**Mission:** Resolve Conflict, Eliminate Barriers, and Make Our Customers Whole.

**Vision:** Protect and Promote Civil Rights and Fair Treatment of Others

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**Our Services**

- **Under Title VI and other legal provisions governing some of the following subject areas, we offer a range of services for responding to individuals’ claims of discrimination.**
  - **Title VI**
  - **Sections 504 & 508**
  - **Title II**
  - **Title IX**
  - **Services to Our Customers**
  - **VA Educational Benefits**
  - **Veterans Service Organizations**
  - **State Home Programs**
  - **Programs & Activities Receiving Federal Financial Assistance**
  - **Electronic & Information Technology Accessibility**
  - **Disability & Reasonable Accommodations**
  - **Limited English Proficiency**

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**Our Partnerships**

- **We partner with groups internal and external to VA to fulfill our mission**
  - The External Complaints Program (ECP) Workgroup (VHA, VBA, NCA)
  - ORM Staff Offices and the R.E.A.C.H. Initiative & Intake Hotline
  - Inter Agency partnerships with Department of Justice (DOJ - Civil Rights Division)
  - Department of Education, and The White House Initiative Crisis Hotline

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**How our success is measured**

- We break down barriers at VA and assist individuals when they’ve been discriminated against.
  - Create a well managed External Complaints Program with uniform standards in place across all VA facilities
  - Create greater enterprise outreach of External Complaints Program and ensure wide spread promotion, awareness, access, & compliance
  - Resolve conflict at the lowest level, but utilize best practices as often to prevent it

- We strive for 100% success across the six standard measurements of government EEO programs.
  - Integration of ECP into the Agency’s Strategic Mission
  - Demonstrated Commitment from Agency Leadership
  - Proactive Prevention of Unlawful Discrimination
  - Management and Program Accountability
  - Efficiency
  - Responsiveness and Legal Compliance
The path forward

Offices of Resolution Management and Diversity and Inclusion. Remember the “R”

Creating a Well Managed and Efficient External Complaints Program for VA Customers.

We want to modernize using leading practices and are focusing on four key verticals.

- **Become a Model Program**
  - **Bringing like services together that can serve as a model for government**
    - Create inclusive and collaborative efforts across ORM, ODI, VACO, VHA, VBA, and NCA
    - Deliver-continuity across EEO, External, and diversity services
    - Reduce duplicative functions across organizations

- **Align the organization to optimize service**
  - **Delivering the highest value programs**
    - Use “zero-based” budget reviews so outputs from allocated budget consistently make an impact
    - Align resources to high-demand, high-significance programs
    - Remove any barriers hindering front-line employees from delivering results

- **Revitalize customer intake and triage**
  - **Putting our Veterans first, improving their experience**
    - Provide the best combination of good and responsive customer service and easy access to information relating to the External Complaint Program.
    - Bring leading best practices from across the public and private sector to VA
    - Seek resolution at earliest opportunity and continuously throughout the External Complaint process

- **Acquire next generation agile technology**
  - **Implementing technology solutions to enable data-informed decision making**
    - Leverage forward-thinking technology and eliminate recurring technology buys.
    - Build agile systems that can adapt and change as needed [VA External Complaint Website, & ORM Share Point].
    - Create a more efficient and user-friendly database to track data relating to complaint processing activity.

Focused on the evolving needs of today and sustainable opportunities of the future.