

**We'll  
Begin  
Shortly**

# BEST PRACTICES FOR PROVIDING INCLUSIVE CARE FOR THE LGBTQIA+ COMMUNITY



University of  
Massachusetts  
Global A private  
nonprofit affiliate



# UMASS GLOBAL

- Regionally accredited by WASC Senior College and University Commission
- Nonprofit and designed for working adults
- The university offers 80+ career paths\*
- Six 8-week sessions, year-round, hybrid and online or self-paced
- Military friendly

\*Including degree programs, emphasis areas, concentrations, credentials, and specialties comprising both credit and non-credit bearing coursework, across its schools of arts and sciences, business, education, nursing and health.



# COURSE OFFERINGS

- Suicide Risk Assessment and Intervention
- Conflict Resolution
- Effective Communication
- Emotional Intelligence
- Law and Ethics
- Diversity and Inclusion Certificate
- Become a Certified Health Coach

## ONLINE COURSES

Self-paced and  
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Earn CE credits  
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**[UMassGlobal.edu/BehavioralHealth](https://UMassGlobal.edu/BehavioralHealth)**

# TODAY'S SPEAKER IS...




**GEOFF MILAM, LCSW**

*Clinical Director and Adjunct Associate Professor of Psychology*

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A top-down view of a white surface. In the top left is a small white cup with a blue handle containing dark coffee. In the top center, a hand is visible. In the top right, a hand wearing a black leather watch holds a red pencil, positioned near a white tablet with a blue screen. 

# LEARNING OBJECTIVES

- Learn how to effectively communicate, support, and care for the LGBTQIA+ community
  - Acquire the skills to operate from a place of cultural humility to enhance the overall care of marginalized communities
  - Identify key behavioral health vulnerabilities among the LGBTQIA+ community
  - Explore treatment barriers among the LGBTQIA+ community and recommendations for overcoming them
- 
- A hand wearing a yellow sleeve holds a red marker, positioned in the bottom right corner of the frame.



**LGBTQIA+**

GAY  
TRANSGENDER  
INTERSEX  
AND  
MORE

LESBIAN  
BISEXUAL  
QUEER  
ASEXUAL





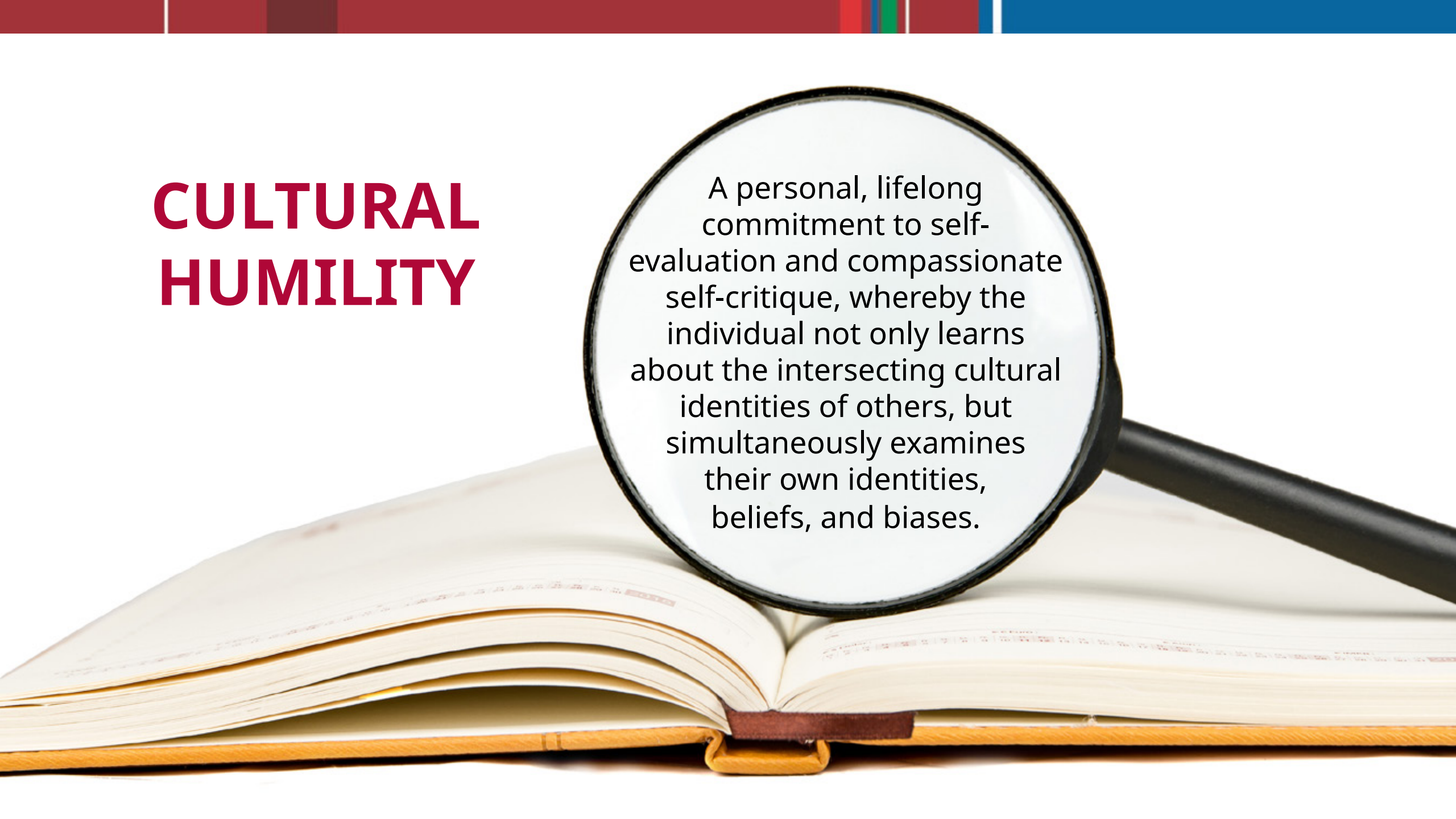
LET'S TAKE A  
QUICK POLL



• **WHAT IS  
CULTURAL  
HUMILITY?**



# CULTURAL HUMILITY



A personal, lifelong commitment to self-evaluation and compassionate self-critique, whereby the individual not only learns about the intersecting cultural identities of others, but simultaneously examines their own identities, beliefs, and biases.

**OPERATING  
FROM A  
POSITION OF  
CULTURAL  
HUMILITY  
REQUIRES  
THAT YOU:**

Remain open and  
teachable

---

Acknowledge and  
work to remediate  
power imbalances and  
systemic inequity



**OPERATING  
FROM A  
POSITION OF  
CULTURAL  
HUMILITY  
REQUIRES  
THAT YOU:**

Recognize your  
own limitations

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Seek out  
opportunities to  
celebrate and  
harness the power  
of culture to heal

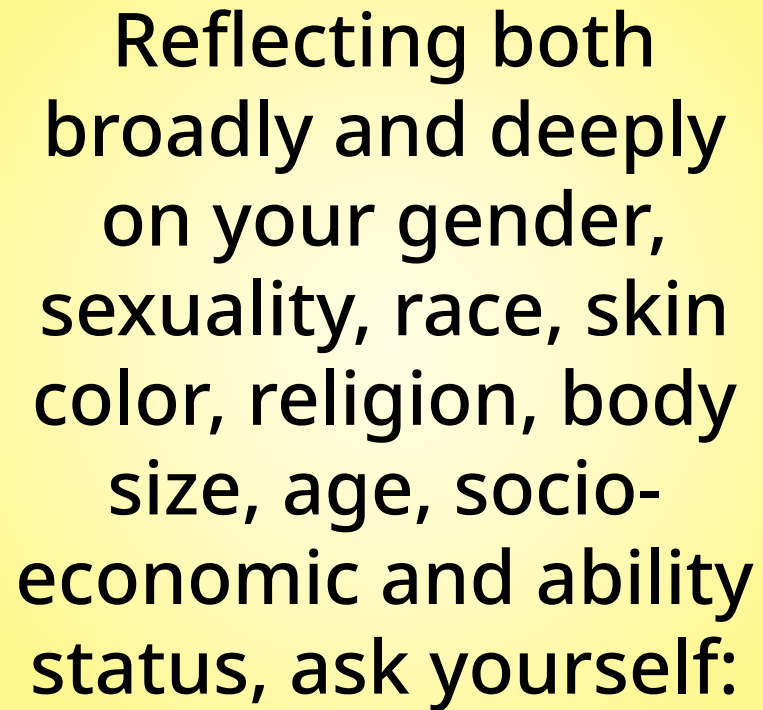


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# **SOME QUESTIONS TO HELP CULTIVATE CULTURAL HUMILITY**



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Reflecting both  
broadly and deeply  
on your gender,  
sexuality, race, skin  
color, religion, body  
size, age, socio-  
economic and ability  
status, ask yourself:

Which facets of my identity feel  
most prominent or important?

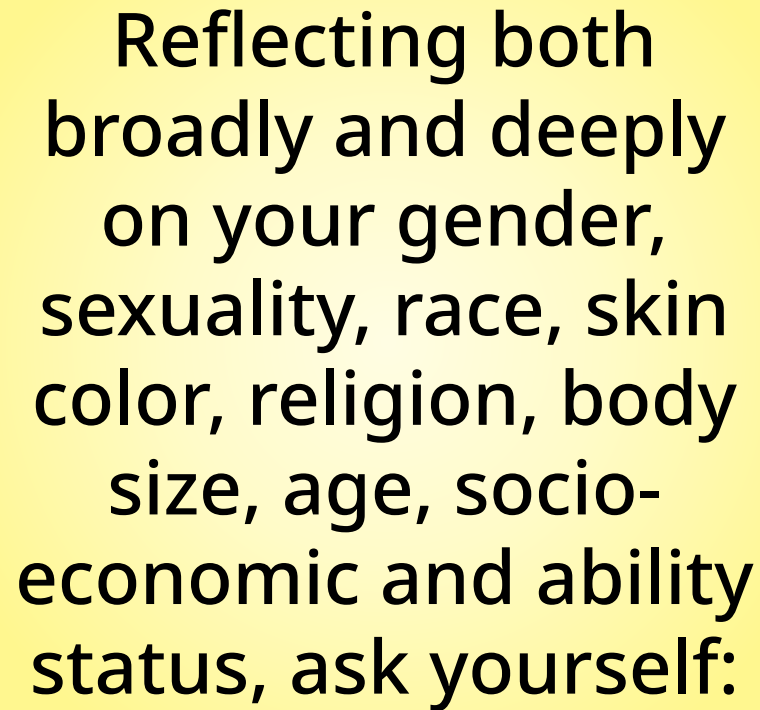
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Have I ever felt shame or fear  
associated with any facet of my  
identity?

---

Have I ever hidden or withheld  
an aspect of my identity to  
ensure social acceptance?





Reflecting both  
broadly and deeply  
on your gender,  
sexuality, race, skin  
color, religion, body  
size, age, socio-  
economic and ability  
status, ask yourself:

Are there parts of my identity  
that feel in conflict with other  
parts of me?

---

Which parts of my identity are  
privileged in society? And which  
are marginalized?

---

How might the answers to  
these questions impact the  
ways I show up in my work with  
clients of similar or diverse  
backgrounds?



LET'S TAKE A  
QUICK POLL

# Components of Human Identity

This is a friendly infographic that visually represents four components of human identity. The terms associated with each category are ever evolving. Here are just a few:



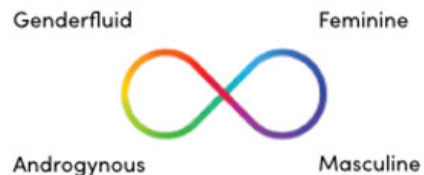
## ASSIGNED SEX

The biological classification of a person as female, male or intersex. It is usually assigned at birth based on a visual assessment of external anatomy.



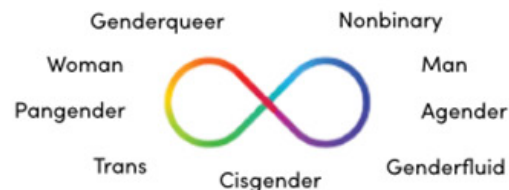
## GENDER EXPRESSION

The way gender is presented and communicated to the world through clothing, speech, body language, hairstyle, voice and/or the emphasis or de-emphasis of body characteristics and behaviours.



## GENDER IDENTITY

A person's internal and individual experience of gender. It is not necessarily visible to others and it may or may not align with what society expects based on assigned sex.



## ATTRACTION

Often referred to as a sexual orientation, attraction describes a person's potential for emotional, spiritual, intellectual, intimate, romantic and/or sexual interest in other people and may form the basis for aspects of one's identity and/or behaviour.



## UMBRELLA TERMS

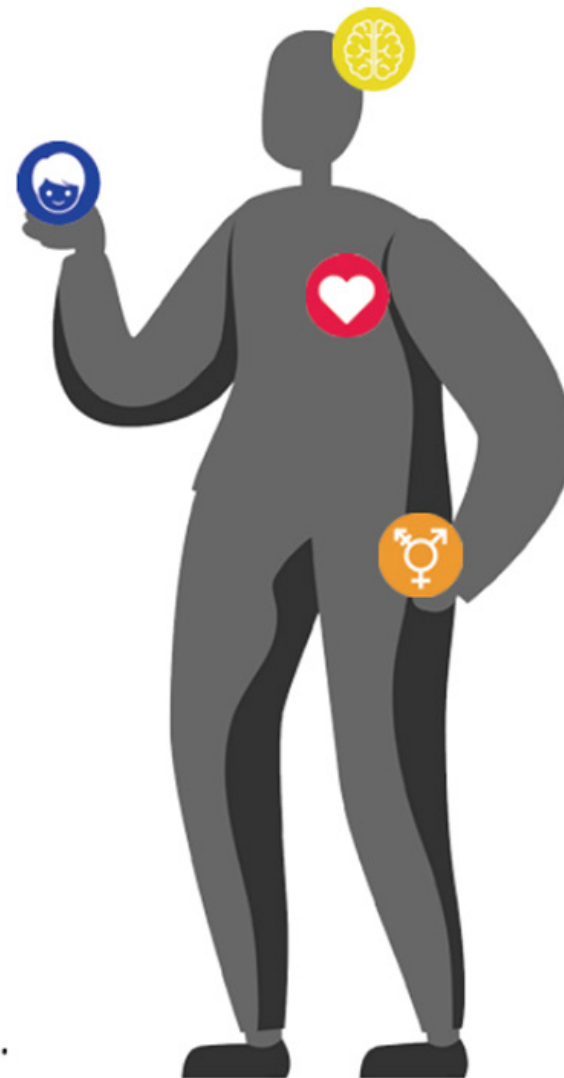
Many terms related to 2SLGBTQI identities fall into more than one category.

Two Spirit



Queer

Questioning



Egale



University of  
Massachusetts  
Global



## ASSIGNED SEX

The biological classification of a person as female, male or intersex. It is usually assigned at birth based on a visual assessment of external anatomy.



### Intersex

A person who's chromosomal, hormonal, or anatomical sex characteristics fall outside of the conventional classifications of male or female.

### AMAB

Assigned Male at Birth

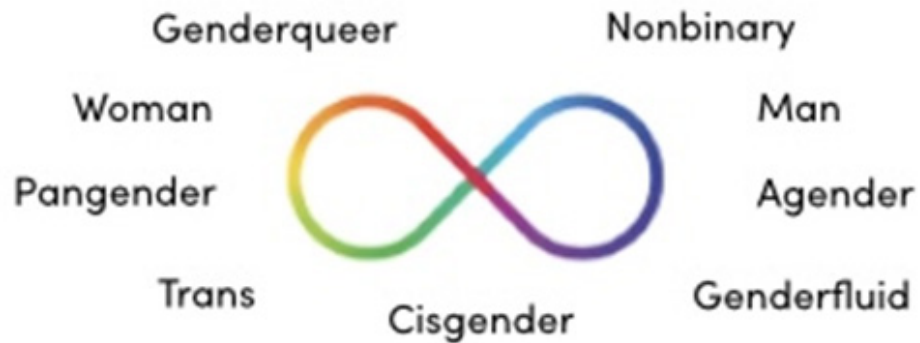
### AFAB

Assigned Female at Birth



## GENDER IDENTITY

A person's internal and individual experience of gender. It is not necessarily visible to others and it may or may not align with what society expects based on assigned sex.



### Nonbinary

an umbrella term to reflect a variety of gender identities that are not exclusively men or women. Identity terms which may fall within this category, include: gender queer, agender, bigender, genderfluid, or pangender.

### Agender

A person who identifies as either having no gender or a neutral gender identity

### Cisgender

A person whose gender identity corresponds with what is socially expected, based on their sex assigned at birth (e.g., a person who was assigned male at birth and identifies as a man)

### Transgender

A person whose gender identity does not correspond with what is socially expected based on their sex assigned at birth. It can be used as an umbrella term to refer to a range of gender identities and experiences.





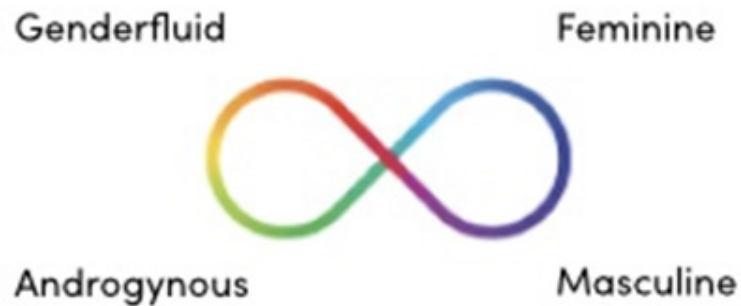
## EXERCISE #1

At what age does a person begin to have an understanding of their gender identity?



## GENDER EXPRESSION

The way gender is presented and communicated to the world through clothing, speech, body language, hairstyle, voice and/or the emphasis or de-emphasis of body characteristics and behaviours.



### Feminine

A word to describe a behavior, trait, or style of expression that has cultural associations, with “being a woman”. These associations change over time, between cultures, and from person to person.

### Masculine

A word to describe a behavior, trait, or style of expression that has cultural associations, with “being a man”. These associations change over time, between cultures, and from person to person.

### Genderfluid

A word to describe change over time in a person’s gender expression

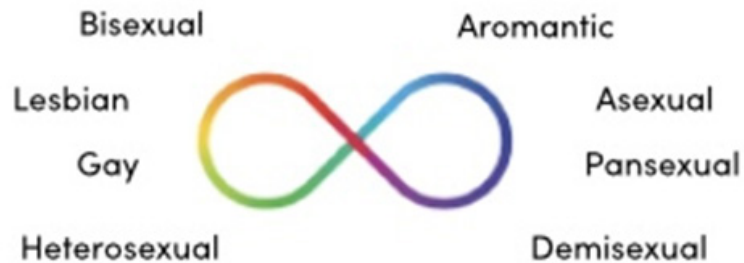
### Androgynous

A word to describe a behavior, trait, or style of expression, that either blends, both masculine and feminine form of expression, or is culturally, read as gender neutral.



## ATTRACTION

Often referred to as a sexual orientation, attraction describes a person's potential for emotional, spiritual, intellectual, intimate, romantic and/or sexual interest in other people and may form the basis for aspects of one's identity and/or behaviour.



### Aromantic

A person who does not experience romantic attraction to persons of any gender.

### Asexual

A person who does not experience sexual attraction, or who has little to no interest in sexual activity

### Pansexual

A person who experiences attraction, regardless of gender.

### Demisexual

A person who experiences sexual attraction to someone only after having an emotional attraction to them.

### Bisexual

A person who experiences attraction to both people of their own gender and people of gender different from their own.

### Lesbian

A person who identifies as a woman and experiences attraction to people of the same gender

### Gay

A person who experiences attraction to people of the same gender as themselves. 'Gay' may be used by individuals of a diversity of genders or may specifically refer to men who are attracted to other men.

### Heterosexual

A person who experiences attraction to people of a different gender. Also referred to as "straight".



## UMBRELLA TERMS

Many terms related to 2SLGBTQI identities fall into more than one category.

Two Spirit



Queer

Questioning

## TWO SPIRIT

An English umbrella term to reflect, and restore, indigenous traditions, forcefully suppressed by colonization, honoring the fluid and diverse nature of gender and attraction and its connection to community and spirituality. It is used by some indigenous people rather than or in addition to identifying as LGBTQIA.

## QUEER

This term has been reclaimed by some LGBTQIA+ communities as a term of pride and affirmation of diversity. It can be used to encompass a broad-spectrum of identities related to sex, gender, and attraction or by an individual to reflect the interrelatedness of these aspects of their identity.

## QUESTIONING

This term describes a state of sexual and/or gender identity exploration.



# IDENTITY TAKEAWAYS

## IDENTITY EXISTS ON A CONTINUUM

There is great variance in how people identify as sexual and gendered beings. Challenging deeply entrenched notions of 'heteronormativity' and the 'gender binary' is critical to helping LGBTQIA+ people feel seen and understood.







# IDENTITY TAKEAWAYS

## IDENTITY IS INTERSECTIONAL

Identity is not a list of checked boxes, but a complex, overlapping map of biopsychosocial experience.

It is vital to attend to the compounding, cumulative way oppressive forces (such as racism, sexism, and classism) can impact LGBTQIA+ folks.






# IDENTITY TAKEAWAYS

## IDENTITY IS AN EVOLVING PROCESS

An individual's identity is not fixed at birth. It's forged over time and determined by a constellation of biopsychosocial forces. Collectively we are shaping an ever more inclusive understanding of 'identity' that makes room for and celebrates the diversity of human experience.





# **THE IMPACT OF DISCRIMINATION ON LGBTQIA+ INDIVIDUALS**



## KEY FINDINGS FROM THE CENTER FOR THE STUDY OF INEQUALITY AT CORNELL UNIVERSITY:

- An extensive body of research shows that exposure to anti-LGBTQIA+ discrimination increases the risks of poor mental and physical health for LGBTQIA+ people.
- The mental health consequences of discrimination for LGBTQIA+ people include significantly elevated rates of depression, anxiety, suicidality, PTSD, substance dependence, and overall psychological distress.
- The physical health consequences of discrimination include higher than normal rates physical violence, sexual assault, chronically elevated stress hormone levels, leading to cardiovascular disease and other poor health outcomes.





## KEY FINDINGS FROM THE CENTER FOR THE STUDY OF INEQUALITY AT CORNELL UNIVERSITY:

- The types of discrimination associated with LGBTQIA+ health harms include interpersonal discrimination, such as bullying, harassment, or assault; and structural discrimination, such as laws, policies, or practices that deny services, opportunities, or protections to LGBTQIA+ people.
- Discrimination is linked to health harms even for those who are not directly exposed to it, because the presence of discrimination, stigma, and prejudice creates a hostile social climate that taxes individuals' coping resources and contributes to an experience of internalized stigma, low self-esteem, expectations of rejection, and an associated reluctance to engage help seeking behaviors.







## KEY FINDINGS FROM THE CENTER FOR THE STUDY OF INEQUALITY AT CORNELL UNIVERSITY:

- Discrimination against LGBTQIA+ people can occur in any area of daily life, including public spaces, workplaces, schools, hospitals, and at home.
- Discrimination on the basis of intersecting identities such as gender, race, or socioeconomic status can exacerbate the harms of discrimination based on sexual orientation or gender identity.





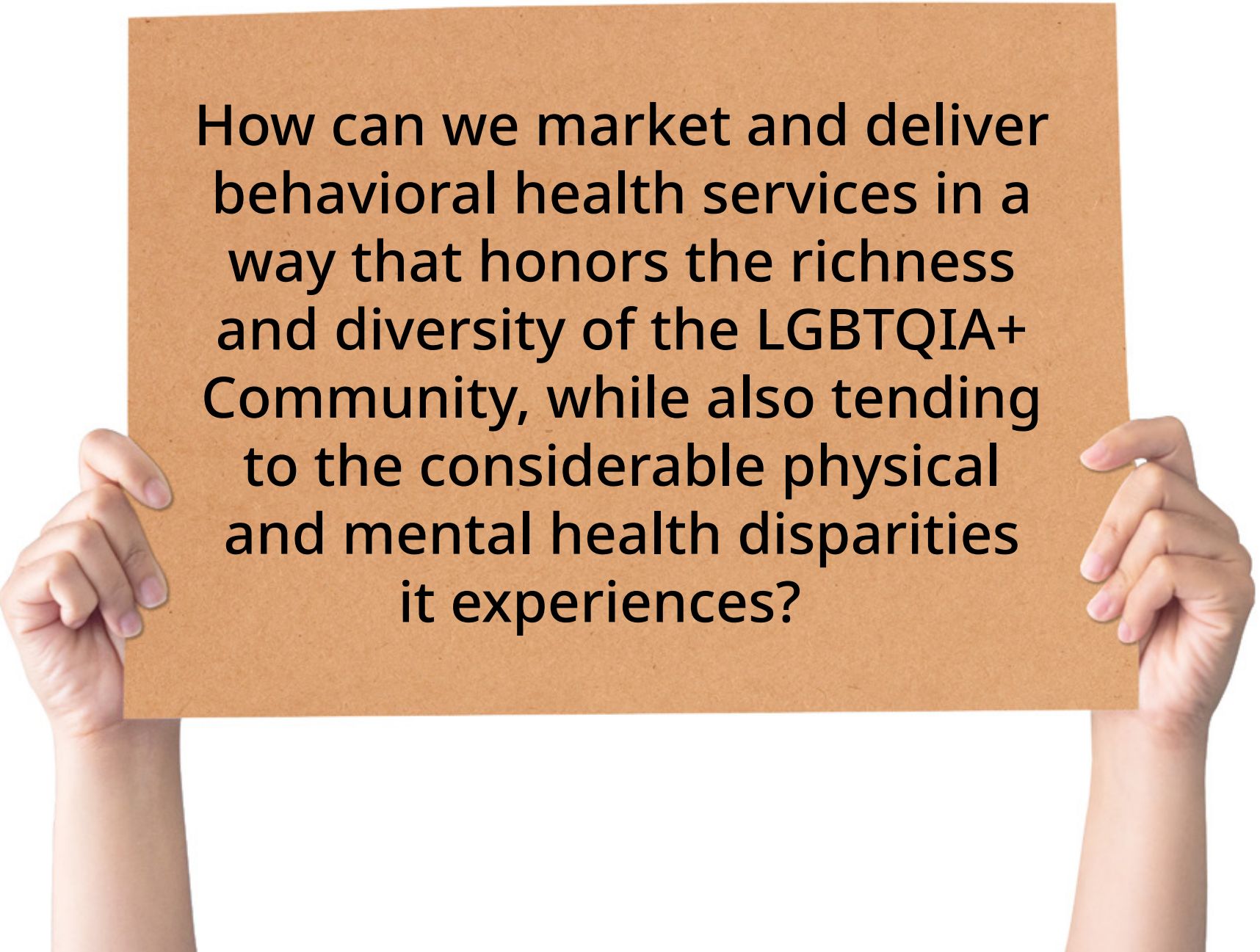
## EXERCISE #2

What is the best way for  
behavioral health professionals  
to support LGBTQIA+ people?

A photograph of two women sitting and smiling in a modern office environment. The woman on the left is wearing a brown button-down shirt, light blue jeans, and a patterned headband. The woman on the right is wearing a red button-down shirt and blue jeans. In the background, there is a desk with a plant, a chair, and a shelving unit. A yellow banner with a blue and red border is overlaid on the right side of the image.

# **CULTIVATING INCLUSIVITY**



A person's hands are visible at the bottom, holding a rectangular brown cardboard sign. The sign is centered and contains black text. The background is plain white.

How can we market and deliver  
behavioral health services in a  
way that honors the richness  
and diversity of the LGBTQIA+  
Community, while also tending  
to the considerable physical  
and mental health disparities  
it experiences?

# 1 STEP

Perform a thorough assessment of the scope of services you provide to LGBTQIA+ clients. Consider methods of marketing, the physical space in which services are rendered, paperwork, and most importantly your direct verbal communication. Aim to create a relational climate that feels safe and is reassuring of your intent to provide judgment-free care.

Use language, including the sharing of pronouns, that reflects a progressive, nuanced understanding of sexuality and gender identity.

Be sure to consult with colleagues of diverse backgrounds to ensure that you catch and amend any unconscious bias or cultural blind-spots.



# 2 STEP

Be trauma-informed in your development and implementation of any intake/history gathering protocols. Be aware that when you're asking LGBTQIA+ specific questions, you're invoking the "coming out" process, which may be laden with all kinds of complex feelings—internalized stigma, fear of rejection, shame. Frame questions in a way that centers the LGBTQIA+ person in a position of power and reassures them that they will not be judged.

*I have some questions that would help me better understand what you've experienced and how I may be able to help. But if there's anything I ask that you don't feel comfortable or ready to answer now, its totally ok to move on. And if it feels like there's an important question I haven't asked, please share whatever feels salient. This is a safe space. And what's most important is that you feel able to be and express your whole self here.*





# 3 STEP

Assess LGBTQIA+ clients for experiences of discrimination, trauma, and associated mental and physical health vulnerabilities.

But do so in a way that doesn't inadvertently pathologize them for ways they coped/survived, or overemphasize negative aspects of their cultural identity to the exclusion of all the ways they may feel nourished and proud of being LGBTQIA+



# 4 STEP

Ask questions that invite your clients to share the experiences of deep satisfaction, resilience, and joy inherent in LGBTQIA+ identity. And explore ways these experiences of 'cultural capital' can be leveraged to address their presenting problem.

*We've talked about some of the painful parts of being Queer. But I wonder if you'd be open to sharing some of the ways being Queer has helped you?*



# 5 STEP

Be willing to admit when you've made a misstep. Cultural humility requires that we use our complex, vulnerable selves to understand and honor others. Taking responsibility for a mistake and then processing the attending feelings can be a hugely transformational and healing experience.



# RESOURCES

Cultural Humility: Engaging Diverse Identities in Therapy, by J.N. Hook, D. Davis, J. Owen, and C. DeBlaere (2017) American Psychological Association

<https://egale.ca/>

<https://whatweknow.inequality.cornell.edu>

<https://www.nami.org/Your-Journey/Identity-and-Cultural-Dimensions/LGBTQI>

<https://www.socialworker.com/feature-articles/practice/what-is-cultural-humility-3-principles-for-social-workers/>



# QUESTIONS & ANSWERS

- Suicide Risk Assessment and Intervention
- Conflict Resolution
- Effective Communication
- Emotional Intelligence
- Law and Ethics
- Diversity and Inclusion Certificate
- Become a Certified Health Coach

## ONLINE COURSES

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# CREDITS



## EARN YOUR CE CREDITS FOR LICENSE RENEWAL IN **3 SIMPLE STEPS**

**1**

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Click "Register for CE Credit"

**2**

Complete the online registration  
form (no cost).

**3**

Pass the 10-question assessment  
and complete the evaluation



# UPCOMING WEBINAR



**Wed, Feb 15, 2023**

11:00 AM - 12:00 PM PT

Live Free Webinar