

VA LGBTQ+ Departmental Special Emphasis Program VA

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 Partnerships

We collaborate with several groups internal and external to VA to fulfill our mission

- Diversity in VA Council (DIVAC)
- The VA LGBTQ+ Workgroup, VA National Virtual Pride, LGBTQ+ Integrated Project Team, and PrideVA Employee Resource Group (serving our VA Employee Workforce & Veterans)
- The VHA LGBTQ+ Health 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.

Our Services

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



WE SERVE *ALL* WHO SERVED

Excellent care has no boundaries.

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



Our Value to VA

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

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

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.

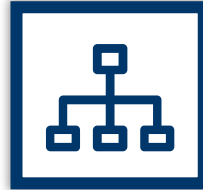
We want to modernize using leading practices and are focusing on four key verticals.



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

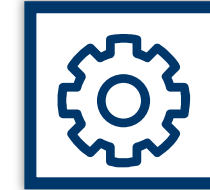
- ORMDI leads the VA LGBTQ+ Workgroup to address issues emerging across organizational boundaries
- ORMDI aligns resources to high-demand, high-significance programs
- ORMDI reduces duplicative functions across organizations



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 LGBTQ+ 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.

