



## Macomb County Limited English Proficiency, Cultural Competency, & Grievance and Appeals Online Instructions

- ExpertCare will register you with Macomb County's online training system, *Relias*.
  - You will receive an email from Relias (Macomb County) with your username and password. Please ensure you store your username and password, as you will need it to update trainings in the future.
  - Limited English Proficiency (LEP), Cultural Competency (CC), & Grievance and Appeals must be completed every 2 years.
  - Please allow approximately 30 minutes for LEP and CC training.
  - Please allow for up to 1 hour for Grievance and Appeals training.
1. Visit <http://mccmh.training.reliaslearning.com>
  2. Login with provided username and password  
*Username format* is First Name.Last Name  
*Password format* is the date you were enrolled into Relias – xx/xx/xxxx
  3. Click “**Current Training**” tab
  4. MCCMH-Cultural Competency Training - Click the “**Take Now**” box
    - You must receive 80% or above to pass
    - You may retake training if you do not pass initially
    - You must complete the survey at the end of the quiz to receive certificate
  5. MCCMH-Limited English Proficiency Training – Click the “**Take Now**” box
    - You must receive 80% or above to pass
    - You may retake training if you do not pass initially
    - You must complete the survey at the end of the quiz to receive certificate
    - a. Under “**Lessons and Exams**”, click on the MCCMH Limited English Proficiency training – read each slide
    - b. Under “**Lessons and Exams**”, click “**Start**” Final Exam
  6. MCCMH – Grievance and Appeals Training – Click the “**Take Now**” box
    - You must receive 80% or above to pass
    - You may retake training if you do not pass initially
    - You must complete the survey at the end of the quiz to receive certificate
    - a. Under “**Lessons and Exams**”, click on the MCCMH Grievance and Appeals training – read each slide
    - b. Under “**Lessons and Exams**”, click “**Start**” Final Exam
  7. Submit Training
    - a. At the top of the page, click on “**My Learning**”
    - b. Click on the “**Transcript**” tab.

- c. Click on the small certificate icon under each completed training
- d. Scroll to bottom of page to “**Certificate(s)**”, click inside the box to view drop down. Click on training certificate you want to print.
- e. Go to the top of the page and click on “**Print Certificate**”.
- f. Repeat steps **b.** through **e.** to print each training certificate.
- g. Submit certificates for Limited English Proficiency, Cultural Competency, and Grievance & Appeals either via fax or email.

If you have any questions, please contact one of the Trainers at (866) 812-8896 or (248) 643-8900 or email at [sharvey@expertcare.com](mailto:sharvey@expertcare.com) or [training@expertcare.com](mailto:training@expertcare.com).

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