



**Washington State
Social Services and
Advocacy Skills
Training Center**

User Manual



Welcome to the Washington State Social Services and Advocacy Skills Training Center

In this manual, we'll provide you with a comprehensive overview of the features and tools available on our platform, as well as step-by-step instructions on how to use them. You'll learn how to navigate to the site and access your courses.

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Creating an Account

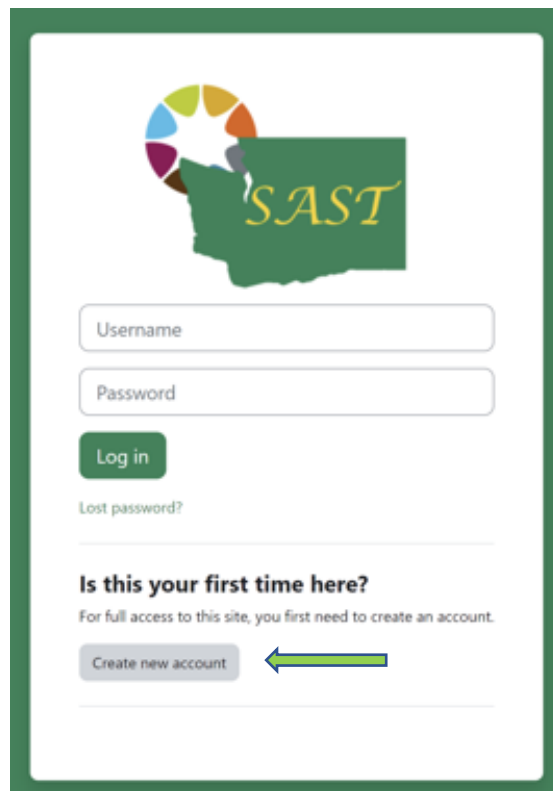
Go to: <https://housing.wa-sast.org/>

The Washington State Social Services and Advocacy Skills Training Center is available to Housing Department Agencies and Service Providers. If you have questions regarding access or have any issues creating an account, please [contact us here](#).

Click on – Log In



Click on – Create new account.



Fill in all required fields.

New account

Collapse all

Username !

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as *, -, or #

Password !

Email address !

Email (again) !

First name !

Last name !

City, ST

Country

United States ▾

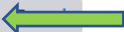
Organization

Organization Name !

Website

Pronouns

Pronouns

Create my new account 

! Required

Click on – Create my new account.


Enrolling in Live Training Courses

You will find all available courses on the Home Page.

Select the course you would like to take.

For this example, we will enroll in Lowering Barriers and Harm-Reduction

Hi, Allison! 🙌




**Washington State
Social Services and Advocacy Skills Training**

Welcome!

This site contains training resources for Housing Department Agencies and Service Providers
Supported by Washington State Department of Commerce 🌐

Available courses

Lowering Barriers and Harm-Reduction: Training for Homeless and Housing Services - March 28th, 2024 ➡️ ←

 Free to WA-SAST Housing Members!
March 28th, 2024 from 9:00am-1:00pm PST

Course Description:

This training for Washington State housing service providers covers foundational knowledge about low-barrier and harm-reduction approaches in housing and homelessness services. The course defines low-barrier and harm-reduction approaches and explores the guidelines and skills necessary to create inclusive, accessible housing and homelessness services.


Learning Objectives:

- Understand the definitions and guidelines of low-barrier access and harm-reduction approaches in housing and homelessness services.
- Learn how to apply the guidelines of low-barrier and harm-reduction approaches in homelessness and housing services.
- Explore how to navigate intake, eligibility, and participation requirements using low-barrier and harm-reduction guidelines.

Content Developer: Leslie Briner, MSW

Lowering Barriers and Harm-Reduction: Training for Homeless and Housing Services - March 28th, 2024

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Content Developer: Leslie Briner, MSW

▼ **Enroll Here (Service Provider)**


[Click to Enroll](#) ←

Click on – Click to Enroll

▼ Lowering Barriers and Harm-Reduction: Training for Homeless and Housing Services - March 28th, 2024

Collapse all

Course Description: This training for Washington State housing service providers covers foundational knowledge about low-barrier and harm-reduction approaches in housing and homelessness services. The course defines low-barrier and harm-reduction approaches and explores the guidelines and skills necessary to create inclusive, accessible housing and homelessness services.


 Zoom Meeting: Lowering Barriers and Harm-Reduction - March 28th, 2024

Don't forget to click here to download the calendar invite link and return to this page on March 28th, 2024 at 9:00am PST.

Download iCal File to add to your calendar. 

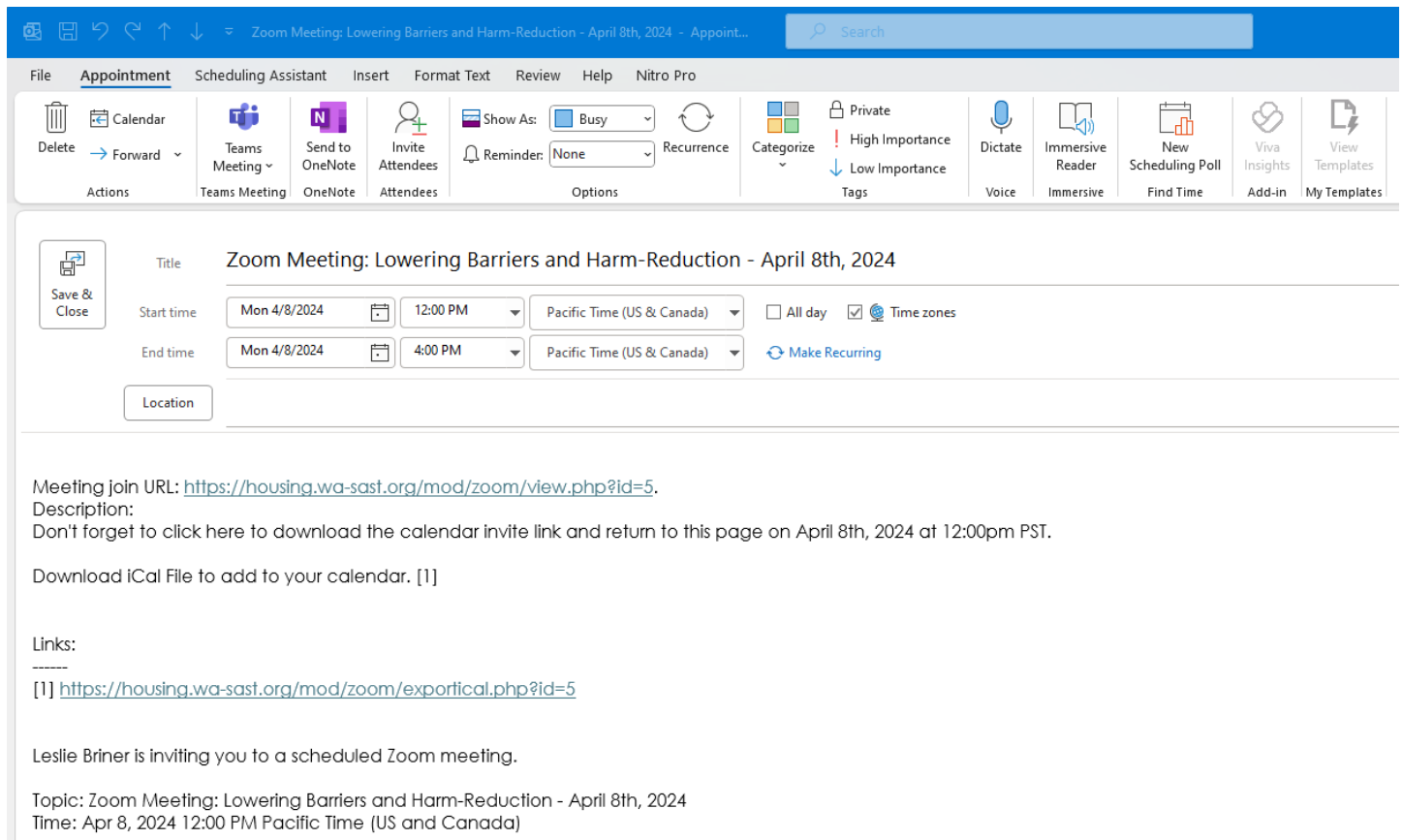
 Certificate of Completion

Don't forget to download your certificate.

 Not available unless: The activity Zoom Meeting: Lowering Barriers and Harm-Reduction - March ...

Show more ▼

Click on – Download iCal file to add to your calendar.



The screenshot shows the Outlook Appointment window for a Zoom meeting. The title is "Zoom Meeting: Lowering Barriers and Harm-Reduction - April 8th, 2024". The start time is Monday, April 8, 2024, at 12:00 PM Pacific Time (US & Canada). The end time is Monday, April 8, 2024, at 4:00 PM Pacific Time (US & Canada). The meeting is scheduled for 12:00 PM Pacific Time (US & Canada) on Monday, April 8, 2024. The meeting is not all day and time zones are enabled. The meeting join URL is <https://housing.wa-sast.org/mod/zoom/view.php?id=5>. The description is "Don't forget to click here to download the calendar invite link and return to this page on April 8th, 2024 at 12:00pm PST." There is a link to download the iCal file: <https://housing.wa-sast.org/mod/zoom/exportical.php?id=5>. The meeting is invited by Leslie Briner.

Meeting join URL: <https://housing.wa-sast.org/mod/zoom/view.php?id=5>.

Description:
Don't forget to click here to download the calendar invite link and return to this page on April 8th, 2024 at 12:00pm PST.

Download iCal File to add to your calendar. [1]

Links:
[1] <https://housing.wa-sast.org/mod/zoom/exportical.php?id=5>

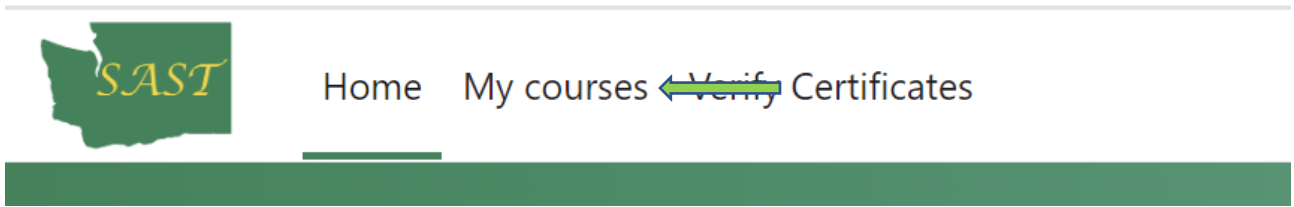
Leslie Briner is inviting you to a scheduled Zoom meeting.

Topic: Zoom Meeting: Lowering Barriers and Harm-Reduction - April 8th, 2024
Time: Apr 8, 2024 12:00 PM Pacific Time (US and Canada)

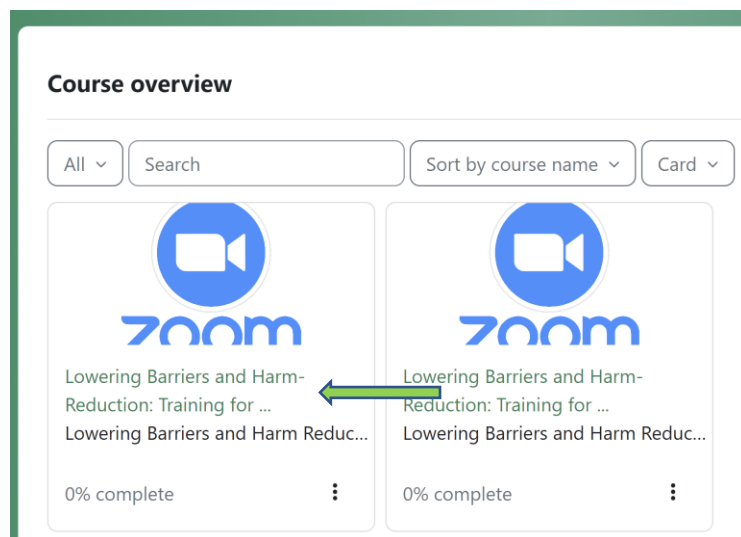
The week of your training you will receive a reminder email.

Logging into Live Zoom Training

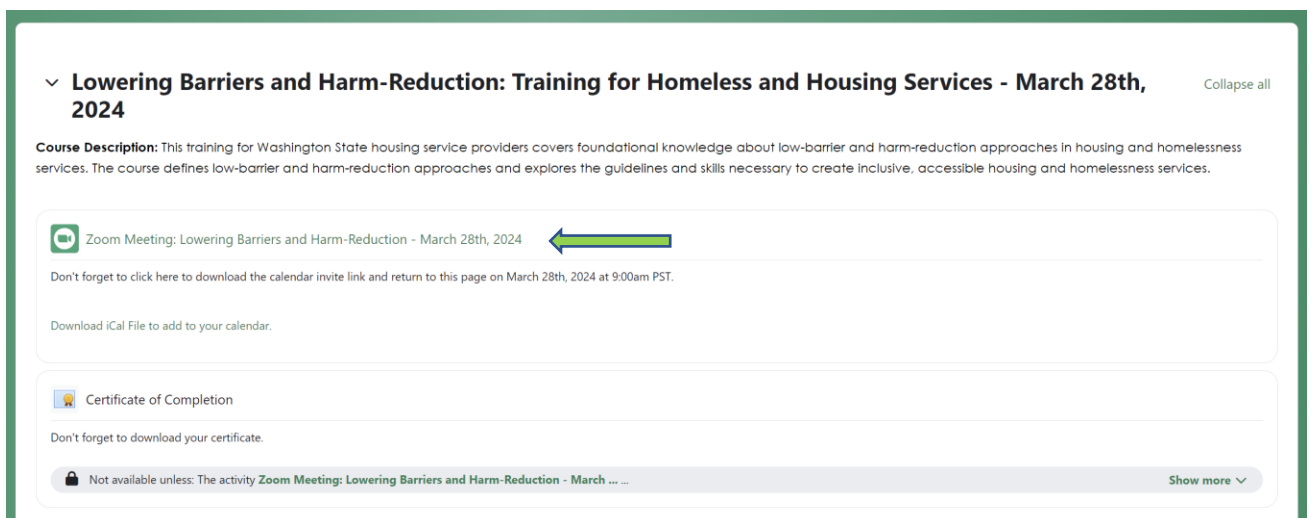
Login to your account on <https://housing.wa-sast.org/>.



Click on – My Courses



Select your training

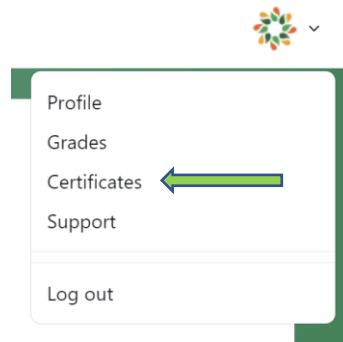


Click on – Zoom Meeting

Certificates and Certificate Verification

Certificate – Certificates will be emailed to you within 48 hours of the training.

All certificates will be available under the User Profile dropdown menu.



Each certificate is assigned a unique code when issued. Managers are able to verify all certificates using the following steps.



Support, Feedback, and Complaint Procedures

Contacting WA-SAST for Help or Support

If you need technical assistance, have questions about the website or training content, or want to provide feedback, you can reach us in two ways:

1. Use the Online Contact & Feedback Form (Anonymous or Non-Anonymous)

This is the preferred method for all questions, feedback, and concerns.

You may submit a message with your name and email or remain completely anonymous.

Online Form:

[Click Here to Contact Us for Support](#)

The form allows you to:

- Request support
- Report an issue or concern
- Submit a complaint
- Share feedback or suggestions
- Ask questions about training or the website

Anonymous submissions will be reviewed internally, but a reply cannot be provided unless you include contact information.

The screenshot shows a web form titled "We're here to help!". Below the title is a note: "This form is anonymous by default. If you would like to share contact info for a reply, you may add it in the optional fields below." There are two input fields: "Optional name (only if you want a callback)" with the placeholder "Share a name (optional)", and "Optional email (only if you want a reply)" with the placeholder "Share an email (optional)". Below these is a large text area with the placeholder "Enter your message". At the bottom of the form is a green "Send" button, which is highlighted by a green arrow pointing to it from the right.

2. Email Support (Not Anonymous)

If you prefer to contact WA-SAST by email, please use:

General Contact & Support

Client Relations Manager – WA-SAST

Email: Mail@WA-SAST.org

Escalation Contact (Lead Contractor)

Leslie Briner, MSW – Principal, Social Strategies, LLC

Email: Leslie@SocialStrategies.com

Please note that email may transmit identifying information automatically.

If you wish to remain anonymous, use the online form instead.

3. Submitting Concerns or Complaints to Commerce

If you have a complaint related to Commerce-funded activities and prefer to contact the Washington State Department of Commerce directly, you may use:

Washington State Department of Commerce

Housing Division Complaints

Email: HDComplaints@commerce.wa.gov

Phone: **206-454-2262**

For anonymous reporting, **Commerce recommends calling rather than emailing**, as email may include identifying information.

Translation & Accessibility Support

If you need translation or accessibility services and WA-SAST is not able to provide them, Commerce can assist.

Please send these requests to HDComplaints@commerce.wa.gov.

4. What You May Report

You may submit questions, feedback, or complaints related to:

- Program delivery
- Training content
- Services and interactions
- Site functionality or access
- Contract activities
- Any other concern related to this project

Non-Retaliation Notice

WA-SAST and the Washington State Department of Commerce do not permit retaliation against any individual who submits a concern or complaint in good faith.

We hope this user manual has been helpful in guiding you through the Washington State Social Services and Advocacy Skills Training Center site and its features. We're constantly working to improve our platform and enhance your learning experience, so if you have any feedback or suggestions, please don't hesitate to let us know.

Mail@WA-SAST.org