



# VETERANS VOICE

Winnebago County Department of Veterans Services Newsletter

November 2023

## The Program of Comprehensive Assistance for Family Caregivers

The VA recognizes the important role of family caregivers in supporting the health and wellness of Veterans. You may be eligible for the Program of Comprehensive Assistance for Family Caregivers (PCAFC) if you and the Veteran you're caring for meet all of the following requirements:

### Eligibility requirements for the family caregiver

You must be at least 18 years old. And at least 1 of these must be true for you:

- You're a spouse, son, daughter, parent, stepfamily member, or extended family member of the Veteran, or
- You live full time with the Veteran, or you're willing to live full time with the Veteran if the VA designates you as a family caregiver..

### Eligibility requirements for the Veteran

All of these must be true for the Veteran you're caring for:

- The Veteran has a VA disability rating (individual or combined) of 70% or higher, **and**
- The Veteran was discharged from the U.S. military or has a date of medical discharge, **and**
- The Veteran needs at least 6 months of continuous, in-person personal care services.

Continued on Page 2

**“To care for those who once cared for us is one of the highest honors.”**

**- Tia Walker**



## In This Issue

- The Program of Comprehensive Assistance for Family Caregivers
- National Family Caregivers Month
- Combatting Payment Redirection Fraud
- Upcoming Event

## Continued...

Personal care services are services the eligible Veteran needs from another person. They include care or assistance to support the Veterans health and well-being; everyday personal needs (like feeding, bathing, and dressing); and safety, protection, or instruction in their daily living environment.

### **How many caregivers can the eligible Veteran appoint?**

The Veteran can appoint 1 Primary Family Caregiver (the main caregiver), and up to 2 Secondary Family Caregivers (people who serve as backup support to the primary caregiver when needed)

### **Eligible Primary and Secondary Family Caregivers can receive:**

- Caregiver education and training
- Mental health counseling
- Travel, lodging, and financial assistance when traveling with the Veteran to receive care

### **Eligible Primary Family Caregivers may also receive:**

- A monthly stipend (payment)
- Access to health care benefits through the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) - if you don't already qualify for care or services under another health care plan
- At least 30 days per year of respite care for the Veteran

### **How do I apply for this program?**

You and the Veteran will need to apply together and participate in an application process to determine if you're eligible for the PCAFC. You'll both need to sign and date the application, and answer all question for your role. You can apply online - [Apply for caregiver assistance](#)

### **What if the Veteran doesn't meet the eligibility criteria?**

Family caregivers of Veterans who aren't eligible for this program may still be able to get support and resources. The VA Caregiver Support Program consists of 2 programs: the PCAFC and another program called the [Program of General Caregiver Support Services](#) (PGCSS)

To learn more you can call the Caregiver Support Line at 855-260-3274, Monday through Friday, 8:00 am to 10:00 pm ET, and Saturday 8:00 am to 5:00 pm ET or discuss your options with your local Caregiver Support Coordinator (CSC). Go to the [VA Caregiver Support Coordinator directory](#).



## **National Family Caregivers Month**

November is National Family Caregivers Month in the United States. It's observed to call attention to the hard work of more than 50 million family caregivers across the country.

Family caregivers provide care and assistance to a family member with limitations due to illness, injury or disability. They provide support with personal care, medical care, and other life management tasks.

Family caregivers provide an enormous value to society. Their services often make it possible for their loved ones to remain at home. Caregiving can be tedious, repetitive, physically challenging and emotionally straining. For many caregivers, they sacrifice their own well-being to take care of their loved one.

The best ways to observe family caregiver awareness month are to notice and support the caregivers you know. You can do this by providing respite care, helping with chores, checking in with them regularly, offering encouragement, and letting them know that you are thinking of them and value their presence.

Caregiver month is a time when family caregivers deserve recognition for the difficult and valuable work they are doing for their families.

# Combatting Payment Redirection Fraud

Because of the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act (PACT Act), more Veterans are getting more benefits than ever before, and that's why it's important to stay on high alert for criminals who want to take advantage of you.

Online scams can take a variety of forms, with scammers constantly devising new ways to trick people into giving them sensitive information to steal money and identities. Payment Redirection Fraud is one example of this crime, which involves criminals impersonating others and using or diverting payments to bank accounts under their own control.

## Payment Redirection Fraud puts your VA benefits at risk

Payment redirection occurs when a bad actor obtains a Veteran's Personal Identifiable Information (PII) and uses the information to unlawfully access and gain control of personal information (email or bank accounts, va.gov, etc.). Once the information is compromised, the scammer redirects the victim's VA benefits payments to accounts or prepaid debit cards the scammer controls. Veterans' personal information is vulnerable to phishing attempts and an array of email scams.

Bad actors are leveraging publicly available information from internet sources, social media, dark web, etc., to gather PII:

- With enough demographic information, they can call the National Contact Center and change Veterans' bank accounts to redirect their payments.
- With stolen passwords and credentials, they can access Veterans' information through VA.gov.

When a fraudulent payment redirect case is reported or suspected, Veteran Benefits Administration's (VBA) Benefits Delivery Protection and Remediation (BDP&R) team investigates the incident and confirms the fraudulent activity by:

- Determining the necessary actions to protect the Veteran's benefits.
- Reporting those responsible for the alleged fraud.
- Immediately reinstating the Veteran's benefits, making the Veteran whole again.
- Diligently working to serve America's Veterans and remaining committed to protecting all Veterans and beneficiaries, specifically the most vulnerable, from fraud and abuse.

## Protect Yourself

You are the front line against threats to your personal information. Follow these tips to take control of your online safety.

- Do not share your personal information (date of birth, military entrance or discharge information, branch of service, banking, or credit card information, etc.), or other VA sign-in credentials (e.g., VA.gov), with anyone.
- Do not sign a blank form to be filled out later without seeing the contents.
- Do not share your VA National Contact Center personal ID number (PIN) with anyone.
- Do not give out PII via text - VA will never text to confirm or request PII for benefits or federal payments
- Do not deposit VA benefits directly into a family member or caregivers bank account unless the person is court appointed or a VA-accredited fiduciary.
- Be alert! Identity theft is not always committed by strangers.
- Frequently change and maintain strong passwords and never use PII in the password.
- Verify your identity—obtain a VA Security PIN to secure direct deposit accounts from theft and protect PII.
- Be cautious of companies claiming to contact you on behalf of the VA or presenting itself as having an affiliation with VA
- Contact VA immediately at 1-800-827-1000 if you find suspicious activity within your direct deposit account .

# Upcoming Event



**Military Veterans  
Museum, Inc.**

## 2024 52-Week Sportman's Raffle

Winners will be announced weekly at [www.facebook.com/MVMEC](http://www.facebook.com/MVMEC)  
Raffle Drawing Location: Military Veterans  
Museum & Education Center's John E. Kuenzl Motorpool  
4300 Poberezny Road, Oshkosh, WI 54902

**January 4 - \$600 or a Savage Apex 6.5 Creedmoor**  
January 11 - \$310 or a Ruger 10/22 RB  
**January 18 - \$420 or a Benelli Nova 12g Synthetic**  
January 25 - \$450 or a Savage Axis II .270 Win Pkg  
**February 1 - \$465 or a Ruger American 6.5 Creedmoor**  
February 8 - \$260 or a Savage 17HMR Bolt  
**February 15 - \$320 or a Winchester SXP 12g Syn**  
February 22 - \$275 or a Ruger EC9S 9mm  
**March 29 - \$490 or a Stoeger 3000 12g Synthetic**  
March 7 - \$340 or a Henry 22LR Lever Action Rifle  
**March 14 - \$450 or a Savage Axis II 30-06 Pkg**  
March 21 - \$245 or a Taurus G2C 9mm  
**March 28 - \$365 or a Ruger American 17HMR**  
April 4 - \$420 or a Benelli Nova 12g Synthetic  
**April 11 - \$450 or a Glock 43x 9mm**  
April 18 - \$470 or a Ruger American .270 Win  
**April 25 - \$340 or a Henry 22LR Lever Action Rifle**  
May 2 - \$545 or a Stoeger M3000 12g Max 5  
**May 9 - \$260 or a Savage 17HMR Bolt**  
May 16 - \$465 or a Ruger American 6.5 Creedmoor  
**May 23 - \$275 or a Ruger EC9S 9MM**  
May 30 - \$320 or a Winchester SXP 12g Syn  
**June 6 - \$550 or a Sig Sauer P365 9mm**  
June 13 - \$225 or a Mossberg Maverick 88 12 Tactical  
**June 20 - \$310 or a Ruger 10/22 RB**  
June 27 - \$415 or a Savage 93R17 BVSS 17HMR

**July 4 - \$835 or a Kimber Custom II Two Tone**  
July 11 - \$435 or a Savage Axis II .270 WIN Pkg  
**July 18 - \$220 or a Winchester Wildcat 22LR**  
July 25 - \$320 or a Winchester SXP 12g Syn  
**August 1 - \$445 or a Ruger SR22PB**  
August 8 - \$465 or a Ruger American 30-06  
**August 14 - \$320 or a Winchester SXP 12g Syn**  
August 22 - \$275 or a Ruger EC9S 9MM  
**August 29 - \$490 or a Stoeger 3000 12g Synthetic**  
September 5 - \$320 or a Winchester SXP 12g  
**September 12 - \$420 or a Benelli Nova 12g Synthetic**  
September 19 - \$370 or a Ruger Security 9  
**September 26 - \$385 or a Mossberg 500 12g**  
October 3 - \$420 or a Benelli Nova 12g Synthetic  
**October 10 - \$600 or a Savage 110 Apex .270 WIN Pkg**  
October 17 - \$370 or a Ruger Security 9  
**October 24 - \$260 or a Savage 17HMR Bolt**  
October 31 - \$450 or a Savage Axis II 30-06 Pkg  
**November 7 - \$465 or a Ruger American .308**  
November 14 - \$460 or a Savage A17 17HMR Rifle  
**November 21 - \$390 or a Smith & Wesson SD40VE**  
November 27 - \$445 or a Ruger SR22PB  
**December 5 - \$235 or a Savage Mark II 22LR**  
December 12 - \$450 or a Savage Axis II .223  
**December 19 - \$320 or a Winchester SXP 12g Syn**  
December 26 - \$1,840 or a Benelli Super Black Eagle 3 Camo 3.5"

All prizes will be in the form of a Scheels Gift Certificate  
Maximum of **1,000** tickets will be sold.  
If your ticket is pulled, it is put  
back in for future drawings.

**Dates and times of drawings:**  
Every Thursday Night in 2024 at 6:00 PM  
The Thanksgiving Day Drawing will be held on  
the Wednesday before the holiday.

**For tickets, please contact:**



### 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](mailto:CVSO@winnebagoountywi.gov)

Visit us on the web at:

[www.winnebagoountywi.gov/  
veterans](http://www.winnebagoountywi.gov/veterans)



[www.facebook.com/WinnebagoCVSO](http://www.facebook.com/WinnebagoCVSO)

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