APS Supervisor Core: Building Cultural Humility & Cultural Responsiveness

APSWI
Adult Protective Services
Workforce Innovations

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.

Note: This is 2 of 3 training topics a part of Supervisor Core Competency 2: Diversity, Equity, and Inclusion/Transformation.

Learning Objectives

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

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

Course Requirements

Understanding Implicit Bias & Structural Racism, and **Building Cultural Humility & Cultural Responsiveness** are complementary and build upon each other. It is important that participants take the "Understanding Implicit Bias & Structural Racism" training first, followed by this module.

Meet the Trainer

Quatana Hodges

Quatana Hodges holds a Bachelor's degree in Sociology and a Master's degree in Public Administration.

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☐ VIRTUAL EVENT

Date: November 20, 2025

Time: 9:00 a.m. - 12:00 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 Mon. October 20, 2025.

👥 AUDIENCE

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

Quatana has worked in social services for 20 years. She began her career in 2003 working with children, both in child welfare and then regional center. In 2006, she began working with the County of Orange serving adults in the CalWorks program. In 2007, she began working with Orange County Adult Protective Services (APS) as a Senior Social Worker. During her time with APS she worked at the APS hotline, in the field as a case carrying worker, and in a specialized unit called the Assessment and Assignment Team. Throughout her career Quatana has been part of many different projects and groups such as the APS Speaker's Bureau, where she delivered APS presentations to internal and external community partners, as well as educated the public about elder and dependent adult abuse. While doing field work at APS, Quatana was chosen to participate in APS social worker induction. She transferred to the Training and Career Development department (TCD) in 2021 as the lead trainer for Orange County APS staff. She is now the supervisor of the Adult Services Training Team in Orange County. In addition to training, Quatana has contributed to curriculum development projects with APSWI including the "Onboarding New Staff" eLearning geared toward APS supervisors, and most recently the "De-escalation Skills" instructor-led training and the "De-escalation During a Home Visit" training video.

Virtual Training Protocol

- o Download or update the most recent version of Zoom
- o Please log in 5 to 10 minutes prior to the workshop to allow for troubleshooting, if needed
- o 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
- o Use "Computer Audio" for optimal experience
- o 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.
- o 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.
- o 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.
- o Please refer to the "Virtual Learning Tips" handout for additional information on how to update your Zoom screen name, etc.

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