

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 <u>Brainier</u> 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.brainier.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. <u>Please write these down for you to have access in the future.</u>
- 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 <u>training@expertcare.com</u>.

(IMAGE 1) Where to find the trainings.

G	Dashboard								
	My Learning	÷	MyL	earning					
8	All Learning	÷	ASS	IGNED	STARTED	COMPL	ETED	RECOMMENDED	BOOKMARKED
	Social Learning	÷	Title	A			Status 0	Prograss	Due Date A
Ģ	Training Website		-	MCCMH, Cultu	ral Competency		Started		06/15/2023
Î	NetCE		91	MCCMH- Limite	ed English Proficiency Tra	ining	Not Started		06/16/2023
Î	CE4Less		9	MCCMH- Traun	na Informed Care for Non-	Clinical, Anci	Not Started		06/17/2023
Î	National LGBTQIA		9	MCCMH- QPR (Question, Persuade, Refe	r) Training (Ne	Not Started		05/27/2024

(IMAGE 2) Downloading/viewing your training material.

Object Details		
STEP 1 MCCMH - Trauma-Informed Care for Non-Clinical, Ancillary, and Paraprofessional Staff Type: Document Length: 1 Hour	50% Complete	Redownload
STEP 2 Trauma-Informed Care for Non-Clinical, Ancillary, and Paraprofessional Staff Exam	0% Complete	Start

(IMAGE 3) Where to begin your exam.



(IMAGE 4) Retrieving your certificate of completion.

	STEP 2 Trauma-Informed Care for Non-Clinical, Ancillary, and Paraprofessional Staff Exam Type: Quiz	Passed 2	Ĺ
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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