

**HUMAN RESOURCES SERVICES DIVISION  
GOALS AND OBJECTIVES  
SPFY 2020**

<b>GOAL 1: To design an in-house training program for all WIC employees in accordance with program's identified needs.</b>			
<b>OBJECTIVE: To develop training activities in order to address needs identified by the administrative and service areas. These training activities should be included in the program of the WIC Nutrition and Breastfeeding Annual Conference.</b>			
<b>SPECIFIC ACTIVITY OR TASK</b>	<b>RESPONSIBLE STAFF</b>	<b>STARTING-ENDING DATE MONTH/YEAR</b>	<b>COMMENTS</b>
a. Provide training about administrative tools to improve supervisory aspects.	Human Resources Services Division Supervisor and other related staff	October 2019 – August 31 2020	To be provided to clinic and regional supervisors.
b. Provide training about stress management in the workplace.	Human Resources Services Division Supervisor and other related staff	October 2019 – August 31 2020	To be provided to clinic and regional supervisors.
c. Provide training about customer service.	Human Resources Services Division Supervisor and other related staff	October 2019 – August 31 2020	To be provided to all WIC staff.

**GOAL 2. To implement an automated time and attendance system island wide to manage productivity and reduce labor costs in the WIC Program.**

**OBJECTIVE: To achieve a reduction of costs, increase productivity, align employee performance with program objectives and provide real time information to decision-makers.**

<b>SPECIFIC ACTIVITY OR TASK</b>	<b>RESPONSIBLE STAFF</b>	<b>STARTING-ENDING DATE MONTH/YEAR</b>	<b>COMMENTS</b>
a. Register staff on punch clocks and database.	Human Resources Office of the Department of Health (DOH) in coordination with Human Resources Services Division (WIC)	October 2019 – September 2020	Once the system is installed, the biometric information of each employee must be entered manually.
b. Perform system tests.	Human Resources Office (DOH) in coordination with the Human Resources Services Division (WIC)	October 2019 – September 2020	Verification that all data and/or information is correct in the system.
c. Validate information regarding employee balances and licenses.	Human Resources Office (DOH) in coordination with the Human Resources Services Division (WIC)	October 2019 – September 2020	Data migration and validation must be verified so that both are correct and do not present major setbacks.