

River Holland

Behavioral Health Manager, Opioid System of Care

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STRENGTHS

- 👥 **Team coaching**
Coached staff through difficult coordination cases, and became a trusted resource for clear guidance and steady follow through.
- ♥️ **Data guided action**
Turned monthly referral and outcome reviews into practical workflow changes, helping teams focus effort where access barriers appeared.
- 🤝 **Community partnership**
Built productive provider relationships around recurring service gaps, and partners increasingly sought input on workable referral solutions.
- ♥️ **Harm reduction practice**
Applied harm reduction and recovery oriented principles in staff coaching, outreach, and participant transitions across varied communities.
- ✅ **Grant accountability**
Kept deliverables, reporting files, and implementation steps connected, giving leaders greater confidence in program progress and data quality.

SKILLS

<u>Opioid use disorder</u>	<u>Harm reduction</u>
<u>Recovery systems</u>	
<u>Behavioral health</u>	<u>Public health</u>
<u>Staff supervision</u>	
<u>Program development</u>	
<u>Grant management</u>	
<u>Data management</u>	
<u>Monthly reporting</u>	
<u>Outcome evaluation</u>	

SUMMARY

Behavioral health and public health program leader with seven years advancing substance use services, **opioid use disorder** initiatives, **harm reduction**, recovery oriented systems of care, and community health programs. Holds a Master of Public Health and more than four years of progressive supervisory and program leadership experience across grant supported services. Leads multidisciplinary teams through hiring, training, coaching, **performance evaluation**, workload planning, and accountable service delivery. Manages daily workflows, policies, grant deliverables, monthly reporting, referrals, service utilization, and outcome analysis. Builds productive relationships with treatment providers, recovery organizations, government agencies, contracted providers, and multicultural communities. Uses program data to identify service gaps, improve **continuity of care**, strengthen operations, support funding development, and guide sustainable behavioral health programming.

EXPERIENCE

Behavioral Health Program Manager

Appalachian Community Wellness Network 📅 January 2024 - Present 📍 Knoxville, TN

Leads a grant funded multidisciplinary substance use program across prevention, harm reduction, treatment navigation, and recovery support. Oversees staff performance, daily operations, reporting, partnerships, grant implementation, and sustainability planning.

- Led **opioid use disorder** prevention and recovery programs across **multidisciplinary** community service teams.
- Supervised 11 staff through onboarding, coaching, training, evaluation, and workload planning.
- Revised referral and outreach procedures, improving handoffs when **service gaps** emerged.
- Reviewed monthly referral, utilization, engagement, and outcome data for accurate funder reports.
- Resolved coordination barriers with **treatment providers**, **recovery** groups, agencies, and community partners.
- Contributed grant narratives and sustainability plans aligned with **evidence based practices** and community needs.

Substance Use Services Supervisor

Volunteer Behavioral Health Alliance 📅 June 2021 - December 2023 📍 Chattanooga, TN

Supervised care coordination and peer facing services for adults affected by opioid and substance use disorders. Strengthened referral tracking, staff capability, data quality, partner coordination, grant deliverables, and community communication.

- Supervised care coordinators and peer facing staff across outpatient and community settings.
- Standardized referral review and partner follow up for clearer service connection tracking.
- Coached staff on **harm reduction**, **recovery** oriented engagement, and culturally responsive communication.
- Compiled monthly metrics from internal records and partner submissions for **leadership** reporting.
- Convened providers and agencies around access gaps, converting feedback into workflow changes.
- Supported grant deliverables, policy updates, training plans, presentations, and advisory discussions.

Public Health Program Coordinator

East Tennessee Health Initiatives 📅 August 2019 - May 2021 📍 Maryville, TN

Coordinated grant supported behavioral health and substance use initiatives through partner communication, reporting, referral resources, community meetings, implementation documentation, and funding support. Applied health equity principles across varied communities.

Workflow optimization

Process improvement

Stakeholder engagement

Care coordination

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Behavioral Health Program Manager at Appalachian Community Wellness Network (2.8 Years)

● Substance Use Services Supervisor at Volunteer Behavioral Health Alliance (2.5 Years)

● Public Health Program Coordinator at East Tennessee Health Initiatives (1.8 Years)

● Behavioral Health Program Specialist at Harbor Point Recovery Services (9 Months)

- Coordinated behavioral health initiatives through schedules, partner communications, and referral resources.
- Tracked participation, **referrals**, and service use in structured reporting tools.
- Prepared validated monthly summaries that helped managers address missing program data.
- Mapped community services with providers and agencies to improve referral pathways.
- Prepared culturally responsive outreach materials for communities with varied access needs.
- Contributed community research and program data to grant applications and continuation materials.

Behavioral Health Program Specialist

Harbor Point Recovery Services 📅 October 2018 - July 2019 📍 Oak Ridge, TN

Supported recovery oriented substance use programming through referrals, service records, provider communication, resource maintenance, community education, and implementation observations. Helped staff identify access barriers and practical process improvements.

- Coordinated participant referrals and maintained records for recovery oriented services.
- Prepared activity summaries, resolving discrepancies before management review.
- Connected counselors, peer staff, providers, and organizations during participant transitions.
- Updated **treatment**, **recovery** support, and social service resource directories.
- Supported overdose **prevention** events with accessible materials for varied health literacy levels.
- Documented participant access barriers that informed planning and process adjustments.

PROJECTS

Regional Opioid Care Coordination Initiative 📅 2025

Connected treatment providers, recovery organizations, and community agencies around referral barriers, service gaps, and continuity of care for people affected by opioid use disorder.

Behavioral Health Reporting Improvement Program 📅 2023

Strengthened monthly reporting through cleaner referral, utilization, engagement, and outcome tracking across internal teams and contracted community providers.

LEADERSHIP & AWARDS

- Program Leadership Recognition, Appalachian Community Wellness Network, 2025
- Community Health Partnership Award, Tennessee Community Recovery Collaborative, 2023
- Service Innovation Recognition, Volunteer Behavioral Health Alliance, 2022

EDUCATION

Master of Public Health

University of Tennessee 🎓 GPA: 4.0 📅 2022 📍 Knoxville, TN

Coursework: Behavioral Health, Program Evaluation, Public Health Policy, Epidemiology

Bachelor of Science in Public Health

East Tennessee State University 🎓 GPA: 4.0 📅 2018 📍 Johnson City, TN

Coursework: Community Health, Health Promotion, Biostatistics, Health Administration

CERTIFICATIONS

- Certified Health Education Specialist 📅 2019
- Mental Health First Aid 📅 2021

TECHNICAL SKILLS

- **Behavioral Health Services:** Opioid use disorder, harm reduction, recovery oriented care
- **Program Leadership:** Staff supervision, coaching, performance evaluation
- **Grant Administration:** Grant management, deliverables, proposal preparation
- **Data Management:** Referral tracking, service utilization, outcome measures
- **Reporting Systems:** Monthly reporting, data validation, funder reporting
- **Program Evaluation:** Outcome evaluation, impact analysis, needs assessment
- **Workflow Improvement:** Workflow optimization, process improvement, procedure development

- **Community Coordination:** Care coordination, service mapping, referral pathways
- **Stakeholder Engagement:** Treatment providers, recovery organizations, government agencies
- **Public Health Practice:** Public health, health equity, community health

PROFESSIONAL AFFILIATIONS

- Program Partner Representative, Tennessee Community Recovery Collaborative
- Member, Regional Harm Reduction Learning Network

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST