

Office of Resolution Management

The Office of Resolution Management (ORM) provides equal employment opportunity (EEO) discrimination complaint processing services to VA employees, applicants for employment and former employees. Complaint processing services include counseling, investigation, and procedural final agency decisions. Alternative dispute resolution (ADR) is encouraged through all phases of the complaint process.

For additional information
Visit our Web site:
www.va.gov/orm or

Call our toll-free number:
1-888- 737-3361
(1-888 RES-EEO1)

For the Hearing Impaired
1 888 626-9008-TDD

ORM Field Offices

Northeastern Operations
Lyons, NJ

Mid-Atlantic Operations
Washington, DC

Southeastern Operations
Bay Pines, FL

Mid-South Operations
Little Rock, AR

Central Plains Operations
Houston, TX

Great Lakes Operations
Cleveland, OH

Western Operations
Los Angeles, CA



Department of Veterans Affairs

Office of Resolution Management



**ORGANIZATIONAL
CLIMATE ASSESSMENT
PROGRAM
(OCAP)**

ORGANIZATIONAL CLIMATE ASSESSMENT PROGRAM (OCAP)

A key ingredient of high performing organizations is the ability to keep committed and engaged employees. To accomplish this, organizations must understand what matters most to their employees. Employees who are satisfied with their work environment tend to be more motivated, creative and productive.

The Office of Resolution Management (ORM) offers the Organizational Climate Assessment Program (OCAP) to VA organizations with the primary goal of helping organizations measure employee satisfaction in their workplace environments.

OCAP Assesses:

- Your Mission
- Workplace Environment
- Diversity
- Employee-Employee Relations
- Supervisor-Employee Relations
- Conflict and Conflict Management
- Training and Awards
- Morale

Our veterans and their families deserve nothing but the best. Let us help your organization exceed your customers' expectations.

OCAP MODEL

OCAP utilizes a three-pronged approach when evaluating the workplace environment of a VA facility.

Pre-Site Phase

During the pre-site phase, constant communication between the OCAP team and the facility ensures that preparations for the assessment are handled in an efficient, professional manner. An analysis of the VA All Employee Survey, a 10-question OCAP survey, HR data and EEO complaint data is conducted to provide the facility Director with a snapshot of the current state of the workplace environment.

On-Site Phase

During the on-site phase, OCAP team members conduct the assessment. Interviews are conducted with senior managers, EEO and HR managers and senior Union officials. Focus group discussions are conducted with supervisory and non-supervisory employees. With VHA facilities, focus group sessions are further broken down between clinical and non-clinical staff. The groups are designed to encourage individuals to share perceptions, opinions, and thoughts about their work environments in a structured and non-threatening discussion. Employees are randomly selected to participate in these voluntary focus groups.

Post-Site Phase

An Executive Summary, along with attachments, is sent to the facility Director. It describes the organization's current work environment, best practices, organizational opportunities and challenges, and recommendations to improve the workplace environment, if necessary. The Executive Summary's packet also contains a CD of the summary and attachments, along with a copy of the Executive Leader's Guide to EEO complaints. In addition, an evaluation of the organization's EEO complaint data and follow-up communication with the facility Director is conducted quarterly for a year.

BENEFITS

The benefits of OCAP include improvements in:

- The Workplace Environment
- Employee-Employee Relations
- Supervisor-Employee Relations
- Conflict Management
- Training
- Morale



For additional information
Visit our Web site:
www.va.gov/orm or

Call our toll-free number:
1-888- 737-3361
(1-888 RES-EE01)

For the Hearing Impaired
1-888-626-9008-TDD