

DIRECT SERVICE/CAPACITY BUILDING is activity that addresses education, health, public safety, the environment, or other human needs. Direct service means working directly with people (clients, beneficiaries, communities, etc.) to make change, or doing service that is involved in making that direct change. It can be outreach, case management, training, teaching, providing academic supports, mediating, counseling, recruiting volunteers, catching up on paperwork related to clients, preparing for class, coaching, cooking, serving, providing health care, food, or clothing. A JV/AmeriCorps member's lunch break **cannot** be counted toward service hours unless the member is engaged in a service activity during the lunch break (e.g., proctoring students).

JV/AmeriCorps members perform capacity-building activities that enhance the quality of services, expand programs, and help more individuals and families in need access essential services. Capacitybuilding projects should be designed to develop organizational systems to improve efficiency and effectiveness and/or increase scale and reach of community programs. These activities may support program design and implementation, program evaluation, information technology, volunteers, communications and outreach, partnerships and alliances, and other organizational needs.