



WIC Your Way

WYW FAQ's

For WIC Families

Q: What is WIC Your Way?

A: The WYW program partners with multiple WIC clinics in Arizona to offer families convenient virtual group sessions for their WIC appointment. We currently use Zoom for virtual group sessions. Sessions are easy to join, fun, and only take about 15 to 20 minutes. WIC benefits are issued after attending a WYW group session.

Q: What days and times are WYW groups offered?

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

Q: How long does a WYW group last?

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

Q: Will this be like an online class?

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

Q: If I attend a WYW group, will food benefits be issued to my family?

A: Absolutely! WYW is a new way to attend your WIC appointment without having to go to a clinic. After attending a WYW group, food benefits will be loaded to your eWIC card within one to two hours after the session ends. After food benefits have been loaded to your card, a text confirmation will be sent.

Q: Will there be other families in the group?

A: Yes. Participants in the group include moms, dads, foster parents, and grandparents. The group provides time to share helpful tips and experiences about raising a family with others.



Q: What is discussed during the group?

A: There are a variety of group topics available. Check out the [WYW Families page](#) to find a list of the group topics currently available. The group discussion is led by a WYW team member.

Q: Who are the WYW team members

A: The team includes experienced nutrition professionals that have worked for WIC for several years, and enjoy connecting with WIC families. [Learn more about the team.](#)

Q: How do I join a WYW group session?

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

Q: Am I required to turn on my camera?

A: No. We encourage everyone to turn on their camera and participate in the discussion, but it is not required. If you want to share or just listen, there is plenty to learn and enjoy from every session.

Q: What if I don't want to talk during the group session?

A: No problem, you can still join a WYW group, and have a pleasant experience listening to other participants and still receive benefits at the end of the session.

Q: How often can I attend a WYW group session?

A: In general, most families can join a WYW group twice during a certification period; typically, every six months.

Q: Are WYW groups only offered in English?

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



Q: Will I receive a reminder about the WYW group?

A: Yes. Text message reminders are typically sent the day before, the day of, and about 30 minutes before the group is scheduled to begin. The text reminder will include the Zoom hyperlink to join the session. It is important WIC has your current cell phone number.

Q: What happens if I miss the group session?

A: No worries! If a participant is unable to attend their scheduled group, the WYW staff will make attempts to reschedule.

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](#).