

# Homelessness in Older Adults: Examining the Layers



This is the **first workshop** in the series: “Effectively Working APS Cases for Persons Experiencing Homelessness”. The series is designed to provide APS professionals with knowledge, practical tools, opportunities to build empathy and gain a better understanding of what many individuals who are homeless work through in order to work more effectively with this population.

In this first workshop, APS professionals will learn some fundamentals on the experience of homelessness and explore biases when working with this population. After completing this first workshop, participants will have the foundation to better assess barriers for each individual they work with and help those individuals increase their protective factors such as resiliency and self-care.

## Learning Objectives

After completion of this training, participants will be able to:

- Define common language and terminology used when working with people who are at risk of, or are experiencing homelessness.
- Explain risk and contributing factors to becoming homeless and identify protective factors.
- Recognize how implicit and explicit bias impact the way APS professionals work with others.
- Apply a trauma-informed approach that is specific to those who are at risk of or are homeless.

## Meet the Trainer

### Quatana Hodges

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

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## VIRTUAL EVENT

### Cohort 1:

**Dates:** January 23, 2025

**Time:** 9:00 am – 12:00 pm

### Cohort 2:

**Dates:** January 30, 2025

**Time:** 9:00 am – 12:00 pm

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



## REGISTRATION

Please register through your respective county’s training process.

**The registration due date for this training is Mon. January 6, 2025**



## AUDIENCE

This workshop is intended for new or experienced line staff. It is recommended that participants have some experience interviewing clients.

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 recently published eLearning entitled "Onboarding New Staff" which is geared toward APS supervisors.

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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.
- Please refer to the "[Virtual Learning Tips](#)" handout for additional information on how to update your Zoom screen name, etc.

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