

CHRIS RILEY

Intensive Case Manager | MPA Candidate, Arizona State University | AI Governance & Public-Sector Technology

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SUMMARY

I work at the intersection of community mental health, public policy, and applied AI — three fields that most candidates treat as separate lanes. Currently an Intensive Case Manager at The Guidance Center, where I coordinate care for adults under court-ordered Assisted Outpatient Treatment and complex severe mental illness. I'm finishing my MPA at Arizona State (3.97 GPA, December 2026) with focused work on AI governance and Olmstead compliance in Michigan's CMH system. On the side, I build production systems and quantitative research tools — the same analytical methodology I bring to clinical work.

CORE COMPETENCIES

Clinical Practice: Intensive case management · Person-Centered Planning · Self-Determination · Crisis intervention · Psychosocial assessment · Mandated reporting · AOT/court coordination

CMH Systems: MiGuidance · MHWIN · ARROW · NEXTSTEP · DWIHN coordination · MDHHS reporting · Medicaid compliance · HCBS frameworks

Policy & Research: Policy analysis · Comparative jurisdictional research · Public Service Research methods · Program evaluation · Stakeholder engagement · Legislative/regulatory analysis

AI & Technology: Production AI prompt engineering · Multi-cloud Claude deployment (Anthropic API, AWS Bedrock, GCP Vertex) · Model Context Protocol (MCP) · Python · FastAPI · SQL · Quantitative methodology · Real-time data systems

PROFESSIONAL EXPERIENCE

The Guidance Center *Intensive Case Manager / Hospital Liaison*

Wayne County, Michigan · February 2026 – Present

Reports into Adult Behavioral Health Department

- Manage active caseload of 25 adults under Assisted Outpatient Treatment (court-ordered via Wayne County Probate Court), deferrals, severe mental illness, co-occurring substance use disorder, borderline personality disorder, and schizophrenia spectrum diagnoses
- Coordinate ~15 monthly hospital interactions through bridge-and-embedded liaison model — facilitating inpatient psychiatric discharge planning, community-based care reactivation, and warm handoffs that mitigate re-hospitalization risk
- Interface directly with Wayne County Probate Court on AOT case management, navigating the legal-clinical intersection of court-ordered outpatient treatment
- Coordinate care across multidisciplinary network: psychiatry, primary care, therapy, recovery coaching, residential specialists, law enforcement, emergency departments, DWIHN, MDHHS, APS/CPS
- Document all clinical activity in MiGuidance EHR; maintain mandated reporter responsibilities

Vital Health Management *Case Manager*

Detroit, Michigan · October 2025 – February 2026

- Managed caseload of 80 adults with severe mental illness, severe emotional disturbance, co-occurring substance use disorder, and borderline personality disorder
- Operated as primary connector between traditional CMH service delivery and Applied Behavior Analysis providers — securing program placements, coordinating diagnostic testing, and maintaining direct relationships with day programs (STEP, Community Work Opportunities, Turning Point Clubhouse, PASC Art Studio)
- Selected by leadership as shadow target for new-hire training; trained incoming supports coordinators on case management workflows
- Maintained Medicaid documentation compliance and developed person-centered plans with individuals, guardians, and interdisciplinary teams

Community Living Services *Supports Coordinator*

Wayne, Michigan · June 2024 – October 2025

- Managed caseload of 50 adults with intellectual and developmental disabilities and autism spectrum disorder across group home and self-directed living arrangements

- Earned QIDP credential (CLS-sponsored under Michigan requirements: 1+ year IDD experience prerequisite, supervised work hours, competency examination)
- Coordinated full transition for two individuals from day-program friendship into shared self-directed apartment placement — including housing, supports, and community integration planning
- Provided sustained advocacy for one client who has since become a recognized public spokesperson for IDD and mental health, presenting at stages and city halls across Michigan
- Selected as new-hire shadow target; trained incoming supports coordinators

Charter Township of Canton *Photography Specialist (Freelance Sub-Contract)*

Canton, Michigan · 2018 – Present

- Document municipal youth leadership programming (ModelMan) and Parks & Recreation community festivals across an 8-year sustained working relationship with Canton Township
- Deliver digital assets transferred as property of Canton Township; selected works published on township website

Riley Co., LLC *Co-Owner / Multimedia Producer*

Michigan · 2013 – 2024

- Co-owned and operated registered LLC providing wedding videography and multimedia production services across 11 years of operation
- Maintained client coordination, project scheduling, and post-production delivery
- Continuing skills: Adobe Premiere, Final Cut Pro, Lightroom, Photoshop, Audacity

Starbucks *Supervisor*

Taylor, Michigan · October 2017 – June 2024

- Supervised 20-person team at high-volume location across 6+ years, managing ordering, inventory, floor operations, opening/closing, till reconciliation, and staff training
- Recognized as Partner of the Quarter on three separate occasions
- Sustained primary income source throughout entire BA program

INDEPENDENT PROJECTS

Meridian OS *Quantitative Research & AI Systems*

July 2025 – Present

- Designed and deployed a quantitative research and decision-support platform across three private repositories with 5+ production services per repo, running continuously for 4+ months on Railway and GitHub Pages
- Built IV Slope + Prometheus — an independently-derived volatility methodology with interactive backtesting, paired with a daily AI-augmented intelligence brief delivered through Anthropic Claude API integration; system includes self-auditing logic that detects when its own analytical thresholds are contaminated and refuses recommendations when methodology cannot support them
- Developed and operationalized a proprietary RC/QC/MR/Bayesian analytical framework as schema-enforced AI prompts with empirical Bayesian confidence calibration
- Demonstrated production engineering practices: type-typed Python, idempotent state management, failure-resilient persistence, structured logging, and multi-API integration across Alpaca, Anthropic, Discord, and Telegram

EDUCATION

Master of Public Administration *(in progress, expected December 2026)*

Arizona State University, Watts College of Public Service and Community Solutions

Cumulative GPA: **3.97**

Selected coursework: AI & the Future of Government (PAF 591, A+) · Public Service Research I & II (PAF 501/502) · Public Management (PAF 520, A+) · Public Human Resource Management (PAF 507, A+) · Public Budgeting & Finance (PAF 506) · Community Conflict Resolution (PAF 531) · Diversity, Ethics & Public Change (PAF 574)

Capstone (Fall 2026): *Olmstead v. L.C. Compliance Gaps in Michigan's Community Mental Health System*

Bachelor of Arts, Community Advocacy and Social Policy

Arizona State University, Watts College of Public Service and Community Solutions

Conferred August 2024 · **Summa Cum Laude** · GPA: 3.82

Honors: Dean's List (multiple terms)

Honors & Memberships

- National Society of Leadership and Success — Member, Arizona State University Chapter (March 2026); active participant, Success Networking Team
- The AI Collective — Active member, Detroit Chapter

CREDENTIALS & CERTIFICATIONS

Clinical / Professional

- **Qualified Intellectual Disability Professional (QIDP)** — Community Living Services, valid through June 2028
- **Qualified Mental Health Professional (QMHP)**
- **Home and Community-Based Services (HCBS)**
- **Direct Worker Competencies (DWC)**
- **QPR Gatekeeper**
- **CPR / AED / First Aid**
- **Notary Public Commission** — State of Michigan

Artificial Intelligence

Completed Anthropic Academy — full AI training curriculum (17 certifications, April 2026). Top-tier credentials include:

- **Model Context Protocol: Advanced Topics**
- **Claude with the Anthropic API**
- **Teaching the AI Fluency Framework** (*co-credentialed with University College Cork, Ringling College, Higher Education Authority Ireland, National Forum*)
- **AI Fluency for Nonprofits** (*co-credentialed with GivingTuesday*)

Other Technical

- **Google Data Analytics Foundations** — Coursera, May 2024

SELECTED WORK

- **IV Slope — IWM Live Volatility Signal** — public live research artifact demonstrating quantitative methodology and AI integration (available on request)
- **City of Detroit — Municipal Artificial Intelligence Policy** — graduate seminar deliverable, PAF 591, Spring 2026, A+ (available on request)
- **Postcards to Swing States** — sustained civic engagement / voter outreach volunteer

Public GitHub presence and full portfolio of certifications, papers, and live work available on request. References available on request.