



The Experts' Express

November 13, 2009

Welcome to The Experts' Express!

About The Experts' Express

The Experts' Express is a member-only monthly e-newsletter, keeping you informed about IARP issues and upcoming events. Each month different sections and chapters are highlighted. You will be provided with the latest news, details on member benefits, and information you will need to stay tuned in to what IARP is doing to give you the most for your membership.

Visit www.Rehabpro.org to enter the online world of rehabilitation professionals.

International Association of Rehabilitation Professionals

Providing a Community for Rehabilitation Professionals

Section Focus

IARP CM Section News

Case Management: A Call to Action

Jon Veltri

Case Management Section Representative to the IARP Board

It is with great pride and pleasure that I am writing to you this month as your Case Management Section Representative. It was two and a half years ago that the members of this section provided me with a fantastic opportunity to serve as your section chair. I had some lofty goals of creating a Case Management List Serve, establishing a Case Management Board of Directors, establishing a section conference for the IARP Case Management professional members and making the IARP Case Management section Web page a useful professional tool. As a section we are on the precipice of accomplishing all of those goals.

In the summer of 2007 the Case Management Section Board of Directors was established from selected volunteers and any interested section members. I am happy to announce that your Board of Directors is up and running efficiently and is finally at a place that we are **recruiting for new members** to run for our board. We will have rotating elections for the next few years until the entire board of directors has been formally elected by the section membership. There are currently **TWO** board positions for members at large that we are seeking to fill at this time. More information will be forthcoming in the next couple of weeks with the announcement of the 2010 IARP elections. New board members will be seated in May of 2010 and serve a two year term. If you are interested in running for the CM BOD please contact me as soon as you can so I can pro-

vide the necessary information to facilitate your application. This is your first call to action.

The IARP Case Management Section and the IARP Disability Management sections have formed two professional partnerships in both the CM/DM List serve and the upcoming IARP 2010 CM/DM Conference in Scottsdale, Arizona, February 11-13th, 2010 at the Paradise Valley Doubletree Resort. The CM/DM listserv is currently up and running and we need new members to join and help facilitate and create the exchange of ideas, provide resources or just to connect with other professionals in our field around the world. Thus, your second call to action is to join and start using the CM/DM listserv. You can find out about events, share your opinions and seek advice on ethical issues and much, much more. I encourage you to visit the IARP Web page at www.rehabpro.org and sign up today.

In relation to our second partnership with the IARP Disability Management Section we have planned a fantastic opportunity for you to shake off the cold of winter and visit warm and sunny Scottsdale, Arizona, for the CM/DM Conference. Registration is now open and we are excited about the first rate professional program we have put together for your continuing education, professional development and networking opportunities. Over the past two years IARP headquarters has assisted the leadership of the CM/DM sections in surveying their members about their needs and topics of interest. We heard your requests and have responded by providing speakers on a variety of subjects that you requested. These include, but are not limited

Inside this Issue:

IARP Section Focus	1
Chapter Highlights	2
IARP Outlook	3
IARP Forensic Conference—Note of Thanks	5
IARP 2010 CM/DM Conference	7
IARP Webinar—Neurofunctional Assessment	8

(Sections Continued on page 4)

Chapter Highlights

IARP New York Chapter

Fall Training Conference

Marvin S. Reed

New York Chapter President

The IARP New York Chapter held its Fall Training Conference on November 12, in Syracuse. Topics included preventing and dealing with suicide in our practice; how chiropractors and physical therapists can work together; workers compensation reform; current trends in selective placement; and ethics. The conference was well attended by members and guests. We are considering repeating the format at the same location next year. In the meantime, we are planning a spring conference in White Plains featuring a range of speakers with more emphasis on medical topics. We are also seeking more candidates for board positions. Please contact Marvin Reed, chapter president, at marvin@reedrehab for more information.

IMPORTANT Notice

IARP Journals Available in Printed Format

The International Association of Rehabilitation Professionals will now offer both the RehabPro and the Journal of Life Care Planning in a printed format. Members will now be offered the option of receiving their sections journal in a printed format in addition to the regular electronic version.

If you are interested in receiving a printed version of one or both of the IARP journals, please go to the IARP Web site, www.rehabpro.org, log in and click on Members-Only. Download the form by clicking on "Special Printed Journals Order Form." Or, log in and click on this link: <https://www.rehabpro.org/my-iarp/Journals%20PRINTED%20format%20order%20Form.doc>.

Looking to fill or find a rehabilitation related position?

Our Job Bank is a great place to start.

The International Association of Rehabilitation Professionals unites REHABILITATION PROFESSIONALS around the world and is the premier recruitment resource for organizations looking for rehabilitation professionals. With a professional membership of over 2,500 individuals, employers and recruiters have access to the most qualified talent pool with relevant work experience to fill their staffing needs. Visit www.rehabpro.org and click on Job Bank to submit an ad.

IARP Outlook

CDMSC Selects Baptist Health South Florida as Winner of 2009 Quality Leadership Award

Recognizing Excellence in Disability Management

SCHAUMBURG, IL, October 2009 – The Certification of Disability Management Specialists Commission (CDMSC) is proud to announce the selection of Baptist Health South Florida as the winner of its 2009 Quality Leadership Award, recognizing excellence in disability management, intervention, and wellness programs. Baptist Health South Florida is a not-for-profit hospital and healthcare organization based in Coral Gables, FL. The organization includes six hospitals and numerous outpatient centers in a three-county area.

The CDMSC presented the award at the National Business Group on Health's (NBGH) National Conference on Health, Productivity, and Human Capital, held in Philadelphia. The NBGH is a leading voice in the employer market, and its conference draws a large audience from across the country.

Each year, the CDMSC, which is the only independent, nationally accredited organization that certifies disability management specialists, honors a company or organization for demonstrating leadership in disability management.

"Baptist Health South Florida takes a successful two-pronged approach to disability management. The organization addresses the business needs through use of EMPAQ® metrics to measure costs and benchmark the effectiveness of return-to-work programs. In addition, it creates a positive workplace culture with return-to-work recognition programs aimed to engage both the employees and supervisors," said Maria Henderson, MS, CRC, CDMS, CCM, Chair of the CDMSC. "It's one of the most comprehensive programs I've ever seen."

With more than 13,000 employees, Baptist Health demonstrates excellence in disability management through:

An Integrated Disability Management (IDM) program that brings together internal and external partners with varied expertise to manage short-term and long-term disability, leave of absence, and return to work. The IDM team represents a unique combination of expertise, skills, and disciplines, including physicians, nursing, rehabilitation/therapy, legal, counseling, and human resources.

Strong commitment to return-to-work, offering assistance to employees with occupational and non-occupational conditions. If an employee with work restrictions is not able to return to his/her home department with accommodation, the person is referred to the return-to-work nurse case manager for assistance in finding a temporary or permanent position within Baptist Health. If an employee is placed in a temporary assignment outside of his/her home department, the receiving department pays the employee's

salary during the assignment.

A Return-to-Work Recognition Program, spotlighting department leaders who champion return-to-work and retention efforts and employees who participate in the Return-to-Work Program.

"It is with great pride that we receive this year's Quality Leadership Award. Our dedication in developing and implementing creative 'integrated' approaches to managing disabilities and absences and providing proactive employee retention efforts has led to significant positive results for our organization in a relatively short period of time," said Lisa Miranda-Sixto, manager of Integrated Disability Management for Baptist Health South Florida. "Our successes would not be possible without our strong leadership support, collaboration of a qualified team of internal and external experts, early return-to-work efforts and aggressive case management services. Our goal is to continue to promote our commitment to retaining a healthy, safe and productive workforce by evaluating the effectiveness of our programs, implementing process improvements, and providing value-added, innovative and cost-effective services that make a positive impact and difference in the lives of our workforce."

Honorable Mention Presented to Eugene (Ore.) Water & Electric Board

The CDMSC is also recognizing the Eugene (Ore.) Water & Electric Board, one of the oldest publicly owned utilities in the Northwest, with a special Honorable Mention. With just over 500 employees it offers a broad disability management program that covers workers' compensation, short-term and long-term disability, early return-to-work, FMLA/ADA, ergonomics, and a comprehensive wellness program.

"The Eugene Water & Electric Board demonstrates that a robust disability management program can be offered by employers of any size," stated Debbie Cromwell, CDMS, CCMP, CPDM, chair-elect of the CDMSC.

For more information on CDMSC and its Quality Leadership Award, please see its website at www.cdms.org. For more information on the National Business Group on Health (NBGH) and its National Conference on Health, Productivity, and Human Capital, please see its website at www.wbgh.org.

CCMC Celebrates Case Management Week (Oct. 11-17) With Second Annual Patricia McCollom Scholarship

Mt. Laurel, NJ – In conjunction with its celebration of Case Management Week (Oct. 11-17), the Commission for Case Manager Certification (CCMC) has announced the winner of its second annual \$1,000 Patricia McCollom Scholarship award.

The Patricia McCollom Scholarship Task Group has selected Cynthia Bracey, MSN, RN, CCM, of Fort Bragg, N.C. Ms. Bracey, a case manager with the Army's Wounded Warrior pro-

(Continued on page 6)

Section Focus Continued

(Continued from page 1)

to: ethics in technology, the new CRCC Code of Professional Ethics, ethical decision making, PTSD and issues with Veterans, ethics & cultural diversity, new technologies in rehabilitation, long-term disability case management, evidenced based case management, strategies for preventing professional burn-out, RTW serviced for individuals with brain injuries, vocational evaluation, the new ADA Act Amendments, disability harassment and discrimination, and the use of job analyses in transitional stay at work/return to work. I believe this is one of the most diverse learning opportunities that we have created. The conference is not just about learning, we've also put together an IARP sponsored golf outing and a fun-filled welcome reception and party. The conference venue is first rate and a great value for a 5-star resort. It will be held at the Paradise Valley Doubletree Resort. We have secured room rates of \$135/night during the conference and three days before and after the conference. Since this falls over both Presidents' weekend and Valentine's weekend we encourage you to bring your loved one and enjoy all that Arizona has to offer with its sunny days and temperate weather during the winter months. Attendees can arrange for tours of the Grand Canyon, Sedona and the Phoenix Botanical Gardens to name a few. In addition the hotel offers Arizona's largest privately-owned resort-style spa, Spa Lamar. It will truly be an opportunity to obtain those required ethics credits and Learn, Leisure and Have Fun in the Valley of the Sun. Thus, your third call to action is to register and attend this exciting conference opportunity.

In addition to all the above section activity, IARP, as an organization, is in the process of updating our Web technology and developing a cutting edge Web site for our professional membership. As part of that member benefit the Case Management section is seeking suggestions for information, links, article, etc., that we can post to our Web site and make our section site a true value to our members. If you have any suggestions for Web content, please contact me by email at CMSectionRepIARP@aol.com or jon.veltri@genexservices.com. Stay tuned for email announcements about the new IARP Web site and the opportunity that will exist for you all to say....I am IARP...We will be taking pictures of our section members and recruiting folks to be part of our new Web site at the CM/DM Conference. Thus, your fourth call to action.

Lastly, but certainly not least, the CM section is trying to get rehabilitation student members more involved in our organization. We are offering, for the first time, an exciting opportunity for students to participate in the CM Paper competition, to be held at the February CM/DM Conference. Three student finalists will be chosen to present at the conference and win both prize money and the opportunity to publish their papers in the Rehab-Pro. If you know of any interested students or employ student interns who might be interested please have them contact IARP Secretary/Treasurer J. Patrick Decoteau, Ph.D., CRC, LRC, at

413-748-3318 or at jdecotea@spfldcol.edu. The deadline for submissions is December 2, 2009. Additional information can be found at www.rehabpro.org. Thus, your final call to action.

Please contact me by email at CMSectionRepIARP@aol.com or jon.veltri@genexservices.com, or by phone at 480-652-0186 if you have any questions about how you can take advantage of the opportunities that your CM Board of Directors have worked very hard to provide for our membership. I truly hope you will "Answer the Call."

Forensic Section News

Dale Thomas
Forensic Section Chair

The blues were but a distant sound as I settled down in my easy chair to look out over the valley at a pink sunset from my home in the Ozarks on the Sunday afternoon following the Forensic Conference in Memphis this year. My thought was, "That seemed to go pretty good".

This year we successfully offered pre-conference programs for "newbies" to the field. We targeted people entering forensics as well as Social Security VE work. We followed morning sessions on basics with afternoon sessions of a more advanced nature. I could not help but note the number of new (and younger) faces in the crowd. Recently a goal of the organization has been to encourage younger persons to enter our field. This seemed to be happening.

Developments over the past year for Social Security VEs made the time ripe to encourage people who do not necessarily practice forensic work, but do testify in Social Security hearings to join us at this year's conference. And join us they did, in surprising numbers. Not only was this a boom for IARP, it was an opportunity for the newly formed SSVE Section to promote membership and participation.

One of the marks of a successful conference is the chatter that occurs on the list-serves immediately following the gathering. Over the past few weeks we have seen threads about the code of ethics, worklife expectancy, behavioral health, discoverable draft reports and the SS VE Handbook. I suspect that in the weeks ahead other threads will be generated that pick up on the various excellent presentations that we heard in Memphis.

As chair of the IARP Forensic Conference I have received numerous and very gracious personal e-mails noting how enjoyable and helpful the conference was. One that stands out came from a person that I don't know. She wrote about being re-energized in her work and returning home with a new bounce in her step.

(Section Focus Continued on page 5)

THANK YOU
IARP 2009 Forensic Conference
Exhibitors and Sponsors

21st Century Rehab & Living Services
 AAACEUs
 Ann T. Neulicht, Ph.D.
 BrightSun Technologies
 Capital University Law School
 Center for Comprehensive Services - Mentor ABI
 Dunlap Rehabilitation Services, LLC
 Elliott & Fitzpatrick, Inc.
 Expert Vocational Consulting
 Florida Institute for Neurologic Rehabilitation, Inc.
 Friends of IARP
 Handicapped Driver Services
 HOMELINK
 IARP Arizona Chapter
 IARP California Chapter
 IARP Nebraska Chapter
 IARP New England
 IARP Tennessee Chapters
 IARP SSA-VE – Hoosier Heroes
 Learning Services
 Legal Nurse Systems, LLC
 Restore Neurobehavioral Center
 SkillTRAN
 SML Rehab Consultants
 Steffy & Associates
 The Center for Association Growth
 The University of Memphis
 US Publishing
 VERTEK, Inc.
 Vocational Diagnostics
 Vocational Research Institute

THANK YOU
To all who donated items, time, effort and money to the
IARP 2009 Forensic Conference,
The Conference Raffle, and the Silent Auction

(Section Focus Continued from page 4)

In response to the comments that we received from our membership we attempted to keep costs down. Our venue made it possible to literally take over the Doubletree. This fostered networking, renewing old friendships and making new ones. Beale Street provided affordable, enjoyable and easy to access entertainment and good food. Although Memphis isn't a usual conference location, it worked out very well.

We are already looking forward to the next conference, which will be the first week of November in New Orleans. As the sunrise brightens a crisp fall morning in the Ozarks I think I can hear the distant sound of a mellow sax coming from the French Quarter. Can you?

(Section Focus Continued from page 3)

gram, was the most distinguished member of a highly qualified field of nominees who had either applied for consideration, or were nominated by their peers.



In pursuit of a PhD in public health, Ms. Bracey intends to develop a research project that applies the skills of case management to improve the utilization of health care resources for homeless female veterans. "As a professional nurse leader, it is important to consider oneself a lifelong learner and value community service," said Bracey, who will begin her studies at Walden University in December 2009 to complete her fourth college degree.

Ms. Bracey obtained her certification in case management this past April and appreciates the professionalism that goes hand-in-hand with the CCM credential. She plans to utilize this award by attending the American Public Health Association annual meeting in Philadelphia November 7-11, 2009.

Scholarship award honors former CCMC commissioner

In naming Ms. Bracey, CCMC joins her peers in recognizing her commitment to the professional case management ideals exemplified by Patricia McCollom, a former CCMC commissioner whose professional practice spanned several decades. Patricia McCollom was an accomplished mentor, coach, speaker and a leader in the emergence of the case management practice, as well as a role model for those who were fortunate enough to work with her.

"We're pleased to announce this award during Case Management Week as we call attention to the vital work of case management professionals across the healthcare industry," CCMC Chair Jo Carter said. "It's wonderful to be able to honor the memory of Patricia McCollom by awarding CCMC's second annual scholarship to such a deserving recipient as Cynthia Bracey."

About CCMC

The Commission for Case Manager Certification is a nonprofit, volunteer organization that oversees the process of case manager certification. The CCM is the first nationally accredited case manager credential. CCMC is positioned as the most active and prestigious certification organization supporting the case management industry. For more information, call the CCMC Certification Center at (651) 789-3744 or visit www.ccmcertification.org.

CCMC Commissioner Selected as URAC Health Care Star

MOUNT LAUREL, NJ — **Julia Rieve**, a commissioner with the Commission for Case Manager Certification, has been chosen to receive a URAC Health Care Stars! Award during URAC's 10th Annual Quality Summit scheduled for October 6-8 in Tucson, Ariz.

Rieve, RN, BSHCM, CCM, CPHQ, FNAHQ, of San Diego, Calif., a worker's compensation field case manager with Coventry Workers' Comp Services, will be honored for her passionate dedication to patient advocacy, confidentiality and her commitment to giving patients a voice. "We oftentimes meet our patients entering the health system at their most vulnerable point," said Rieve, who handles complex cases involving catastrophic injuries. "Patients need an advocate to help them navigate through the health care system, protect their confidentiality, improve the process of care and obtain quality outcomes that better their lives."

According to longtime colleague Barbara Fuchs, RN, BSN, MS, CCMEP, CPHQ, FNAHQ, Rieve is that advocate. "I have always been proud of the difference Julia makes in the lives of the people she assists," said Fuchs, who nominated Rieve for the honor. "I can't think of finer recognition for her."

URAC's first-ever Health Care Stars! Award honors extraordinary health care professionals who directly impact the lives of consumers they serve. URAC defines stars as individuals who demonstrate fortitude and leadership, who constantly rise above daily duties to improve someone's life and who work to protect and empower health care consumers across the globe.

CCM credential ensures the best in patient care

For Rieve, her CCM credential, considered the gold standard in case manager certification, has provided her with a better understanding and knowledge of her role as it relates to patient confidentiality and advocacy. "Our certification in CCMC gives us advance insight into what quality healthcare practices are and what we should aim for," Rieve said.

In addition, she credits CCMC certification with opening career doors for her as a consultant, as well as the ethics chair for her local workers compensation group. A new CCMC Commissioner this year, Rieve said she hopes to use the post to enhance and share her knowledge of CCMC and mentor other case managers to become leaders in their areas of expertise.

"Julia is truly an inspiration to us all," CCMC Chair Jo Carter said. "CCMC is proud of the exceptional work that Julia has accomplished and we look forward to her continued success as a case manager and CCMC commissioner."

About URAC

URAC, an independent, nonprofit organization, is well-known as a leader in promoting health care quality through its accreditation, measurement and education programs. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care and wellness industries, and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the health care and wellness industries.

Express Job Bank Highlights



LEARN, LEISURE & FUN IN THE VALLEY OF THE SUN

The first Case Management & Disability Management Section Conference will take place February 11-13, 2010, at the beautiful Doubletree Paradise Valley Resort in Scottsdale, Arizona.

This will be a fantastic opportunity to shake off the winter blues and cold weather for many of members, or for others an occasion to enjoy all that the area has to offer. The programs offered at this conference are based on the needs expressed by our members in response to membership surveys conducted over the past two years.

We are also pleased to announce a CM/DM Student Paper competition in conjunction with the conference to attract younger professionals to attend and learn more about the benefits of belonging to IARP.

The conference is scheduled over the **Valentine's Day** week-end, followed by Monday, February 15th, **Presidents' Day Holiday**. Enjoy the resort's exceptionally low daily room rate of **\$135** for up to three additional pre and post-conference days. Or take a side trip to beautiful Sedona.

For more information on the conference program, hotel accommodations and to registration please go to <https://www.rehabpro.org/events/2010-CM-DM>.

Registration Information

IARP Member Registration Fee (early bird rate by December 1, 2009)	\$369
Nonmember Registration Fee (early bird rate by December 1, 2009)	\$469
IARP Student Member Registration Fee	\$200



IARP

Dedicated to return-to-work services on behalf of persons with disabilities and the economically disadvantaged.

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**Have a
Happy Thanksgiving
From everyone at
IARP
Headquarters**

News Flash***IARP Webinar Series*****Neurofunctional Assessment: How to Find out What You Really Need to Know to Plan for Your Clients**

**December 4, 2009
12:00 PM – 2:00 PM**

Presenter:

Drew Nagele, Psy.D., Consulting Neuropsychologist

Presentation:

What is neurofunctional assessment and how does it differ from traditional neuropsychological assessment? In this session Naegle discusses the validity and reliability of neurofunctional assessment as a tool for planning treatment of clients. He will review findings from a traditional neuropsych approach versus those from a neurofunctional evaluation.

Naegle will explain how to bring neurofunction to your area, how to set it up, essential elements, cost and payer mechanisms, and the freedom to use different types of staff.

Objectives:

1. Identify the essentials of neurofunctional assessment and how it adds value to neuropsych assessment.
2. Identify the outcomes that can be expected from using a neurofunctional assessment approach.
3. Identify a process for setting up a neurofunctional evaluation in your area.

Members: \$50 Non-members: \$75

The webinar will be 2 hours long and 2 CEU credits have been applied for. CLCP, CDMS, CRCC, CCMC

Download the registration by visiting our web site at <https://www.rehabpro.org/events/documents/REGFORM1204.pdf>.

Can't attend the original broadcast? Register now and a link for an encore presentation will be e-mailed to you approximately 24 hours following the first offering. You have the option of viewing the program at your convenience. CEUs are available for all programs, just fill out the evaluation form at the end of the webinar and click submit.

About the Presenter

Drew Nagele, is a trained neuropsychologist and a certified brain injury specialist trainer for the Academy for Certification of Brain Injury Specialists. He provides neuropsychological consultation to a wide range of individuals and organizations, including schools, geriatric consultation in nursing homes, consultation to organizations seeking to develop adult neuropsychological services, pediatric neuropsychological consultation, and consultation to federal and public defenders on brain functioning in inmates charged or convicted of capital crimes. He also serves as an expert witness.

Nagele has provided myriad lectures on TBI rehabilitation. developed curriculum and reviewed courses on brain injury rehabilitation for advanced practice specializing in TBI clients. He supervises the work of the Brain Injury Association's pre-enrollment assistance coordinators who regularly counsel individuals and families about their needs and assists them in choosing providers who can best meet those needs. He is a member of the board of directors of the Brain Injury Association of Pennsylvania and American Academy for the Certification of Brain Injury Specialists.



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Providing a Community for
Rehabilitation Professionals

**VISIT OUR WEB SITE AT
WWW.REHABPRO.ORG**

The International Association of Rehabilitation Professionals provides a community for rehabilitation professionals in their quest for education and professional growth.

- ◆ IARP serves a diverse membership practicing in the fields of long-term disability and disability management consulting, case management and managed care, forensics and expert testimony, life care planning, and Americans with Disabilities Act (ADA) consulting.
- ◆ IARP supports professional growth of its 2,500 members by providing an ethics code, professional competence standards, continuing education programs, networking opportunities, and group-discounted packages of professional benefits.
- ◆ IARP fosters rehabilitation research and management innovation through national conferences and the publication of peer-reviewed articles in RehabPro, its quarterly journal.
- ◆ IARP strives to shape public policy favorable to private-sector rehabilitation by working closely with other professional associations, government, and industry. Explore our web site to learn more about the IARP mission and how we work to achieve it.

Member's Corner

Connect with other Rehabilitation Professionals

Join an IARP Listserv

IARP offers several listservs, including the Forensic section listserv, the combined Case Management (CM) and Disability Management (DM) section listserv, the International Academy of Life Care Planners (IALCP) listserv, and the SSA-VE listserv, which are highly rated benefits. These listservs allow you to become part of a community of professionals and network with colleagues to get quick answers to your questions on industry issues, procedures and trends.

To subscribe to an IARP listserv send an email containing your name, the listserv you want to join, your section, and the email address you would like to use to receive listserv messages to janicew@tcag.com. Only members of IARP can join a listserv, and section listservs are reserved for members of the respective sections.