



## CHALLENGE

- Undocumented and newly widowed client
- No formal work experience
- Provider of four children including two girls who are living with HIV who acquired HIV through breastfeeding
- Parents unaware of HIV status



## STRATEGIES

- Built trust and safety with client
- Encouraged client to identify existing assets, and facilitated the discovery of her personal strengths and abilities
- Identified opportunities for client to utilize her existing skills



## OUTCOMES

- Client's joy for cooking was identified
- Client's entrepreneur spirit was encouraged magnified
- Client was able to build on and promote her catering services
- Client's monthly income tripled



## TIPS

- Listen to your clients.
- Help clients capitalize on their current skills or natural brilliance.
- Provide genuine feedback to help guide clients to the best decisions.
- Remember to do this work on their time, as we do not always know the whole story!