p. 432, ¶ 1 (entire ¶) – “The quality of democracy is not measured…”
p. 433, ¶ 2 (entire ¶) – “These citizens are not the idle poor, though many hover…”
p. 433, ¶ 3 – Their absence is a crucial element in the general democratic…”

Question: What was the name of the program devised to help these custodians?

p. 434, ¶ 7 (last sentence) – “They hounded Zuckerman at important banquets…”
p. 435, ¶ 2 (entire ¶) – “The owners and managers of some five hundred office…”
p. 435, ¶ 4 (entire ¶) – “But these janitors do not even get full-time work from their…”
p. 435, ¶ 5 (entire ¶) – “In order to survive, these women and men typically shuttle…”
p. 435, ¶ 6 (entire ¶) – “In another era, this arrangement might have been called…”
p. 436, ¶ 4 (entire ¶) – “But the SEIU organizers insisted they were not trying…”
p. 437, ¶ 3 (sentences 1 & 2) – “Like the other tenants, officials at the Urban Institute insisted the janitors’ pay was…”
p. 437, ¶ 6 (sentences 1 & 2) – “The janitors, it is true, were mostly invisible. Despite…”
p. 438, ¶ 1 (sentence 1) – “The janitors thought they would embarrass both…”
p. 438, ¶ 7 (line 4) – “Cut off from legitimate avenues of political remedy, the janitors…”
p. 439, ¶ 6 (entire ¶) – “Their exercise in public shame was perhaps not entirely futile. The elegant woman in silk…”
p. 439, ¶ 9 (entire ¶) – “The problem, as they see it, is not economics. Their problem…”
p. 440, ¶ 1 (sentence 1) – “The janitors’ predicament provides melodramatic…”
p. 440, ¶ 2 (sentence 1) – “These Americans have been orphaned by the political…”
p. 440, ¶ 4 (entire ¶) – “If one asks– Who are the biggest losers in the…”
p. 440, ¶ 5 (sentences 1 & 2) – “After many weeks of pressure and rude confrontation…”
p. 441, ¶ 1 (line 1) – “The janitors’ union, like others, has figured that the way politics gets done nowadays is not by electing…”
p. 491, ¶ 2 (entire ¶) – “Other labor unions, large and small, have adopted similar…”

Instructor’s Note: It is precisely this kind of political-economic battle which results in crafty politicians diverting the focus to false issues like “the threat of gay marriage.”