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*Ann Lochner, Susan Nall Bales*

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*Dale A. Blyth*

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*Mary S. Marczak, Jodi Dworkin, Jennifer Skuza, Janet Beyer*

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*Rebecca N. Saito*

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*Joyce A. Walker*

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6. Improving quality at the point of service 93

*Charles Smith, Tom Akiva, Dominique Arrieux, Monica M. Jones*

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*Kathrin C. Walker, Reed W. Larson*

Youth practitioners face a wide range of dilemmas in their daily work, and they must be able to react intelligently in difficult situations when competing objectives, values, and warrants come into conflict.