

# APS Supervisor Core: Building Cultural Humility and Cultural Responsiveness

(Module 2B) Virtual Training



In this interactive training, APS supervisors will be introduced to the concepts of cultural humility and cultural responsiveness. Through self-reflection and group discussion activities, participants will explore ways to promote and practice these concepts individually, with staff, and within their organizations. Utilizing information and tools presented, participants will be encouraged to continue the learning and application of these concepts throughout their work.

## Learning Objectives

By the end of this training, participants will be able to:

- Discuss the definitions of cultural humility and cultural responsiveness.
- Identify ways to promote cultural humility and cultural responsiveness within their organization.
- Describe the potential challenges and benefits of systematically committing to ongoing learning, assessment, and adjustment.

## Course Requirements

- **Pre-Training Assignment:**  
Prior to the training, participants will be asked to complete the Social Identity Wheel. This activity will take approximately 10 minutes to complete. This must be completed prior to attending the training. These results will be included in processing activity and needs to be readily available for the training.
- **Important Note:**  
Completion of the entire module is required to receive course completion credit.

Understanding Implicit Bias and Structural Racism (Module 2A) and Building Cultural Humility and Cultural Responsiveness (Module 2B) are complementary and build upon each other. It is important that participants take Module 2A first, followed by this module.



## VIRTUAL EVENT

**Date: November 8, 2023**

**Time: 1:00 p.m. - 4:00 p.m.**

This course will be conducted remotely through Zoom. A link will be sent to participants a week before training.



## REGISTRATION

Please register through your respective county's training process.

**The registration due date for this training is:**

**October 24, 2023.**



## AUDIENCE

This workshop is intended for APS Supervisors both new and experienced.

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## Meet the Trainer



Kim Nguyen is a Licensed Clinical Social Worker (LCSW) with a BSW and MSW degree from California State University, Long Beach. She has over 16 years of experience with Adult Protective Services and is currently a Human Services Manager with Orange County APS. She is a part of multiple multidisciplinary teams, including the Orange County Task Force on Hoarding, Elder Abuse Forensic Center, and Financial Abuse Specialist Team, and has conducted numerous training on areas of Elder and Dependent Adult Abuse, Financial Abuse, and Hoarding

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## Virtual Training Protocol

- Download or update the most recent version of Zoom
- Please log in 5 to 10 minutes prior to the workshop to allow for troubleshooting, if needed
- It is highly recommended to use a headset for this workshop, as participants will be asked to participate in group discussions and small break-out groups
- Use "Computer Audio" for optimal experience
- If you have access to a functioning camera, we ask that you turn it on for the full duration of the workshop as it offers a more conducive learning experience.
- If you are planning to log on to the training using two separate devices (one for audio, one for video), please be sure to mute one of the devices to prevent any audio feedback.
- Please be sure your screen name is your first and last name in Zoom. Learners who are not able to identify themselves within the first 15 minutes of training, and remain unresponsive after the moderator has attempted to make contact via chat or verbally multiple times will need to be removed from the training session.

## ADA

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