

Contents

Preface	ix
Introduction	1
Chapter 1: Street-Level Discretion	33
Chapter 2: Three Pathologies	
<i>The Indifferent, the Enforcer, and the Caregiver</i>	66
Chapter 3: A Gymnastics of the Self	
<i>Coping with the Everyday Pressures of Street-Level Work</i>	111
Chapter 4: When the Rules Run Out	
<i>Informal Taxonomies and Peer-Level Accountability</i>	152
Chapter 5: Impossible Situations	
<i>On the Breakdown of Moral Integrity at the Front Lines of Public Service</i>	200
Conclusion	240
Notes	261
Bibliography	303
Acknowledgments	325
Index	329