
CONTENTS

Preface	ix
Acknowledgments	xxi
The Authors	xxv
1 Engaging Citizens, Measuring Results, Getting Things Done	1
2 Citizens' Many Roles in Community Problem Solving	17
3 Organizations Managing for Results	49
4 Citizens Reaching for Results I: Key Ideas, Strategic Issues, and the First Three Case Examples	76
5 Citizens Reaching for Results II: To Improve the Quality of Life in Their Region	102
6 Communities Governing for Results I: An Introduction to the Practice and to Interpreting the Case Examples	123

- 7 Communities Governing for Results II: Local Governments Engage Citizens in Results-Based Systems 139
- 8 Communities Governing for Results III: Citizens Engaged in Results-Based Nonprofit Community Development 171
- 9 More Ideas for Making It Happen 191
- Notes 224
- Index 237