



# WIC Your Way

## WYW FAQ's

For Local Agencies

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### Q: What is WIC Your Way?

A: WYW is Arizona WIC's unique approach to providing virtual services for WIC clients. Local Agencies that partner with WYW can offer families the option to join a virtual group, or Zoom session, to do their WIC appointment instead of a Nutrition Discussion appointment.

Partnering with WYW allows Local Agencies to offer a virtual appointment to families without having to prepare for or manage the virtual appointment. The best part: when the benefits are issued to the clients, the Local Agency gets the caseload.

### Q: How are families scheduled for a WYW group?

A: Local Agency staff can schedule clients into a group session by logging into Agency 40 in HANDS. Groups held in English are found in Clinic one and groups held in Spanish are found in Clinic two. An updated schedule of groups can be found on the [Resource Calendar](#).

### Q: Who can be scheduled for a WYW group?

A: The following clients are eligible for WYW:

- Pregnant clients
- Children ages one through four
- Infants over six months of age; after Mid-Certification
- Breastfeeding Women more than six months postpartum; after Mid-Certification

### Q: Who should not be scheduled for a WYW group?

A: At this time, the following clients are not eligible for WYW:

- If the Authorized Representative speaks a language other than English or Spanish
- Infants under six months of age
- Breastfeeding Women less than six months postpartum.
- Clients identified as high risk
  - Exception: If the client is only 111, 113, or 115 they can be enrolled in the Back to BASICS group.



**Q: Should all clients in the family be scheduled for the group?**

A: It's recommended to schedule all eligible clients in the family into a WYW group when all clients require a nutrition education appointment and are on the same benefit cycle. For example, if C1 and C4 previously completed a certification on the same day, both clients would be enrolled in WYW for their next nutrition education contact.

**Q: Can I add clients into a group at any time?**

A: In an effort to ensure no one is missed, we ask that clients be scheduled only up to one hour before the group start time.

**Q: When should I offer a WYW group?**

A: WYW groups are a perfect fit for a caregiver who has worked through a particular issue and is excited to share tips with others, or for an AR expressing a struggle that one of the WYW groups addresses. WYW groups are easy to join, fun, convenient, and quick. Attendees are encouraged to problem-solve together while sharing benefits related to the group topic.

**Q: What days and times are WYW groups offered?**

A: WYW groups are offered Monday through Friday, there are morning and afternoon groups in both English and Spanish. We offer groups as late as 6 p.m. most days of the week; for more detailed information please check out the [WYW Resource Calendar](#).

**Q: How long do groups last?**

A: WYW groups are quick, fun, and typically last 15 to 20 minutes.

**Q: Will this be like an online class?**

A: WYW group sessions are structured to provide a space for WIC clients to share ideas and experiences with each other. The group sessions are more like conversations. No pop quizzes or tests!

**Q: How often can a family participate in a WYW group?**

A: You may enroll the same client anytime a Nutrition Discussion contact is needed. Usually, that is twice during a certification period.



**Q: Are groups only offered in English?**

A: One awesome thing about WYW is that we offer Spanish and English groups. Check out the [WYW Resource Calendar](#) for dates and times.

**Q: Will families receive a reminder about the group appointment?**

A: Yes! Text reminders are sent frequently to the AR before the session. Text reminders are sent the day before, the day of, and 30 minutes before the group begins. Since text messages are sent to the AR, be sure to update the cell phone number in HANDS.

**Q: What is discussed during the group?**

A: There are a variety of group topics available. Check out the [WYW Staff page](#) for a listing and description of the groups. The group discussion is led by a WYW team member, and clients who attend are encouraged to join in the discussion.

**Q: Who is the WYW Team?**

A: The WYW team is a group of WIC employees who partner with the WIC Nutrition Services Team at the Arizona Department of Health Services. [Learn more about the team.](#)

**Q: What will the client need to join a group?**

A: Joining a WYW group is easy. We currently use the free app [Zoom](#). The AR must have a mobile device or computer/laptop with a strong Wi-Fi or internet connection. When using a mobile device, the Zoom app must be [downloaded](#) before joining a group. The AR does not have to sign up for a Zoom account or have a username or password to join a WYW session.

**Q: When a client joins the group, are they required to turn on their camera?**

A: No. We encourage all clients to turn on their cameras and participate in the discussion, but it is not required. If a client has a lot to share or if they just want to listen, there is plenty to learn and enjoy from every session.

**Q: What if the AR is hesitant to participate in a group?**

A: No problem, if a client does not wish to engage in the conversation, they do not have to. They can join a WYW group, have a pleasant experience listening to what others have to share, and still receive benefits at the end of the session.



**Q: How will clients receive their benefits?**

A: Clients who attended a WYW group will be issued benefits within one to two hours after the session has ended. Before the group ends, the facilitator will offer to check in with all attendees to ensure they are satisfied with their benefits, and a text confirmation will be sent once benefits have been issued.

**Q: What happens if a client misses their appointment?**

A: If clients are due for benefits, we will attempt to reschedule if we can't reach them, we will remotely issue one month of benefits and add a note in Hands.

**Q: Who can I contact if I have other questions?**

A: Please feel free to contact the WYW team, at 602-542-0226 or by [email](#).