

## Service Definitions

Most people want to **direct service** projects that allow for direct interaction with clients at the agency. Examples of direct service are reading to a child, talking with a homeless person, or visiting a hospital patient. It is important to understand why direct service projects may be harder to find. Agencies might be protective of their clients' privacy or the emotional risk that comes with connecting with one-time volunteers who don't come back again. Working with clients often requires training and a long-term commitment. And, clients often have things to do and places to be other than being there to create a good experience for volunteers!

**Indirect service** provides valuable work to an agency that ultimately affects their clients, but you may not interact with the clients directly. Examples of indirect service are painting a room, raking leaves, organizing donations, or preparing a mailing. Though these jobs may seem less glamorous, they represent the nuts and bolts that an agency needs to address in order to maintain a safe, welcoming, and effective organization. Your assistance may create more time for the agency staff to work with and on behalf of their clients. Remember that you are volunteering to help the agency, so if you are doing indirect service, come with an open mind and be glad you can help!