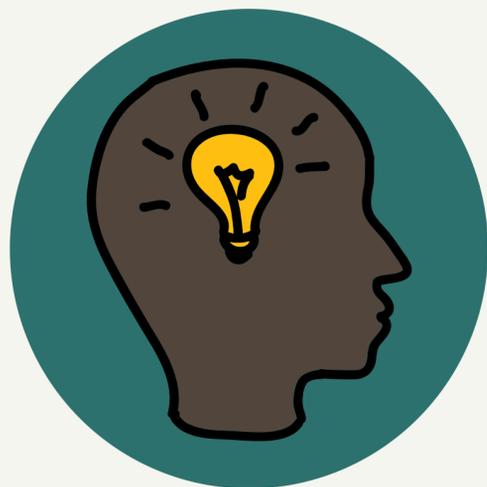
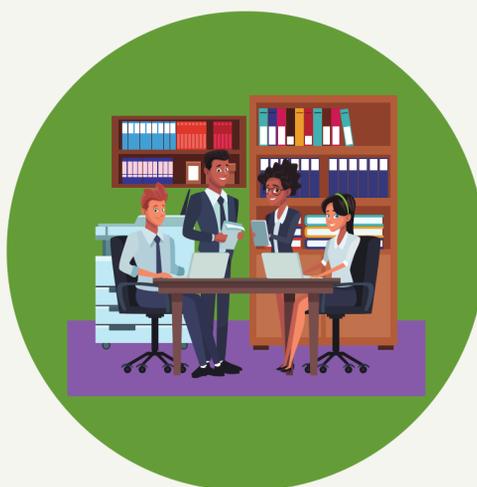

Executive Summary

An evaluation of ISANS' operations during COVID-19 was conducted. It involved the consultation of a Project Steering Committee and data was collected through quantitative and qualitative methods



Adaptation

ISANS' transitions during the pandemic were adaptations to changing circumstances



Culture

ISANS' culture focuses on people first, communication, and embracing technology, which helped ISANS navigate



Flexibility

Staff were flexible and worked hard, and clients were adaptable and responded positively to changes



ISANS' Unexpected Opportunities

ISANS encountered unexpected opportunities, such as digital literacy orientations



Support for the Health and Social Services Systems

ISANS assisted the health care system, worked with Public Health, and helped clients apply for benefits