Mission: Resolve Conflict, Eliminate Barriers, and Make Employees Whole.
Vision: Civil Treatment of Others Across VA.

Our Services

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

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

How our success is measured

Support Groups
Promotion & Awareness
Harassment Prevention Program
EEO Complaints Processing
Alternative Dispute Resolution
Reasonable Accommodations
Transgender Employee Transition Guidance
LEBT Community Outreach
VA Employees

Preventative Products
Responsive Products

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.

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

Efficiency
Responsiveness and legal compliance
The path forward
Offices of Resolution Management and Diversity and Inclusion. Remember the “R”

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

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

1. **Become a model office**
   - 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.

2. **Align the organization to optimize service**
   - 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

3. **Revitalize customer intake and triage**
   - 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

4. **Acquire next generation agile technology**
   - 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.