

# Caring for Our Diverse Military Population

**Training Title:** Caring for Our Diverse Military Population

**Training Description:** This asynchronous, self-paced course provides a rich introduction to working more effectively with diverse military populations. The training was developed to meet the needs of clinicians serving military populations, based on robust survey data. It covers a broad range of topics regarding cultural identities and culturally humble clinical practice, and gives specific attention to cultural identities related to gender, sexual orientation, race and ethnicity. Subject matter experts and veterans share their knowledge and experience. This is an introductory level course, but there is rich opportunity to reflect on individual experiences and experiences of clients in nuanced and significant ways.

**Schedule:** This course is self-paced, asynchronous, and available on demand through Relias Learning Management System. It is comprised of 7 modules and a conclusion:

- **Module 1:** Introduces the course and its development and outlines the concept of culture and its relevance to therapy.
- **Module 2:** Discusses the history of discrimination and inclusion in the US military and the ways in which this may impact clients' military experiences.
- **Module 3:** Defines and explores dimensions of culture based on the ADDRESSING+M framework. Reviews concepts of intersectionality and cultural humility as lenses for conceptualizing the complexity and nuance of cultural identities.
- **Module 4:** Discusses key considerations related to Gender Identity and Sexual Orientation, including terminology, identity labels, pronoun etiquette, the identity development process, and LGBTQ+ strengths.
- **Module 5:** Reviews the concepts of Race and Ethnicity. Outlines and explores the racial identity development process, various forms and systems of racism, and resilience in the face of racial/ethnic oppression.
- **Module 6:** Introduces models for understanding minority mental health including the minority stress model, as well as racial, cumulative, and intergenerational trauma. Explores mental health disparities and barriers to care for minoritized clients.

- **Module 7:** Discusses clinical considerations and ways to implement a culturally humble approach in therapy. Overviews how to respond to inevitable missteps along the way, including repairing microaggressions in the therapy room.

Learners will need to pass a final quiz at the end of the course with an 80% score to complete the course. The course is estimated to take approximately 4 hours to complete.

**Target Audience:** Mental health professionals serving military or veteran clients

**Content Level:** Introductory

**Location:** Available online through Relias Learning Management System.

- External learners who do not work at CVN may access the course through [THIS LINK](#). To access the course, users will be required to create a free Relias account that will enable them to save their progress and receive 4 CEs upon completion of the training.
- For CVN staff with existing Relias accounts, please log in to your Relias account to access this training. If this course has not been assigned to you and you wish to take it as an elective, you can access it by clicking “Browse Course Library” and searching “CVN’s Caring for Our Diverse Military Population.”
- For additional details on System Requirements for using Relias, see this link: <https://elnec.academy.reliaslearning.com/Data/Default/Images/System%20Requirements%20for%20Learner.pdf>

**Cost:** No cost; training and CEs are free to all learners.

**Learning Objectives:**

Upon completion of the training, the learner will be able to:

1. Define the concept of culture
2. Summarize Pamela Hays' ADDRESSING Model
3. Interpret a sample client's identity through an intersectional lens
4. Outline examples of events in history that led to exclusion of groups from military service
5. Illustrate appropriate use of affirming language with clients with minoritized gender identities and sexual orientations
6. Identify at least 3 different forms of racism

7. Describe the impact of discrimination and health disparities on minoritized individuals' mental health
8. Practice culturally humble therapy techniques in clinical practice
9. Employ strategies to mitigate the harm of microaggressions in the therapy setting

**CEs:** Participants who complete this training in its entirety will be eligible to receive 4 continuing education (CE) credits. In order to receive CEs, participants will need to pass a final quiz with at least an 80% score. CE certificates will be generated automatically through Relias upon successful completion of the course, the final quiz, and the feedback evaluation survey.



*Cohen Veterans Network is approved by the American Psychological Association to sponsor continuing education for psychologists. Cohen Veterans Network maintains responsibility for this program and its content.*

*Cohen Veterans Network, provider #1648 is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Cohen Veterans Network maintains responsibility for this course. ACE provider approval period: 3/13/24 -3/13/27. Social workers completing this course receive 4 continuing education credits.*

# Caring for Our Diverse Military Population

## Instructors:



*Kimberly F. Balsam, Ph.D.*, is a Professor in the Psychology Department at Palo Alto University, where she is also the Director of the LGBTQ Area of Emphasis in the PhD program, Director of the Center for LGBTQ Evidence-Based Applied Research, and the PI of the Research on Intersectional Sexual and Gender Identity Experiences (RISE) lab. She has been conducting research on LGBTQ+ psychology since the 1990s, including topics such as trauma, minority stress, mental health, families and relationships, and development of culturally relevant assessment tools for LGBTQ-specific constructs. She also has a 20-year history of clinical practice with LGBTQ+ patients. Dr. Balsam is passionate about education and training in LGBTQ+ psychology. She is currently the PI of the Clinical Academy, a partnership with Santa Clara County to develop, implement and evaluate a 40-hour intensive cultural competence training for master's level clinicians. Dr. Balsam served as Division 44 President during 2016-2017 and is the recipient of the division's Distinguished Contribution to Education and Training award in 2021.



*Maurice Endsley, Ph.D.*, serves as the Research Coordinator for Association of VA Psychology Leaders Special Interest Group for People of Color and Allies. Dr. Endsley is also the co-owner of MKM Psychology Consulting Service which provides culturally informed consultation services to address the impact of racism and discrimination within clinical care and assisting organizations in providing culturally sensitive care. Dr. Endsley has provided numerous trainings and talks on the impact of race-related stress and racial trauma on Veterans for Color, including for Veterans Health Administration and American Psychological Association's Division 18 Psychologists in Public Service Section. Dr. Endsley is passionate about ameliorating the impact of systemic racism and discrimination on people of color, creating opportunities for empowerment underserved populations, and engaging with both clinical partners and organizations in this endeavor.

Dr. Endsley obtained a doctoral degree in clinical psychology from the University of Missouri – St. Louis with an emphasis in Behavioral Medicine. He completed his internship and post-doctoral training within Veterans Health Administration. He has specialized training in health psychology and has worked with Veterans for most of his career. Dr. Endsley has been providing health psychology interventions to diverse populations in primary care and oncology. In addition, he is a co-developer and lead consultant of a race-based stress and trauma intervention. Much of his research investigations focused on the impact of race-related stressors, including discrimination on the mental and physical health of people of color. He has experience and expertise providing a role as a clinical psychologist on prior research studies and serving as a mentor for a research project investigating the effects of race-based stress interventions.



***Gayle Y. Iwamasa, Ph.D., HSPP***, is National Director, Inpatient Mental Health Services, VA Central Office, Office of Mental Health and Suicide Prevention (OMHSP), Department of Veterans Affairs. Previous to her work in VHA, she spent 16 years in academia educating and training clinical, community, and counseling psychology graduate students. She has been a licensed clinical psychologist (HSPP in Indiana) since 1993, and has provided clinical assessment and evidence-based individual, couple, and group therapy throughout her career.

In her role as National Director, Dr. Iwamasa develops and oversees implementation of policy and guidance related to inpatient mental health in VHA. She serves as VHA's subject matter expert on inpatient mental health and provides consultation at the VACO, VISN and field level. She works collaboratively with VHA's interdisciplinary inpatient mental health staff to maximize their skills and experience to ensure that Veterans receive the highest quality, evidence-based and Veteran-centered mental health services.

Dr. Iwamasa also co-leads OMHSP's diversity, equity and inclusion efforts, including establishing a OMHSP Diversity, Equity and Inclusion Resources SharePoint. She also serves on VHA's Diversity and Inclusion Committee. Dr. Iwamasa has received numerous awards and honors including the Distinguished Contribution Award from the Asian American Psychological Association (AAPA), the Emerging Professional Award from American Psychological Association (APA) Division 45 (Society for the Psychological Study of Ethnic Minority Issues), and fellow status in APA Divisions 12, 18 and 45, and the AAPA. She received the VA Secretary's Diversity and Inclusion Excellence Award in May 2020 for her DEI work.

She has presented at the local, national and international levels, has authored many journal articles and book chapters, and edited several books including *Culturally Responsive Cognitive Behavioral Therapy: Practice and Supervision*, 2nd Edition, (2018) with Pamela Hays. She has held many leadership positions within psychology including president of the AAPA, chair of APA's Board of Convention Affairs, vice chair of APA's Committee on Women in Psychology, co-founder and co-chair of the Association of VA Psychology's Psychologists of Color and Allies Special Interest Group, and various leadership positions in the Association of Behavioral and Cognitive Therapy.



**Tracy Neal-Walden, Ph.D.**, is the Chief Clinical Officer at the Cohen Veterans Network (CVN), providing clinical vision and strategic leadership for the network and leading the development and implementation of network-wide clinical practice guidelines to ensure all network clinics meet the highest professional standards of access, evidenced based quality care, and ethical service delivery.

Dr. Neal-Walden is a veteran of the United States Air Force and served for 24 years as a military psychologist/clinician, officer, leader, and academic; retiring in the rank of Colonel. She served as the Air Force's Director of Psychological Health and Chief of Behavioral Health, as well as numerous other clinical and senior level leadership positions; developing and implementing policy for 75 military treatment facilities. In addition, she deployed to Iraq during Operation Iraqi Freedom/Operation Enduring Freedom and led a team of clinicians across 9 different locations to serve our nation's warriors resulting in her being awarded the Bronze Star Medal.

Prior to CVN, Neal-Walden served as the inaugural Clinic Director of the Steven A. Cohen Military Family Clinic at Easterseals and a Senior Vice President at Easterseals from 2017-2020. During her tenure, she was instrumental in directing the clinic to success in attaining initial CARF accreditation, leading the network in telehealth implementation and utilization, and spearheading new clinical processes and procedures. Dr. Neal-Walden is actively involved in the professional community serving on the Substance Abuse and Mental Health Service Administration's National Advisory Council, the American Psychological Association's Continuing Education Committee's Advisory Council, and the Editorial Board of APA Division 12's journal, *Clinical Psychology: Science and Practice*.

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**Questions, comments, concerns, grievances, and requests for accommodation:** Please email the CVN training team at [training@cohenveteransnetwork.org](mailto:training@cohenveteransnetwork.org).