

Utah Goals and Objectives
Organization and Management FY 2016

Goals	Objectives	Activities	Outcome
<p>1. Implement a new Training section into the organizational structure of the Utah WIC Program in order to improve training and orientation of new staff.</p>	<p>1.1. Gain approval to add section and hire a section lead. 1.2. Recruit and hire a new staff person to lead the training section. 1.3. Implement a new process for training newly hired local agency WIC staff.</p>		<p>Due to decreased NSA funding, this goal has been moved to FY17.</p>
<p>2. Improve staff training on handling participant violations and confronting participants.</p>	<p>2.1. Rewrite the Participant Violations Training Module 2.2. Involve Private Ops strategies on confronting people in training</p>		<p>Due to decreased NSA funding, this goal has been moved to FY17.</p>
<p>3. Improve customer service in WIC clinics.</p>	<p>3.1. Finish writing a Customer Service module.</p>		<p>This is in process as of 5/2016</p>
<p>4. Reprogram Kiosk machines in order to make them functional for clinic use.</p>	<p>4.1. Find internal or external assistance to reprogram our 20 kiosks statewide. 4.2. Redeploy Kiosks into the field</p>		<p>Remaining kiosks around the state are being gathered to the UDOH warehouse so that they can be repurposed for a different use within WIC. This goal will be ongoing during FY17</p>