

# Noah Carter


## Behavioral Health Case Manager


### Compassionate behavioral health case manager committed to client well-being and systemic impact

Experienced behavioral health case manager with 11 years of expertise in care planning, mental health advocacy, crisis de-escalation, and community resource coordination for individuals with complex behavioral health needs. Proven ability to reduce hospitalizations, improve therapy engagement, and coordinate multi-agency care for underserved populations across the Phoenix metropolitan area. Skilled in culturally responsive, trauma-informed practice with a focus on building client self-efficacy and sustainable community support systems. Committed to delivering measurable, population-level behavioral health outcomes.

## CONTACT INFORMATION

 (123) 456-7890

 email@example.com

 Phoenix, AZ, LinkedIn

## EDUCATION

Bachelor of Social Work (B.S.W.)  
Arizona State University, Phoenix, AZ  
May 2014

Relevant Coursework: Mental Health and Social Work Practice, Substance Use and Recovery, Crisis Intervention, Behavioral Health Policy, Social Work Research Methods

## KEY SKILLS

- Behavioral health care plan development and monitoring
- Mental health advocacy and patient rights navigation
- Crisis de-escalation and emergency intervention protocols
- Community resource coordination for behavioral health populations
- Client-centered care and motivational interviewing techniques

## PROFESSIONAL EXPERIENCE

Behavioral Health Case Manager | Phoenix Wellness Center, Phoenix, AZ  
January 2016 – Present

- Supported 60+ clients monthly by developing and monitoring individualized behavioral care plans, increasing therapy session adherence by 20% through personalized engagement and motivational interviewing
- Implemented crisis intervention protocols for 10-12 high-acuity clients per quarter, reducing psychiatric hospitalizations by 15% and emergency department visits by 18% through proactive safety planning
- Coordinated care with 15+ mental health agencies, housing providers, and substance use treatment programs to improve access to integrated services for underserved client populations
- Conducted quarterly caseload reviews and outcome reporting for 60+ clients, identifying and addressing service gaps that contributed to a 22% improvement in overall care plan goal attainment

Case Worker | Community Recovery Services, Phoenix, AZ  
May 2014 – January 2016

- Conducted comprehensive client assessments for 30+ individuals with mental health challenges monthly, creating tailored action plans addressing housing, employment, and clinical support needs
- Partnered with licensed therapists to track client progress and adjust behavioral interventions, contributing to a 15% improvement in 6-month treatment retention rates
- Coordinated housing placements for 12+ homeless clients with behavioral health conditions annually, securing stable housing that supported sustained treatment engagement

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2016
- Crisis Prevention Intervention (CPI), Crisis Prevention Institute, September 2015