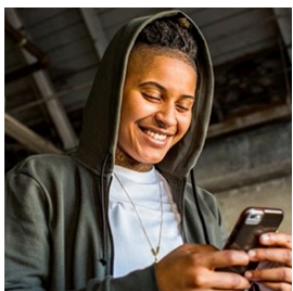


# Member journey: Finding stability

Riley has been struggling with depression and self-medicating with a friend's prescription. Riley's mom, April, finds the prescription medication and is concerned. She decides to call Family Support Plus.



1

- April connects with Lucy, a Family Support Plus Care Advocate and explains the situation

2

- Lucy provides information on signs of escalation for substance use and tips on how to talk to Riley
- April talks to Riley, and they open up about the medication

3

- April calls Lucy back to figure out next steps
- Lucy suggests a mental health evaluation with a network outpatient provider who specializes in LGBTQ+ matters and helps April schedule an appointment for Riley

4

- After a few months of therapy, Riley has the tools to cope with depression, and the family has a plan in place in case Riley experiences another severe episode
- Lucy checks in with April and closes the case

Above example and photo for illustrative purposes only. Individual results may vary.

