
Varied Experiences



Pandemic Experiences Varied

Staff and clients had unique pandemic experiences, which demonstrates that support during a pandemic requires a tailored approach



Workloads Differed

ISANS had teams with increased workloads, and teams that were re-assigned to other tasks due to decreased workloads



Comfort Levels were Diverse

Staff members and clients had different comfort levels about the prospect of returning to in-person services



Range of Experience with Technology

Staff had varied prior experience with working remotely, and clients had a range of digital literacy skills



Service Delivery Preferences

Clients have varied service delivery preferences, ranging from only in-person, to a mixture of online and in-person, to only online