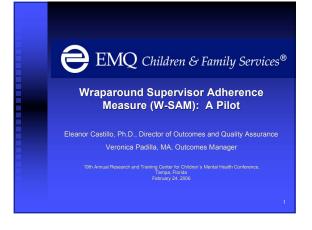
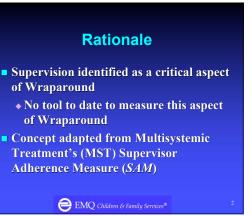
## 19th Annual RTC Conference Presented in Tampa, February 2006









## **Continuous Quality Improvement**

- **3-Tiered: Agency-wide, Program, and Individual** 
  - Training and Coaching
  - Evaluation
- Performance Appraisal
  - Quarterly 360 feedback
  - Annual

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