

# VA LGBT Departmental Special Emphasis Program

Office of Resolution Management, Diversity & Inclusion

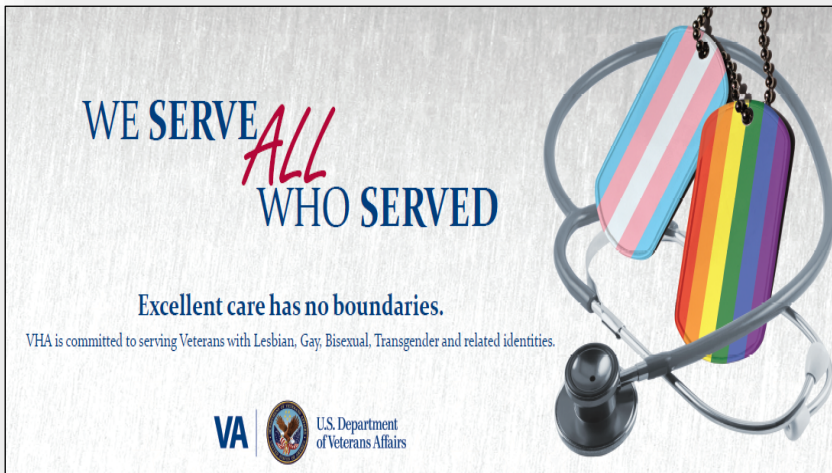
Remember the "R"



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.*

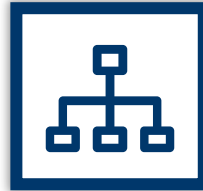
*We want to modernize using leading practices and are focusing on four key verticals.*



## 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***

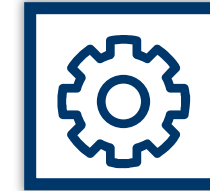
- ORMDI leads the VA LGBT Workgroup to address issues emerging across organizational boundaries
- ORMDI aligns resources to high-demand, high-significance programs
- ORMDI reduces duplicative functions across organizations



## 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.*

