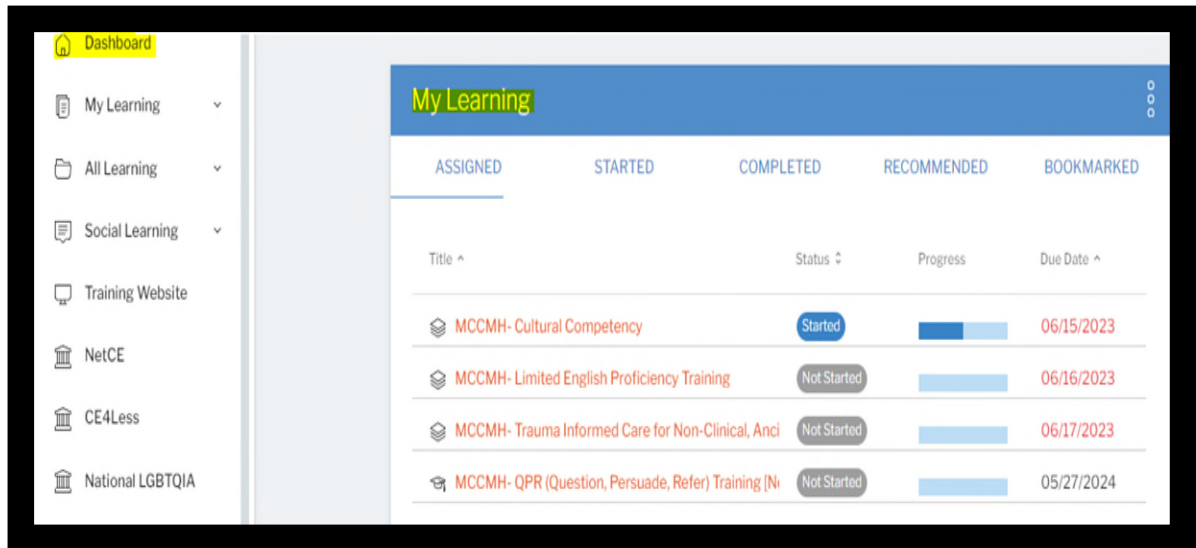




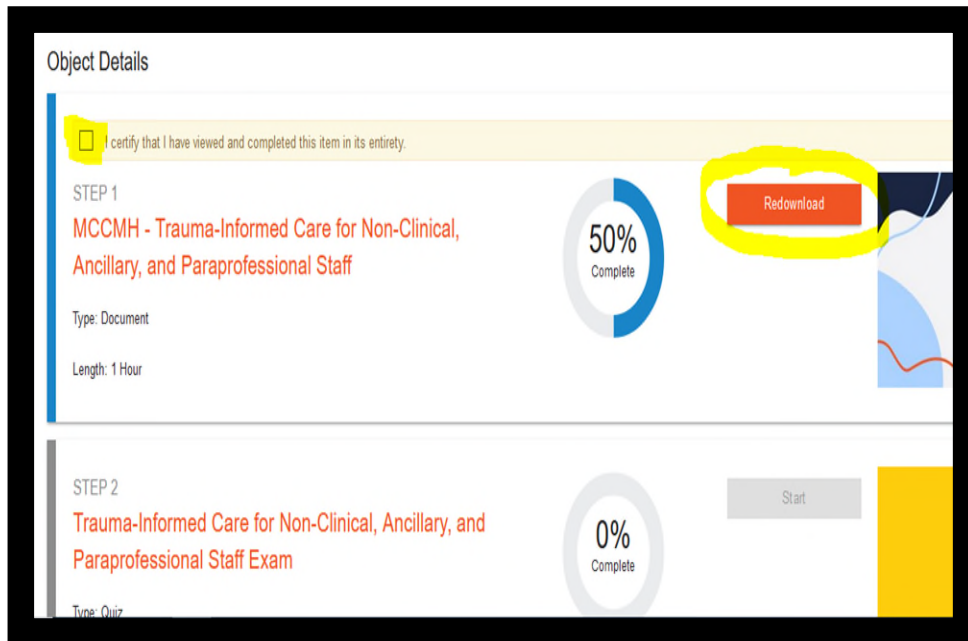
**Macomb County's Limited English Proficiency, Cultural Competency, Grievance and Appeals,
Trauma Informed Care, Person-Centered Planning and Question, Persuade, Refer Online Instructions**

- If you are a new employee, ExpertCare will register you with Macomb County's online training system, "Brainier." You will receive an email with your username and temporary password.
 - Limited English Proficiency (LEP), Cultural Competency (CC), Grievance and Appeals (GA), Trauma Informed Care (TIC), Person-Centered Planning (PCP) and Question, Persuade, Refer (QPR) must be completed every 2 years. *(These training courses are currently the only required Brainier trainings for ExpertCare).*
 - Please allow approximately 30 minutes to complete LEP, CC, TIC, and PCP.
 - Please allow approximately 1 hour for GA.
 - Please allow approximately 1.5 hours for QPR. QPR is a virtual training, but you will find the registration details in your Brainer account and via Macomb County's website.
 - You must pass each courses quiz with an 80% or above to pass.
 - You may retake each training up to 3 times if you do not initially pass (in the event you are unable successfully pass within the allotted attempts, you must email brainierlms@mccmh.net for support).
1. Visit [Brainier](#) or <https://mccmh.brainer.com/#/login>
 2. Login with provided username and temporary password. Once you login you will be required to update this password to one of your choosing. Please write these down for you to have access in the future.
 3. On the dashboard page you will see the trainings listed in **orange writing** under "My Learning."
 - a. Click on the training you are needing to take. **(IMAGE 1 BELOW)**
 4. When your training opens, scroll to STEP 1.
 - a. Press the word "Download". This will be the information you are responsible for knowing to pass your exam.
 - b. Once you read the information, back under STEP 1 you will see "I certify that I have viewed and completed this item in its entirety". Push the orange confirm button to the right of that to confirm. **(IMAGE 2 BELOW)**
 5. Proceed to STEP 2
 - a. Press "Start" in STEP 2 box. **(IMAGE 3 BELOW)**
 - b. A new screen will appear confirming you want to complete the exam, press "Start."
 6. Once you have completed the exam, hover over the "passed" button to "download your certificate." **(IMAGE 4 BELOW)**
 7. Please email your certification to training@expertcare.com.

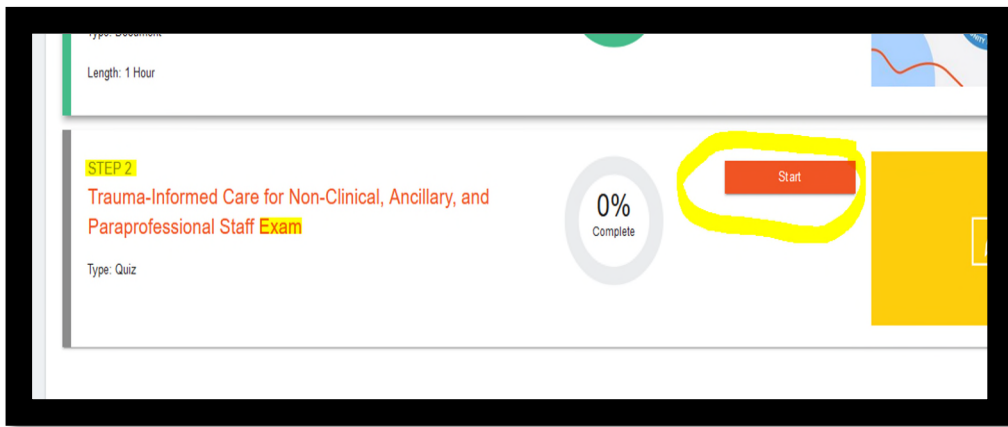
(IMAGE 1) Where to find the trainings.



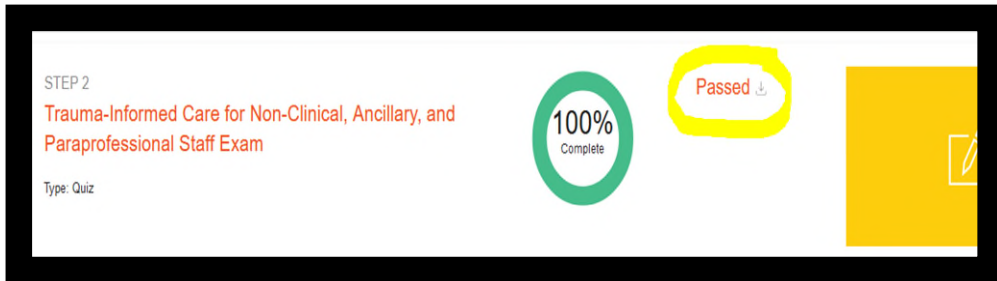
(IMAGE 2) Downloading/viewing your training material.



(IMAGE 3) Where to begin your exam.



(IMAGE 4) Retrieving your certificate of completion.



If you have any questions, please contact one of the Trainers by calling 248-643-8900 or emailing them at training@expertcare.com.

Thank you,

ExpertCare Training Team