



OREGON DEPARTMENT
of VETERANS' AFFAIRS

DIVERSITY, EQUITY, INCLUSION, and ACCESSIBILITY ACTION PLAN

NARRATIVE & FACT SHEET

FISCAL YEARS 2025-2030

MISSION



To honor and serve all Oregon veterans and their families by aligning and delivering earned benefits and services that enhance and improve their lives in recognition of their service to our nation.

VISION



All veterans and their families thrive in Oregon

VALUES



Stewardship
Excellence
Respect
Vision
Inclusivity
Commitment
Equity

The Oregon Department of Veterans' Affairs (ODVA) Diversity, Equity, Inclusion, and Accessibility (DEIA) Action Plan for Fiscal Years 2025–2030 outlines our commitment to cultivating a culture of equity, accountability, and continuous improvement. This plan is structured around two main pillars: our internal work (supporting and equipping staff) and our external work (enhancing service delivery and outreach to Oregon's diverse veteran population). Each section contains specific goals, strategies, tactics, measurable outcomes, and lead assignments, all mapped to quarterly timelines over a three-year period.

ODVA's DEIA work focuses on nine priority areas: (1) workforce, (2) learning, (3) communications, (4) information, (5) accessibility, (6) partnerships, (7) external communications, (8) outreach, and (9) leveraging partner data. These efforts are designed to create equitable access, amplify underserved voices, and institutionalize inclusive practices across ODVA's operations. Key deliverables include updated hiring practices, enhanced onboarding, targeted outreach strategies for marginalized veterans, demographic data integration, and robust internal and external communications.

This action plan serves as a roadmap for embedding DEIA in all aspects of ODVA's services and culture and aligns with the agency's mission to honor and serve Oregon veterans and their families through equity driven practices and partnerships.

INTRODUCTION

The Oregon Department of Veterans' Affairs (ODVA) is committed to advancing Diversity, Equity, Inclusion, and Accessibility (DEIA) as integral components of our mission to serve Oregon's veterans. This DEIA Action Plan outlines strategic goals, initiatives, and outcomes for Fiscal Years 2025–2030 that will ensure ODVA's internal and external operations are inclusive, equitable, and accessible to all.

This plan centers on transforming both our internal workforce practices and external service delivery by embedding DEIA values at every level. It is both a blueprint for sustained progress and a tool for accountability, ensuring that the agency remains responsive to the needs of Oregon's diverse veteran population.


KEY STRATEGIC FOCUS AREAS

Section 1: Our Internal Work

1. Workforce – Develop a Diverse Workforce Skilled in Equity, Inclusion, and Accessibility

- Integrate DEIA responsibilities into job descriptions and interview practices.
- Train all hiring panels in implicit bias and inclusive hiring practices.
- Incorporate DEIA-specific competencies into staff performance evaluations. Performance measures will assess individual contributions to fostering an inclusive, respectful, and accessible workplace, including demonstrated inclusive behaviors and team-building practices; engagement in DEIA-related learning and development; support for colleagues from underrepresented or marginalized groups; and the use of equitable and accessible approaches in decision-making and collaboration.
- Provide coaching, mentorship, and leadership development—especially for underrepresented staff.
- Support employee resource groups to promote belonging and inclusion.

2. Learning – Equip Team Members for Quality Service Delivery

- Implement quarterly DEIA training for all staff.
 - Provide targeted, subject-specific DEIA learning experiences for managers and staff.
 - Introduce coaching programs that support real-time learning and growth.
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- Establish tools and processes for using a DEIA lens in strategic and operational decisions.

3. Communications – Communicate Effectively About DEIA Work

- Distribute quarterly DEIA e-newsletters and host verbal all-staff updates.
- Clearly communicate successes, challenges, and next steps.
- Develop accessible and anonymous reporting mechanisms for staff to share DEIA-related feedback.
- Promote DEIA accountability through transparency and regular updates.

4. Information – Leverage Data to Inform and Evaluate Our Work

- Implement a Customer Relationship Management (CRM) system to collect and use veteran demographic data.
- Provide regular, useful demographic reporting to managers.
- Train staff in accurate and consistent data collection procedures.
- Use data to inform service improvements and planning.

5. Accessibility – Ensure Access to Services

- Conduct annual accessibility audits of facilities, websites, and materials.
- Develop processes for veterans to request accommodation easily for ODVA specific programming.
- Provide materials in multiple formats and languages to meet the needs disabled veterans and veterans whom English is their second language.
- Ensure compliance with ADA standards and best practices.

Section 2: Our External Work

6. Partnerships – Strengthen Strategic Partnerships

- Prioritize partnerships with agencies and community providers that serve large and diverse veteran populations.
- Develop partnership agreements with shared goals and clear accountability.
- Share data, training, and resources to strengthen community impact.

7. Outreach – Engage Underserved Veteran Communities

- Create multi-year outreach strategies to engage women, Latino, multiracial, LGBTQ+, rural, urban, disabled, and aging veterans.
- Audit communication platforms for accessibility.
- Use culturally responsive outreach methods to ensure all veterans feel seen and supported.

8. External Communications – Share Progress Transparently with Stakeholders

- Deliver quarterly and annual DEIA updates to constituents and stakeholders.
- Conduct listening to sessions and focus groups to gather community feedback.
- Report findings from annual DEIA audits to improve transparency and drive improvement.

9. Information Sharing – Use Partner Data to Increase Visibility and Impact

- Identify key veteran service providers and collaborate on data collection.
- Train partners on DEIA-aligned data practices.
- Aggregate and publicly share data insights to inform statewide understanding of veteran needs.

CONCLUSION

We gather as communities across Oregon, a diverse tapestry of backgrounds, experiences, and perspectives, to honor the heroes of this nation – our veterans. The Oregon Department of Veterans' Affairs' commitment to Diversity, Equity, Inclusion, and Accessibility helps to express our deepest gratitude to those who have stood on the front lines, whether on foreign shores or on home soil, to protect the freedoms and values we hold dear.

This Action Plan is a living document designed to guide sustained organizational change. By centering equity and inclusion in all that we do, both internally and externally, we position ODVA to better serve Oregon's veterans and their families, and lead as a model of inclusive public service.

