

## Upcoming Events

[June 2020](#)

Lesbian, Gay, Bisexual, and Transgender Pride Month

National Caribbean American Heritage Month

[PTSD Awareness Month](#)

D-Day

June 6

Flag Day

June 14

### ORMDI

#### Steps Toward Conflict Resolution

You can contact the Office of Resolution Management, Diversity and Inclusion (ORMDI) toll-free at 1-888-566-3982 (TTY/TDD at 1-888-626-9008), from 8 a.m. to 4:30 p.m. in all time zones, and speak with a specialist regarding [Equal Employment Opportunity Complaint Processing](#), [Alternative Dispute Resolution](#), and the [Harassment Prevention Program](#). To file a discrimination or harassment complaint, you must contact [ORMDI](#) within 45 calendar days of the date of the alleged discriminatory incident.

## Commemorate LGBT Pride Month

The U.S. Department of Veterans Affairs (VA) joins the Nation in observing Lesbian, Gay, Bisexual, and Transgender (LGBT) Pride Month in June. The LGBT community is an integral part and growing segment of our workforce diversity. VA continues to demonstrate its commitment, in accordance with its established and enforced employee protections from sexual discrimination or harassment based on sexual orientation or gender identity. The [Secretary's EEO, Diversity & Inclusion, and No Fear Policy](#) statement and [associated VA directives](#) reinforce this commitment. [Continued on page 6.](#)



## Message from the DAS

Deputy Assistant Secretary Harvey Johnson

I am proud to announce that the Office of Resolution Management (ORM) and the Office of Diversity and Inclusion (ODI) are now the Office of Resolution Management, Diversity and Inclusion (ORMDI).

I am honored to lead this new organization and will ensure that we continue to meet the high standards expected of us by the Department's employees as we work to establish and maintain a diverse workforce and an inclusive workplace.

ORMDI is working on many new initiatives, including establishing a new online presence. [Continued on page 6.](#)



WE SERVE *ALL* WHO SERVED

Excellent care has no boundaries.

VHA is committed to serving Veterans with Lesbian, Gay, Bisexual, Transgender and related identities.

# VA LGBT Departmental Special Emphasis Program

Office of Resolution Management, Diversity & Inclusion

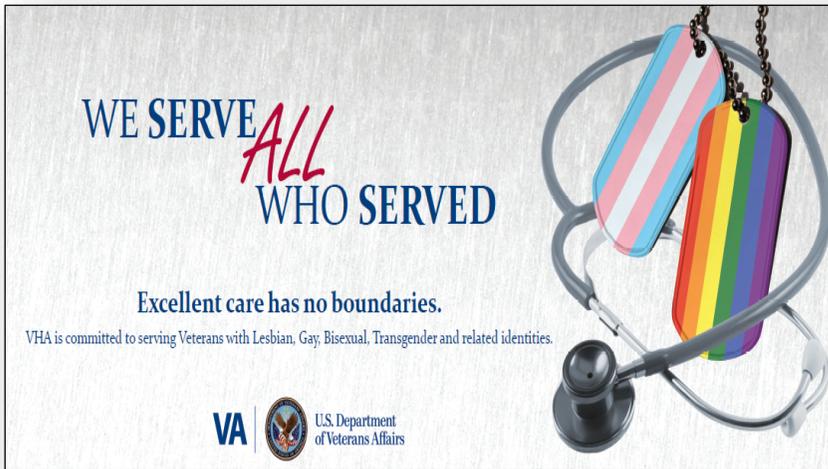
Remember the "R"



U.S. Department of Veterans Affairs

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

**Vision:** Civil Treatment of Others Across VA.



## Our Value to VA

**We break down barriers at VA and help people when they've been discriminated against.**

- Foster a psychologically safe workplace and inclusive culture
- Create a managed program with standards for care across VA facilities
- Create greater enterprise outreach of Special Emphasis Programs and Diversity & Inclusion Initiatives
- Build sustainable programs

## Our Services

**We offer a range of services for preventing discrimination and also responding to individuals' claims of discrimination.**



## Our Partnerships

**We partner with groups internal and external to VA to fulfill our mission**

- Diversity in VA Council (DIVAC)
- VA LGBT Workgroup (serving our VA Employee Workforce)
- The VHA LGBT Program (serving our Veterans patient care needs in all VA Healthcare facilities)
- Inter Agency partnerships such as "Pride in Service" and similar participation in external conferences such as the Out & Equal Workplace Summit.

## How our success is measured

**We strive for 100% success across the six standard measurements of government EEO programs.**

- Integration of EEO 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"

VA



U.S. Department of Veterans Affairs

*Creating a lean, accountable, efficient organization working for VA employees.*

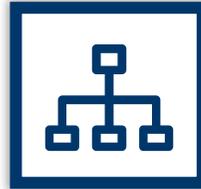
*We want to modernize using leading practices and are focusing on four key verticals.*



## Become a model office

***Bringing like services together that can serve as a model for government***

- ORMDI creates collaborative efforts and partnerships throughout VACO, VHA, VBA, and NCA
- ORMDI actively identifies and removes all systemic barriers which would hinder VA employees from meeting performance goals and mission objectives.



## Align the organization to optimize service

***Delivering the highest value programs***

- ORMDI leads the VA LGBT Workgroup to address issues emerging across organizational boundaries
- ORMDI aligns resources to high-demand, high-significance programs
- ORMDI reduces duplicative functions across organizations



## Revitalize customer intake and triage

***Putting VA employees first, improving their experience***

- ORMDI provides the best combination of live services, around-the-clock automated hotlines, and explore using mobile applications
- ORMDI brings leading best practices from across the public and private sector to VA
- ORMDI seeks resolution at earliest opportunity and continuously throughout the EEO process

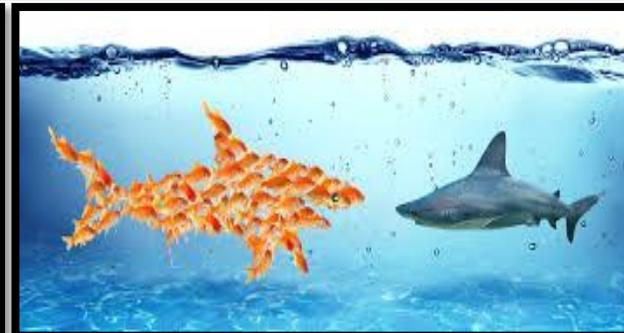


## Acquire next generation agile technology

***Implementing technology solutions to enable data-informed decision making***

- ORMDI supports the LGBT Special Emphasis Program Webpage, VA LGBT Workgroup Mailbox and social media platforms
- ORMDI has developed automated capabilities to integrate real-time data into a central repository through current existing systems and next generation E2 platform

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



# The Eighth Annual Secretary's D&I Excellence and ADR Excellence Awards

## Congratulations to the Winners!

ORMDI is proud to announce the winners of the Eighth Annual Secretary's Diversity and Inclusion (D&I) Excellence and Alternative Dispute Resolution (ADR) Excellence Awards! These awards provide the Department the opportunity to recognize the outstanding work of VA employees and teams who have achieved sustained successes in the areas of D&I and ADR.

The Secretary's Equal Employment Opportunity Award was established in 1988 and redesigned in 2009 as the Secretary's D&I Excellence Award. These awards align with the goals of VA's D&I Strategic Plan: grow a diverse, high performing workforce; cultivate an inclusive work environment and create an engaged organization; and facilitate outstanding, responsive public service. This year, the D&I Excellence Award is given in three categories. The awardees are:

- Gail Graham, Director, VA Central Iowa Health Care System, Veterans Health Administration (VHA) (Category: Manager or Supervisor)
- Dr. Gayle Y. Iwamasa, National Mental Health Quality Improvement and Implementation Consultant, Office of Mental Health and Suicide Prevention, VHA (Category: Nonsupervisory Employee)
- The Healthcare Leadership Talent Institute, Virtual Office, VHA (Category: Team)

The ADR Excellence Award was established in 2007 to recognize exemplary efforts by individuals and programs in managing conflict, thereby saving time and precious resources through creative solutions to workplace disputes. This year, the ADR Excellence Award is given in six categories. The awardees are:

- Fernando O. Rivera, Director, Southeast Louisiana Veterans Health Care System, VHA (Category: Senior Executive)
- Ann Travers, Equal Employment Opportunity Manager, Manchester VA Medical Center (VAMC), VHA (Category: Manager)
- Joan I. Harris, Director, Equal Employment Opportunity Office, Office of Community Care, VHA (Category: Certified Neutral)
- Joseph L. Chew, Instructional Systems Specialist, Michael E. DeBakey VAMC, VHA (Category: Employee)
- Mary A. Mitchell, Trial Attorney, OGC District Contract Law National Practice Group (Category: Office of General Counsel Employee)
- Overton Brooks VAMC (Category: Workplace ADR Program)

ORMDI is working with Information Technology Workforce Development staff to produce a video highlighting the accomplishments of the awardees. Look for more information about that production and where it will be made available for viewing in next month's newsletter. Congratulations to all of the award winners for their outstanding achievements in support of D&I and ADR!

## Training

### Federally Employed Women's First Virtual Leadership Summit

Federally Employed Women (FEW) will hold its first Virtual Leadership Summit on July 20-24, 2020. The theme for this summit is "Passing the Torch, Leading the Way."

FEW is a private membership organization working as an advocacy group to improve the status of women employed by the Federal Government and by the District of Columbia government. The summit will offer workshops on leadership, project management, career planning, interpersonal communications, finance, writing, human resources, equal employment opportunity, special emphasis programs, reasonable accommodation, and courses that address the Executive Core Qualifications required for the Senior Executive Service.

VA employees who plan to attend are responsible for obtaining supervisory approvals. Please note that centralized funding is not available for attendance. Funding for both registration and/or travel must come from the employee's benefitting program office. Following supervisory and budget approval, attendees who plan to participate must also register on the [FEW website](#). For additional questions, contact [Ms. Sehar Minhas](#), VA's National Federal Women's Program Manager, ORMDI.



**JULY**  
**20-24**  
**2020**

**JOIN US ONLINE!**

Federally Employed Women

# **PASSING THE TORCH** *Leading the Way*

**VIRTUAL LEADERSHIP SUMMIT**

## REGISTRATION RATES

Members - \$299

Non-Members - \$599

Even more exciting...  
with your registration,  
you will receive access to  
several exhilarating FEW events  
open to members and spectacular  
training courses!

**CELEBRATING 100 YEARS**  
OF WOMEN'S RIGHT TO VOTE

## TRAINING TRACKS:

- Project Management and Skills Track
- Two Day Management Concepts Leadership Certificate
- Special Emphasis Program Manager (SEPM) Certificate
- Human Resources (HR)
- Leadership/Management

## EVENT BENEFITS:

- Discounted Rates
- No Per Diem
- No Travel Cost to Agency
- 24+ sessions LIVE with Q&A and demonstrations

See more information at: [WWW.FEW.ORG](http://WWW.FEW.ORG)

WORKING FOR THE ADVANCEMENT OF WOMEN IN THE GOVERNMENT

## Message from the DAS

[Continued from Page 1](#)

For now, please continue to visit our separate [ORM](#) and [ODI](#) websites where you will find the [Secretary's Equal Employment Opportunity \(EEO\), Diversity and Inclusion, No FEAR, and Whistleblower Rights and Protection Policy Statement](#) reaffirming VA's commitment to our employees.

ORMDI will likely undergo internal organizational shifts as well but you may continue to reach out to ODI at [odi@va.gov](mailto:odi@va.gov).

Regarding VA's National Special Emphasis Programs, please refer to the contact list below:

- Ms. Tynnetta Lee—African American/Black Program and Asian American and Pacific Islander Program
- Ms. Sehar Minhas—American Indian and Alaska Native Program and the Federal Women's Program
- Ms. Mercedes Kirkland-Doyle—Hispanic Employment Program
- Mr. Roberto Rojo—Individuals with Disabilities Program (Dr. Andréé Sutton—Reasonable Accommodations)
- Mr. Sterling Akins—Lesbian, Gay, Bisexual, and Transgender (LGBT) Program

Finally, I want to congratulate the recipients of the Eighth Annual Secretary's Diversity and Inclusion Excellence Awards and Alternative Dispute Resolution Excellence Awards! You can read about these awards programs on [page 4](#). ORMDI received a number of nominations this year from across VA that highlighted some best practices across the Department. I want to thank all of the nominees for their dedication and accomplishments, and I encourage those not recognized this year to apply for the next cycle (prior recipients are not eligible for nomination in any category until two awards program cycles have concluded).

This year, in lieu of a live awards ceremony, ORMDI is working with Information Technology Workforce Development staff to produce a video highlighting the accomplishments of the awardees to be posted on YouTube, given the current social distancing challenges we face. We are excited for this year's new format and believe this is an innovative way to widely recognize and commemorate the winners and their achievements. Please look for that video soon.

We are here to help you build healthy organizations. -Harvey

## Commemorate

[Continued from Page 1](#)

VA's commitment is also evident in its institution of policy guidance, training on LGBT cultural competency, consultation, and survey-based needs assessment in this area. As VA has become more welcoming and inclusive in its diverse workplace, VA remains proactive in its endeavor to recognize and incorporate best practices to further exemplify these principles. To this end, the VA LGBT Workgroup, through the Office of Resolution Management, Diversity & Inclusion (ORMDI), continues its purpose of establishing a Department-level framework to develop strategies and recommendations to identify and eliminate systemic barriers to our LGBT community. The Workgroup aims to ensure VA has an inclusive environment that is free from discrimination or harassment based on sexual orientation or gender identity.

Due to the profound impact of COVID 19 and the various travel restrictions in place, including the increased social distancing policies that are currently in effect here, there will be no planned Observance held this year in VA Central Office. However, facilities throughout VA are planning to host a variety of virtual and electronic themed activities that would further support and embody the goals and objectives sought by our Special Emphasis Program Managers (SEPMs) and the Veterans Health Administration's Veteran Care Coordinators (VCCs), as they continue implementing programs and services to create inclusive work and customer service environments for our LGBT Veterans and employees.

For information on these initiatives or on the VA LGBT Workgroup, contact [Mr. Sterling Akins](#) (ORMDI), VA's Departmental LGBT Special Emphasis Program Manager. SEPMs should seek local management approval and consult the Office of Public and Intergovernmental Affairs and/or district counsel as deemed necessary by local management to ensure that use of VA resources in support of a SEP activity is authorized. Visit [VA's LGBT Program Web page](#) for more information.



Office of Human Resources & Administration/Operations, Security, and Preparedness  
Office of Resolution Management, Diversity and Inclusion (ORMDI)  
Alternative Dispute Resolution | EEO Complaint Processing | Harassment Prevention Program  
Office of Accountability and Whistleblower Protection

[VA on Facebook](#) | [VA on YouTube](#) | [VA Jobs](#) | [Community of Practice for Reasonable Accommodation Services](#)

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