

Millie Coleman

Case Manager 2, Behavioral Health

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📍 Eugene, OR 97401

STRENGTHS

- ♥ **Client Advocacy**
Resource mapping made barriers visible, helping case plans connect adults with practical housing, work, transportation, and care options.
- ♥ **Clear Documentation**
Careful case notes separated observed facts from interpretation, a quiet habit that strengthened faculty confidence in records.
- 👥 **Psychoeducation**
Group sessions became clearer after feedback, giving adult learners practical coping tools they could discuss and practice.
- ⊗ **Crisis Response**
Urgent intervention simulations built calm decision making around safety, escalation, boundaries, and timely community linkage.
- 🔗 **Continuity of Care**
Research on referral gaps showed how small follow up steps can keep treatment plans connected across services.

SKILLS

Case management

Intake screening Care coordination

Psychoeducation

Treatment planning

Community referrals

Aftercare planning Client advocacy

Symptom management

Crisis response

Mental health diagnoses

Case documentation

HIPAA confidentiality

SUMMARY

Early career **behavioral health** professional completing a Bachelor of Science in Psychology in 2026, with supervised academic and research experience supporting adult mental health assessment, treatment planning, psychoeducation, community resource coordination, and psychosocial skill development. University research and skills lab work built practical ability in **intake screening**, structured interviewing, client centered goals, referral planning, case documentation, urgent intervention, and aftercare follow up. Academic simulations included individual, family, and group support scenarios, **symptom management** education, safety assessment, and court facing documentation. Research work strengthened confidentiality practices, quality review, **continuity of care**, and communication across social service settings. Mental Health First Aid, HIPAA Privacy and Security Training, and Crisis Response Fundamentals support QMHA eligibility. Prepared to complete MHACBO requirements, Tier 1 and Tier 2 training, supervised verification, and Oregon licensing within required timelines.

EDUCATION

Bachelor's Degree in Psychology

University of Oregon 🎓 GPA: 4.0 📅 2026 📍 Eugene, OR

Coursework: *Mental health assessment, treatment planning, abnormal psychology, community behavioral health*

TECHNICAL SKILLS

- **Behavioral Health Practice:** Mental health diagnoses, symptom management, treatment terminology
- **Assessment Methods:** Intake screening, structured interviews, mental status observations
- **Care Planning:** Treatment plans, skill building, aftercare planning
- **Community Resources:** Housing referrals, vocational services, transportation resources
- **Psychoeducation:** Coping skills, group facilitation, health literacy
- **Crisis Support:** Urgent intervention, safety assessment, escalation planning
- **Documentation:** Progress notes, case records, objective recommendations
- **Privacy Standards:** HIPAA, confidentiality, deidentified records
- **Quality Practices:** Quality improvement, record review, data accuracy
- **Training Requirements:** QMHA eligibility, MHACBO, Tier 1 core competencies
- **Legal Coordination:** Court reports, corrections reports, agency recommendations
- **Research Tools:** Case coding, referral mapping, structured case review

EXPERIENCE

Behavioral Health Research Assistant

University Research Lab 📅 January 2026 - October 2026 📍 Eugene, OR

Supported faculty supervised research on adult **behavioral health** access, referral barriers, **symptom management**, and community services. Maintained confidential records, reviewed coded scenarios, built resource pathways, and presented continuity of care findings in an academic setting.

- Coded 96 deidentified case scenarios for referral barriers, **symptoms**, and community support needs
- Applied structured interview guides during simulations, producing concise case notes for faculty review
- Built resource directory covering housing, vocational, transportation, peer support, and outpatient services
- Prepared mental health research summaries using confidential and objective documentation practices
- Presented **continuity of care** findings to a 20 person seminar on **aftercare** planning
- Corrected inconsistent coded records through supervised quality checks for regulated workflows

[Quality improvement](#)

[Resource linkage](#)

LANGUAGES

English Native

Spanish Beginner

MY CAREER



Behavioral Health Research Assistant at University Research Lab (9 Months)

Behavioral Health Case Management Student at Capstone Project (3 Months)

Behavioral Health Skills Lab Student at Student Lab (5 Months)

Behavioral Health Case Management Student

Capstone Project 📅 September 2025 - December 2025 📍 Eugene, OR

Completed a supervised adult case management simulation involving behavioral health, housing, employment, treatment support, psychoeducation, referral planning, and **follow up**. Produced objective records and recommendations aligned with client centered practice and confidentiality expectations.

- Completed adult **case management** simulation involving **behavioral health**, housing, and employment needs
- Developed supervised treatment support plan from assessment findings and client centered goals
- Facilitated two **psychoeducation** sessions covering coping skills and symptom self management
- Created progress notes, referral records, aftercare documentation, and court facing case summary
- Mapped **urgent intervention** options across **community resources** during structured faculty case conferences
- Evaluated case plan quality against confidentiality, coordination, and treatment alignment criteria

Behavioral Health Skills Lab Student

Student Lab 📅 January 2025 - June 2025 📍 Eugene, OR

Practiced supervised intake screening, mental status observation, crisis response, psychosocial skill development, group education, documentation, and confidentiality through standardized adult client simulations. Used faculty feedback to improve communication, intervention steps, and teaching clarity.

- Practiced supervised **intake screening** through standardized adult client interviews and active listening
- Documented mental status observations and functional concerns using approved clinical terminology
- Implemented instructor prescribed **treatment** steps and recorded client responses for structured feedback
- Completed **urgent intervention** scenarios focused on safety, escalation, resources, and boundaries
- Co facilitated **psychoeducation** exercises and revised materials for varied adult health literacy
- Applied **HIPAA confidentiality** principles to deidentified classroom records and case discussions

PROJECTS

Community Behavioral Health Resource Mapping 📅 2026

Mapped housing, vocational, transportation, peer support, and outpatient resources, then tested referral pathways against representative adult behavioral health cases.

Adult Symptom Management Education Series 📅 2025

Created and delivered supervised education sessions on coping skills, symptom self management, treatment support, and practical follow up planning.

LEADERSHIP & AWARDS

- Dean's List, University of Oregon, 2025
- Behavioral Science Capstone Recognition, 2025
- Undergraduate Research Symposium Presenter, 2026

CERTIFICATIONS

- Mental Health First Aid 📅 2026
- HIPAA Privacy and Security Training 📅 2026
- Crisis Response Fundamentals 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Facilitator, Psychology Study Group, 2025 to 2026
- Volunteer, Campus Community Resource Fair, 2025
- Student Member, Behavioral Health Research Forum, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST