

Recognizing and Responding to Cultural Cues in Service Delivery



CHILDREN, YOUTH AND FAMILY
SYSTEM OF CARE
TRAINING ACADEMY

Trainer: [Shannon Nosenzo, LMFT](#)

Course Code: BH0298

Course Description

There are ways of being in relationship to the people we work with and their families that if practiced consistently and with intention can increase positive outcomes. This training will lead you through the concepts you may already be aware of but may not be practicing consistently. This training directs you back to the basics.

In this virtual training, participants will be given pathways to become an expert in uncovering another person's expertise about themselves, their culture, and their loved ones. Participants will hear examples of cues that lead service delivery in the direction of the person receiving services' desired outcome. When you see the successes of the people you serve, you will be energized, and burnout and compassion fatigue will be reduced. Put this on your to-do list. Join us for 4 hours and come explore the power of a systemic focus regardless of your theoretical orientation or the population of those you serve.

See Page 2 for Training Outline

Audience

Counselors, peer support partners, therapists, case managers, caregivers, educators, social workers, and other individuals working with children, youth and families.

[Click Here](#) to log into the LMS and Register

Registration: If you already have an account, you may search for the course by name or course code. If you do not have an account in the LMS you will need to open one by [clicking here](#). Email RIHS@sdsu.edu if you have any questions. This training is FREE of charge to BHS County employees and contractors.

Continuing Education: This course meets the qualifications for 4 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists and the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP15014; CCAPP-EI, Provider # 1S-98-398-0822, CAA-DE Provider # CP40 906 CH 0323 for 4 contact hours/CEHs. The Academy for Professional Excellence maintains responsibility for this program and its content. CE certificates will be available for download 5 business days after course completion. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).

June 29, 2021
8:30 am to 12:30 pm

Location: Live Virtual Training
This training will be conducted via [Zoom](#)

Learning Objectives

Upon completion of this training you will be able to:

- Explain the impact of cultural responsiveness in service delivery
- Discuss two strategies to assist with recognition of and accurate response to contextual cultural cues in service delivery
- List three actions you will take to strengthen service planning
- Identify two tools that you will use to respond to contextual cultural cues when providing services



We create experiences that transform the heart, mind and practice.



Recognizing and Responding to Cultural Cues in Service Delivery

Shannon Nosenzo, LMFT 42520, AAMFT designated supervisor

Educational Goal: To improve behavioral health service delivery by developing skills to recognize and respond to cultural cues in service delivery.

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<i>Time</i>	<i>Activity</i>
8:30 - 8:55am	Access Zoom, welcome and introductions
8:55– 9:45am	The role of cultural responsiveness in service delivery Systems theory The role of self-care
9:45-10:30am	Trauma informed bio-psychosocial assessments DSM 5 cultural formulation
10:30-11:15am	Psychosocial assessment practice
11:15am-12:00pm	Achievable service planning Planning outside of your scope
12:00-12:15pm	Coordinating care The role of consultation
12:15– 12:30pm	Tips and resources, final thoughts and questions Closing remarks, post-test, evaluations

*Please note: In order to receive completion and credit/CE's, you must have your video camera on for the duration of the training