



Macomb County Limited English Proficiency, Cultural Competency, Grievance and Appeals & Trauma Informed Care Online Instructions

- If you are a new employee, 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 (GA) & Trauma Informed Care (TIC) must be completed every 2 years.
 - Please allow approximately 30 minutes for LEP, CC training and TIC training.
 - Please allow for up to 1 hour for Grievance and Appeals training.
 - You must pass each course with an 80% or above to pass.
 - You may retake each training if you do not initially pass.
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. To complete “**Limited English Proficiency**” “**Cultural Competency**” “**Grievance and Appeals**” & “**Trauma Informed Care**” – Click the “**Take Now**” box
 - You must complete the survey at the end of the quiz to receive certificate
 - a. Under “**Lessons and Exams**”, click on the name of the training you are completing “Limited English Proficiency” “Grievance and Appeals” “Cultural Competency” & “Trauma Informed Care” – read each slide
 - b. Under “**Lessons and Exams**”, click “**Start**” Final Exam
 5. 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. At the top of the page, click inside the “**Certificate(s)**” box to view drop down. Click on the training certificate you want to print/email.
 - e. Go to the top of the page and click on “**Print Certificate**” or “**Email Certificate**”.
 - f. Repeat steps **b.** through **e.** to print each training certificate.
 - g. Submit certificates for Limited English Proficiency, Cultural Competency, Grievance and Appeals & Trauma Informed Care via email to training@expertcare.com.
 - h. If you have any questions, please contact one of the Trainers at (248) 643-8900 or email at training@expertcare.com.