

William H. Ostenberg IV
6101 82nd Avenue
Kenosha, Wisconsin 53142

MEMO FOR RECORD:

25 June 2024

Before moving to Wisconsin, we lived in Indiana for 43 years. I served in the army for 30 years and was injured several times: Head and neck, both shoulders and lower back. The last two years of my military career was on active duty. After retirement, I returned to the steel company eventually completing 33 years working with one of the world's only project to gather information on coal injection in a Blast Furnace. A project I was very proud to be involved in. However, as time went by, my health got worse. My headaches were everyday. I would have very intense and disabling headaches every week. My toe nails began turning black and deforming. My Hands and Feet began falling asleep and feeling like pin pricks, and the bottoms felt as though I was wearing leather pads. The pain and cold feeling in my feet would keep me up for many hours at night. Making me tired most days. I would wear socks but that didn't help most of the time. I could no longer lift the required weight or hear the Alarms on the equipment I used every day. My supervisors encouraged me to sign up for the Employee Dependent Care program that would allow me to miss days of work because of my illness without penalty. Eventually, it became clear, that I must retire and my Director completed the Unemployable documents. I retired in 2013. I was cared for at Adam Benjamin Jr. VA Clinic in Crown Point Indiana and Jesse Brown VA Hospital in Chicago Illinois.

We moved to Kenosha Wisconsin in 2018. I went to the Kenosha CBOC to meet my new doctor, Dr. Mirza and her team. She told me I was a Diabetic. Everything for a Diabetic was begun. I was told to meet with the Compensation and Pension doctor, who wanted to be sure everything, was being done. He took me to the Podiatrist who told me, I had been a Diabetic for the last 3 years. When he did the prick test on the bottom of my feet, I had no feeling in both feet.

My doctor began a medication program that would control my Blood Sugar and Blood Pressure. She submitted referrals for Massage and Chiropractic Therapy each week. For the next 4 years, my health began to get better. My toenails began to clear up and the feeling returned to both feet. My headaches, although having them each day, began to

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be less intense. My hands did not fall asleep as often, and my Quality of Life became more like a regular person. I was beginning to enjoy life more. My wife and I did more social things outside the house. Life was good.

I believed Angels worked at the Kenosha CBOC and the Captain James A. Lovell Federal Health Care Center.

Then last year, Community Care began putting a "Use by Date" on the referrals that were months away from when the next session was needed. I began slowly reverting to the Body Pain of the past. I became stressed as the headaches, lower back, and foot pain slowly began getting worse. My Team, led by Dr Mirza, has always looked out for my health and my Quality of Life. They gave me a glimpse into what being a whole person could be.

I've learned that the reduction in both Massage and Chiropractic Therapies from 52 per year to what it is now is a result of our government's policy changes. It affects the Soldiers, Marines, Sailors, and Airmen who have served and are serving this country with faith that whatever happens to them, our government will care for them.

Much of the results from Massage and Chiropractic Therapies cannot be reproduced by any other process. I am trying Acupuncture for help with my Service Connected headaches. However, so far, there isn't a process for Diabetic feet. Massage Therapy is the only process that has made a difference.

Sincerely,

WILLIAM H. OSTENBERG IV
COMMAND SERGEANT MAJOR
U.S. ARMY retired