

# Ethical Case Management Practices

**Who:** Lee Ann Rawlins (formerly Lee Ann Grubbs)

**What:** 6-Week Training Course

**When:** Monday, January 18th, 2010

**Where:** Online (Interactive online course)

**How Much:** \$120.00 (\$20 per week / \$4 per day)

**\*\*\*Receive 10 hours of CRC Credit\*\*\***

Conflicts can and do occur very frequently when the values of the consumer, counselor and agency clash. These conflicts most often establish the conditions for ethical dilemmas. In addition, rehabilitation professionals face conflicts when trying to balance the needs of their clients with disabilities against: agency productivity goals; the needs of the third party payers; and their own need to maintain good relationships with other professionals.

This Ethical Case Management practice training program is designed to provide rehabilitation professionals with increased skills for dealing with ethical dilemmas encountered in the case management process. Designed from rehabilitation experiences in the public sector, the program teaches a reasoning process for ethical case management decision making which applies to all settings. This program is specifically designed to prepare professionals in the field of rehabilitation to draw upon their personal values, values of their agency, the values of their consumers, their code of professional ethics, and case information when making case management decisions.

**Sponsored by: The Center on Disability and Employment  
The University of Tennessee, Knoxville**



\*\*For information concerning this training event, or to register please contact the center directly (865) 974-9400, or feel free to email **Lee Ann Rawlins** at [lrawlin1@utk.edu](mailto:lrawlin1@utk.edu) for further details.