



Is less than
confident
when faced
with complex
processes.



MARISOL *Mother*

Does

Makes Ends Meet

Sacrifices her needs for those of others, especially her children

Doesn't make time for herself

Works multiple jobs

Takes Action

Attends meetings, asks questions, can be confused about next steps or actions to take

Remains organized: puts together a folder with all of her child's information

Navigates

Spends hours on the phone with medicaid

Often signs without knowing what she signed