

# Member Scenario – MAP

## Joe

- 32 years old
- Two children
- Volunteer Firefighter
- Trauma reaction

After understanding the concerns, the next step is to engage in a Brief Solution Focused Consultation (BSFC). Together, Beth and Joe identified coping skills that had worked for Joe in the past, which he is willing to attempt again. Next, they discussed some new strategies Joe could try to see if any are helpful for this new situation.

Because different coping strategies work for different people, Beth wanted to educate Joe on the additional supportive resources available to Joe online as a part of his MAP. Beth explained the MAP website, [liveandworkwell.com](http://liveandworkwell.com), and how to navigate to the resources on trauma. She also reviewed the CBT app Sanvello Premium that Joe could explore and use some of the self care resources while waiting for his provider appointment.

Beth remembered Joe's comment about not wanting to discuss his work with his wife as he didn't want to worry her. Beth notes that the MAP program is for all household members and if his wife ever needs support because of her concern that we are here for her and she has access to all of the benefits.

Joe responded to a housefire that resulted in a child fatality. Another firefighter that works at his firehouse told him about MAP and encouraged him to call. Joe was not sure what could be helpful at this point but was feeling overwhelmed and open to ideas. He directly reached MAP counselor, Beth.

Beth provided empathetic listening while Joe discussed what occurred on the job. He was having difficulty sleeping and is expressing guilt over the situation. He shares that he doesn't want to burden his wife because she is already concerned about his own safety working as a volunteer. During the call Beth screens for any immediate risk related to suicide and substance use.

At the end of the call, Joe felt he had a good plan for moving forward with next steps. Beth advised that a provider search specialist would be calling him within the few days to provide the name and time of the available provider with expertise in this area. Beth also reviewed the peer support program and warm transferred Joe.

After addressing Joe's immediate concerns, Beth authorized the full allotment of no cost visits via the MAP and advised a provider search would be submitted for a provider with trauma expertise that has history working with firefighters. Beth obtained his preferences on time of day for the appointment.