Quarterly Newsletter for the Veterans of Santa Clara County

Published by the County of Santa Clara Veteran Services Office

68 N. Winchester Blvd

Santa Clara, CA 95050
A Fond Farewell to the VSO Director

Marion Moses, the Director of the Santa Clara County Veteran Services Office has left her position and will be sorely missed.

An Army Veteran, Marion Moses has also served the Veterans of Santa Clara County since March of 2016. We are thankful for the technical knowledge she brought to the VSO team and her unfailing optimism and sense of humor.

Marion’s Veteran clients will continue to be welcomed by our Veteran Services Representatives who will assist them with their claim activities, appeals, and other issues of importance. If Marion was your Veteran Services Representative who handled your case, please feel free to call and make an appointment with your new Veteran Services Representative who will be happy to meet with you. Marion leaves behind, a staff, whom she trained personally, and who has benefitted from her expertise. We wish her all the best in her new endeavors.

The Veterans Services Office would like to thank the congregation of the Queen of Apostles Church who has generously donated gifts for Veterans.

For our Veterans who might be short on funds— or energy— during the holiday season, they have made gifts available for our Veterans to give away to grandchildren or loved ones. The gifts are already wrapped and have tags on them indicating the contents and age the gift is intended for. There are also many gifts for our Veterans and those who may be homeless.

There is still a lovely collection of gifts for Veterans who would like to avoid the last minute crowds. Thank you Veterans for allowing the congregation to show their gratitude for your service and sacrifices during the holiday season.
The VSO Welcomes New Veteran Service Representatives

Lawanda Antonucci

Lawanda Antonucci joined our team in November 2017.

She was raised in Castro Valley. Her dad was a veteran who served in the Army during the Vietnam war time era.

Lawanda brings her experience and passion helping veterans with the various benefits application process. She is passionate about assisting veterans and their families get connected for resources and benefits they are entitled to.

When not assisting veterans Lawanda enjoys spending time with friends and family.

Marshall Wang

Marshall Wang joined our team in mid-November 2017. Born and raised in Australia, he has travelled all over the world both for pleasure and during his military service.

After completing his last two years of high school at Hayward High, Marshall enlisted in the U.S. Marines from 2000 – 2005. While on active duty, he was deployed on two MEUs in the Persian Gulf in support of Operation Iraqi Freedom and Operation Enduring Freedom. Fishing is a relaxing pastime for Marshall which helps him with stress and anxiety.

Marshall is passionate about assisting veterans and their families in all aspects of Veteran Services. Marshall enjoys listening to veteran’s military stories, especially historical ones from WWII.

When not assisting Veterans and their families, Marshall likes to spend quality time with his wife and maltipoo.

A Vietnam Veteran, moonlighting as Santa Claus, stopped by the Veterans Services Office to delight Veterans and the VSO staff with his good cheer.

Wishing all our Veterans, Military Service members, and their families all the best for the Holidays!
Heroes with Hearing Loss

Santa Clara County is proud to be partnering with Heroes with Hearing Loss who provide telephones that capture conversations on a wide-screen telephone, much like you would read the captions on your TV. As the person you are speaking with talks, captions appear on the screen that you can read.

Any Veteran who has demonstrated Hearing Loss, may obtain a free caption phone through the Veterans Services Office. The application process is quick and easy. Simply bring in an audiology exam or letter from your doctor attesting to your hearing loss and fill out the application form. If you are already Service-Connected for hearing loss through the VA and Santa Clara County Veteran Services Office represents you, we already have all the proof we need to apply for the phone.

Our Service Members are exposed to higher levels of noise due to their exposure to aircraft, engines, artillery etc. Even Service Members, who have had access to hearing protection, still experience significant hearing loss in many cases. The caption phones make communicating on the phone easy again. As an added bonus, captions are stored in the phone until you delete the conversation. So if you also have issues with memory loss, the captions are very helpful.

Requirements:
- demonstrated hearing loss
- a landline
- an internet connection

Without a landline or an internet connection, it is still possible to get a captions, but a different configuration will apply.

The Cost:
- the phone and installation are free
- You must pay your own phone bills however. There is no surcharge for the caption service; you simply pay your phone company as usual.

A demo model is available to try out at the Santa Clara County Veteran Services Office.

For cellphone and tablet users, there is an app you can download which allows you to obtain captions on your cellphone. [https://hamiltoncaptel.com/mobile-apps-for-smartphones-and-tablets.html](https://hamiltoncaptel.com/mobile-apps-for-smartphones-and-tablets.html)
**What is the Veterans History Project?**

Since the year 2000, The Library of Congress has been collecting Veterans stories of their time in the military in a database which anyone can access and listen to.

All those who work in the Santa Clara Veterans Services Office have heard our Veterans describing their time in service. Often their tales are funny. Sometimes, they are heartbreaking. There are stories which sadden us and those which uplift us. The Veterans of Santa Clara County can now share these stories with our entire country through the Veterans History Project.

The Santa Clara County Veteran Services Office is able to assist Veterans who would like to contribute their oral histories to the Library of Congress. Veterans who would like to tell their stories are encouraged to let us know you are interested in telling your story and we’ll explain everything you need to know about the project and set up an appointment to share your story.

If you have an interesting story about your military service, we want to hear from you!

**Who is eligible to participate in the oral history project?**

Veterans who served in the U.S. military, in any capacity, from WWII to the present, regardless of branch or rank, and are no longer serving are eligible. VHP accepts the stories of veterans as defined by the Department of Veterans Affairs: “A person who served in the active military service and who was discharged or released under conditions other than dishonorable.”

Under the Gold Star Families Voice Act, VHP also accepts oral histories by immediate family members (parent, spouse, sibling, or child) of “members of the Armed Forces who died as a result of their service during a period of war”.

**What is the format for the recording?**

Participants are interviewed and the recording must be at least 30 minutes in length. The recordings cannot be edited.

The interviews conducted at the Santa Clara County Veterans Services Office are generally in audio-visual format, but at the request of a Veteran, an audio only recording is possible.
Handling PTSD during the Holidays

According to psychologist Michael Terman, as many as 60 million Americans suffer from the winter blues. Consequently, they often don’t find much to celebrate during the holiday season. Add PTSD to the mix – 11-20% of Veterans who served in Operations Iraqi Freedom (OIF) and Enduring Freedom (OEF) have PTSD in a given year – and the “season to be jolly” can be downright challenging.

Fortunately, the VA’s National Center for PTSD offers online resources for identifying the condition and how to get help for yourself, a friend or a family member. And the Department of Defense Centers of Excellence for Psychological Health & Traumatic Brain Injury have put together some low-tech suggestions and high-tech apps that can help you or a loved one better manage holiday stress.

Of course, sometimes it helps to talk with a professional. And the responders and staff at the Veterans Crisis Line at the Department of Veterans Affairs makes sure that they are accessible at all times, including during the holiday season. The HBO film about the VA crisis line features a sequence on Christmas Eve. The responders understand that PTSD and depression don’t take a holiday. If anything, they can be come more intense at those times of year when people are expected to “make merry.”

Veterans and their loved ones can receive confidential support 24 hours a day, 7 days a week, 365 days a year. See the different ways to contact people for help in the gifts below.

For more information, visit www.veteranscrisisline.net/
San Jose Vet Center

5855 Silver Creek Valley Place
San Jose, CA 95138

Phone: 408-574-9200
Fax: 408-363-3045

Hours of Operation:
- Monday: 7:00 am - 12:00 am
- Tuesday: 7:00 am - 12:00 am
- Wednesday: 7:00 am - 12:00 am
- Thursday: 7:00 am - 12:00 am
- Friday: 7:00 am - 12:00 am
- Saturday: 8:00 am - 4:30 pm
- Sunday: 8:00 am - 4:30 pm

For assistance after hours, weekends, and holidays call: 1-877-WAR-VETS (1-877-927-8387)

The VA Clinic and the Vet Center of South San Jose are now in their new location. The facilities are brand new and beautiful.

They are happy to see Veterans as they transition to their new location.