



FRONTLINE SUPERVISOR SERIES:

Competency 9

SERVICE MANAGEMENT & QUALITY IMPROVEMENT



Heather Thorgersen

Heather Thorgersen is the Founder of the nonprofit ThinkBIG! Theater Arts, Inc. and serves as the Director of Quality Improvement for AHRC Suffolk and as a co-advisor for the Magnificent Voices Self-Advocacy Group.



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JANUARY 4TH

10:00AM -12:00 PM

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