## Possible Interventions to Address Missing Performance Factors

<table>
<thead>
<tr>
<th>Missing performance factor</th>
<th>Intervention examples</th>
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| **Organizational systems**                                      | • Communicate organizational mission, goals, & strategic plan  
• Develop clear job descriptions  
• Strengthen supportive supervision system  
• Update and disseminate operational procedures to support policies |
| **Incentives**                                                   | • Recognize/reward good performance  
• Provide constructive performance feedback  
• Solicit employee input into work improvements and incentives |
| **Tools and physical environment**                              | • Ensure logistical and maintenance system for facility, equipment, and supplies  
• Design workspace to suit activities, e.g., private counseling space, efficient client flow process from check-in to exit  
• Develop and disseminate workplace safety protocols |
| **Skills and knowledge**                                        | • Ensure job candidates have prerequisite skills  
• Offer appropriate learning opportunities such as on-the-job training, mentoring |
| **Individual attributes**                                       | • Provide gender sensitivity or youth friendly training  
• Identify and analyze individual/team strengths  
• Provide team building activities |
| **External environment**                                        | • Participate in national technical and policy working groups  
• Seek client and community input into service quality  
• Ensure employees have required licenses; facility has required accreditation |