



VETERANS VOICE

Winnebago County Department of Veterans Services Newsletter

November 2024

Veteran Health Identification Card Expiration

The Veteran Health Identification Card (VHIC) is not required to receive VA health care, but it is beneficial to quickly check in for you VA appointments.

The notification you received regarding the VHIC renewal is not a scam. The National Health Eligibility Center (HEC) is in the process of notifying 1.5 million Veterans nationwide that their VHIC has or will expire soon.

How to renew online... the preferred method

Renew your [VHIC online](#). Online or self-service requests are processed by the local team as soon as possible.



Make sure your camera is in photo mode when scanning the QR code. Go directly to the website noted on the postcard. If the QR code doesn't work, choose the VHIC option and submit the required information to renew your card.

Once your card request is submitted, you will receive a response that your request is "On Hold." The card request will then be manually reviewed and approved for printing and shipping.

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**"Nothing is impossible.
The word itself says 'I'm
possible!'"**

- Audrey Hepburn

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Presenting in person will not result in receiving your renewed card any faster.

All cards are printed and mailed from a central off-site location regardless of renewal method. Normal processing time is 7 to 14 days for domestic and 21 to 30 days for foreign addresses, but could be longer during this mass renewal period. If it has been longer than 30 days, contact your local VA facility.

If you renew online and your card request status says HOLD or On Hold, your card request was received and is in the queue for processing.

Travel pay is not authorized when visiting a VA location solely for the purpose of renewing a VHIC; however, you can renew your VHIC before or after your next VA appointment. Having a VHIC is not required to receive VA health care.

In-person renewals

If renewing in person, bring a valid or non-expired state-issued driver's license, passport, or federal, state or local government-issued photo ID containing your name and date of birth. If your ID doesn't show your address, you'll need to bring a separate document to confirm your address. This could be your electric bill, cable bill, voter registration card, or another mailed document. There may be a bit of a wait due to the high volume of walk-ins. The renewal process includes presenting a valid photo ID and taking a photo for your VHIC renewal.

You can renew your VHIC at the following locations:

John H. Bradley Outpatient Clinic
10 Tri-Park Way
Appleton, WI 54914

Milo C. Huempfer Outpatient Clinic
2851 University Avenue
Green Bay, WI 54311



Alzheimer's Disease Awareness Month

Alzheimer's disease is a progressive, deadly brain disease for which there is no cure, and is not a normal part of healthy aging. Researchers are still working to discover the root cause of the disease, but it's widely believed to be due to the buildup of misfolded protein between nerve cells, which causes brain damage. This damage begins a decade or more before symptoms start to show. It's important to monitor yourself and your loved ones for any signs of mild cognitive impairment (MCI), which can proceed Alzheimer's and other forms of dementia.

Symptoms of Alzheimer's Disease include memory loss, poor judgment leading to bad decisions, loss of spontaneity and sense of initiative, taking longer to complete normal daily tasks, repeating questions, trouble handling money and paying bills, wandering and getting lost, losing things or misplacing them in odd places, mood and personality changes, increased anxiety and/or aggression, and difficulty with language.

Signs of MCI include losing things often, forgetting to go to events or appointments, and having more trouble coming up with words than other people of the same age.

If you have any of these symptoms, see your health care provider.

Protecting Veterans From Rental Listing Scams

Veterans experiencing homelessness are an especially at-risk subset of the Veteran population for [rental scams](#). Homelessness can affect Veterans due to housing shortages, rising living costs, mental health effect from service (PTSD, substance abuse, etc.), and a lack of support networks. Unfortunately, scammers often exploit these factors to target homeless Veterans for financial gain and/or gain access to Personally Identifiable Information (PII).

People often utilize online platforms - such as social media groups - to find places for suitable housing. However, scammers target those searching for housing by posing as landlords and sharing fake listings. These listings can be convincing and use legitimate addresses and photos of the property to deceive potential renters. Bad actors pressure applicants to quickly sign a lease and [submit payments](#), such as non-refundable application fees, the first month's rent, and/or a deposit before seeing the property. Once paid, the fraudster will cease all communications, scamming the individual out of their money and potential housing.

VA is committed to ensuring Veterans have a safe place to live and know how to [recognize rental scams](#) to protect themselves against fraud. To better inform Veterans when searching for housing, VA provides the following guidance.

Warning signs of rental scams

- Pressure to sign: Scammers may try to pressure individuals to quickly sign leases or pay rental fees without touring the property.
- Refusal to tour or meet in person: Scammers may deny property tour requests and provide excuses not to meet in real life.
- Low rental prices: Listings may advertise rental prices well below the market rates to entice victims. The advertised rate may seem too good to be true.
- Unconventional payment methods: Scammers may only allow payment through gift cards, wire transfers, or cryptocurrency. These payment methods should be a red flag as they are uncommon for housing transactions.

Prevention strategies to remember

- Check for duplicate advertisements. Search the address listed online to see if other advertisements are affiliated with the same addresses or photos from different landlords or rental companies.
- Research the rental company or landlord. Check the rental company's website to confirm the property is listed. If the listing is by an individual, search for their name on the internet to confirm legitimacy. Add words such as "scam" to searches to see if there are any reports of similar scams.
- Do not sign or pay before viewing. Never sign a lease or submit a payment for a property you haven't seen in person.
- Compare rental prices. Research similar properties to determine if the rental cost seems valid.
- Do not share PII or financial information. Never share sensitive information with the rental company, landlord or anyone claiming affiliation without verification.

Veterans need to know they are not alone. VA provides comprehensive support for Veterans, including those who face the harsh realities of homelessness. If you are the victim of a rental scam, call the police and give them all the details: texts, emails, lease agreement information, listing information, etc.

If a Veteran is missing a VA benefits payment, identifies a discrepancy in payments or finds suspicious activity within their direct deposit account, contact VA immediately at 1-800-827-1000. If an entity is projecting misinformation or has questionable business practices, file a complaint with the Federal Trade Commission (FTC) at reportfraud.ftc.gov. To learn more about identifying fraud and protecting VA benefits, visit [Protecting Veterans From Fraud|Veterans Affairs \(va.gov\)](#).

Upcoming Event



Oshkosh Mini JOB FAIR

wisconsinjobcenter.org/events/

Wednesday, November 13, 2024

Oshkosh Public Library
106 Washington Ave
Oshkosh, WI 54901

1:00-3:00 p.m.

Connect with employers from different industries, including:

- Sodexo
- Productive Living Systems
- Covey
- 4imprint
- Clarity Care
- Goodwill
- UPS
- Synergy Home Care



A proud partner of the American Job Center network

[Follow us on Facebook!](#) or Fox Valley Job Centers - Menasha

Participating employers are subject to change

Equal Opportunity Employer/Program Auxiliary aids and services are available upon request to individuals with disabilities.

CONTACT US

**Winnebago County
Veterans Service Office**

Oshkosh Location
220 Washington Ave.
Oshkosh, WI 54901
(920) 232-3400

Neenah Location
211 N. Commercial
Neenah, WI 54956
(920) 729-4820

Stay informed about benefits; join our e-mail list.
Send a request to:

CVSO@winnebagoountywi.gov

Visit us on the web at:

www.winnebagoountywi.gov/veterans



www.facebook.com/WinnebagoCVSO

For a list of more events, check out our [calendar](#) !