



## The Implementation Perspective: A Guide for Managing Social Service Delivery Programs

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By Walter Williams

University of California Press, United States, 1980. Paperback. Book Condition: New. 217 x 140 mm. Language: English . Brand New Book. After the big decisions are made in legislatures and executive offices, what is done by those who implement and operate social service programs will determine their success or failure. Yet, over and over again, the managers of public organization disregard or handle poorly the critical problems involved in starting and developing new programs or in modifying existing ones. This book presents a new decision-making rationale - the implementation perspective - as the basic guide to social service program management. The cardinal principle is that the central focus of policy must be at the point of service delivery. Here is where management must redirect its attention. The demand is to concentrate on the hard, dirty, time-consuming work of building the local delivery capacity needed to provide better social services and to implement new program decisions over time. The Implementation Perspective is a message for our times. Even those who would continue the nation's effort to meet its social obligations are finding that simply calling for big new programs and more spending is no longer satisfying. Moreover, Proposition 13, the...



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