Organization

Prepared • Neat • Orderly



Respect

Professionalism • Treat others with courtesy and tact



Character

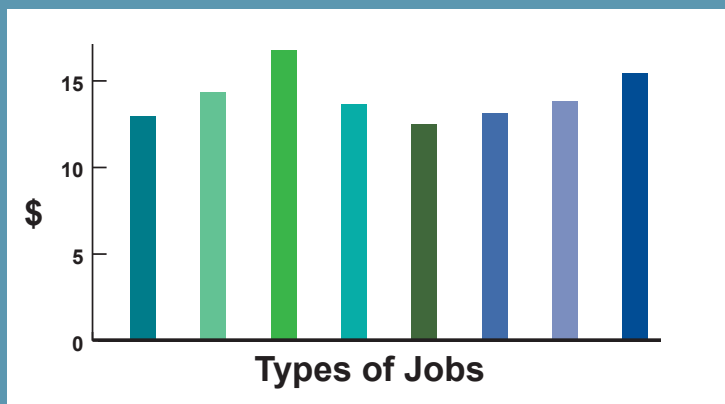
Honest • Dependable • Loyal • Willing to learn

BUSINESS with a PURPOSE

Angie (left) and Michelle (right), Orion Program Participants.
Photo courtesy of Joe Budd

Our Mission

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



Types of Jobs

Production / Assembly	\$12.96
Machine Operation	\$14.33
Administrative / Office	\$16.76
Medical / Customer Service	\$13.67
Call Center / Customer Service	\$12.50
Finish / Paint	\$13.15
Warehouse / Shipping	\$13.83
Other	\$15.43

Average starting wage in 2017 was \$14.15 / hour.

Orion Demographics:

We served a total of 475 people in 2017 in our training and employment programs, and placed 160 individuals into community jobs.

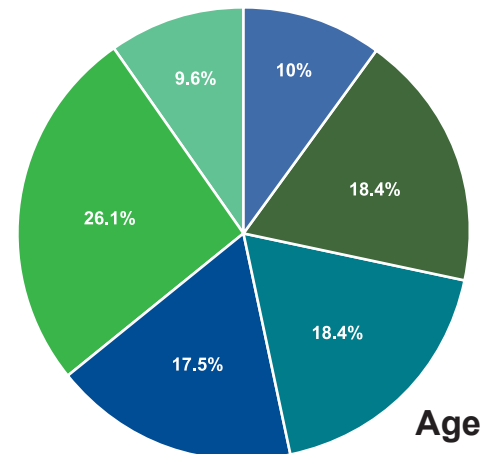
Gender:

Male – 56%

Female – 44%

Age:

18-21	10%
22-29	18.4%
30-39	18.4%
40-49	17.5%
50-59	26.1%
60+	9.6%



Barrier:

Developmental	16%
Hearing	4%
Medical	8%
Neurological	15%
Orthopedic	12%
Psychological	26%
Substance Abuse	10%
Visual Impairment	1%
Other	8%

Education:

No HS Diploma	8%
GED	14%
HS Diploma	31%
Associates/Certification	17%
Some College	23%
Bachelors & above	6%
Other	1%

30% of all participants received special education.



PARTNERS

Aerospace Joint Apprenticeship Committee
Workforce Development Council of Seattle-King County
Developmental Disabilities Administration
Division of Vocational Rehabilitation
Department of Services for the Blind
Veterans Administration
Labor & Industries

REDF



ACCREDITATION

CARF

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

Aerospace Certifications

The Boeing Company

D1-4426

Model Based Definition (MBD)

ISO9001/AS9100

Certified by TUV: USA in the following standards: ISO 9001:2008 & AS9100C

Contact Center Certifications

ISO/IEC 27001:2013

Certified by Coalfire in the following standard: ISO/IEC 27001:2013

PCI Compliant

HIPAA Compliant

AFFILIATIONS

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
SourceAmerica

Aerospace Futures Alliance
Center for Advanced Manufacturing – Puget Sound
Pacific Northwest Aerospace Alliance
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
Federal Way Chamber of Commerce
Kent Chamber of Commerce
Mukilteo Chamber of Commerce
Renton Chamber of Commerce
Seattle Metropolitan Chamber of Commerce
Southwest King County Chamber of Commerce

BUSINESS
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