

Rehabilitation Provider Orientation

SPEAKERS



Jon Brothen, J.D., is a management analyst in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry (DLI). He is involved with DLI's Workers' Compensation Modernization Program, which is developing the new Work Comp Campus, an online workers' compensation claims portal. His work on the program includes: reviewing existing conceptual data models; identifying data anomalies and data mapping requirements; identifying data elements to be excluded; and testing the system. Brothen has also been involved with the rehabilitation rulemaking process, the electronic data interchange (EDI) program insurers use and rehabilitation provider training. Brothen earned a bachelor's degree from St. John's University and a Juris Doctor from the Catholic University of America – Columbus School of Law.



Sandra Barnes, J.D., is a supervisor in the Alternative Dispute Resolution (ADR) unit of the Minnesota Department of Labor and Industry's (DLI's) Workers' Compensation Division. Before moving into a supervisory position in ADR, she was a mediator for approximately five years, issuing administrative decisions involving medical and rehabilitation disputes and mediating cases. Prior to working at DLI, Barnes litigated personal injury cases as an associate at an insurance defense firm. She also worked at a firm that exclusively handled workers' compensation claims for more than 10 years. Barnes earned a bachelor's degree from Metropolitan State University and a Juris Doctor from William Mitchell College of Law. She is a presenter about a variety of workers' compensation topics.



Mike Hill, M.S., is a rehabilitation policy specialist in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry's Workers' Compensation Division. He frequently presents and facilitates training sessions, answers workers' compensation questions and investigates complaints about rehabilitation providers. He has worked as a qualified rehabilitation consultant, vocational expert, federal rehabilitation counselor and medical case manager within a Fortune 500 company. He worked in the nonprofit sector as a rehabilitation director, work adjustment specialist and vocational evaluator. He earned a bachelor's degree in communication disorders from the University of Wisconsin–Stevens Point and a master's degree in vocational rehabilitation from the University of Wisconsin–Stout.



Deborah Dolsky is a senior compliance officer in the Compliance, Records and Training unit of the Department of Labor and Industry's (DLI's) Workers' Compensation Division. She provides proactive assistance and educational outreach regarding workers' compensation issues and compliance with statute, case law and rules. She advises and educates customers about the procedures and strategies to be used in effective claims management. Dolsky also regulates and enforces compliance with workers' compensation statutes, case law and rules determining and issuing warning and penalty assessments. Her work extends to negotiating settlement on penalty assessments, conducting onsite audits of insurers and employers, and mediating/facilitating resolutions of disputes between parties that arises during the course of other activities. Dolsky began working at DLI in July 2013. She has several years of experience working with Minnesota workers' compensation in the insurance industry.



Kari Terwey, B.S., has worked as a placement vendor since 1993. She has owned and operated Palmer Lake Placement Services, Inc., a vocational rehabilitation placement firm, since 2004. Terwey's services include job-seeking skills training, job development, and labor market surveys and analysis. She has extensive experience working with severely injured or restricted clients, specializing in working with individuals earning higher wages and potentially seeking retraining. Terwey was graduated from the University of Minnesota–Morris with a double major in psychology and human services; she has completed master's degree level coursework in rehabilitation counseling through Minnesota State University and St. Cloud State University. She has supervised interns and provided training for placement departments with vocational rehabilitation firms. Terwey is a member of Minnesota Rehabilitation Association and Minnesota Association of Rehabilitation Providers, she also meets with other placement vendors and firms to discuss and review vendor legislation and services issues. Terwey can be reached by email at kterwey@plpsmn.com.



Ingrid Christensen is a language service professional with more than 16 years of experience in the interpreting and translating industry. She is founder and president of INGCO International, a global language firm providing on-site interpreting and translation in more than 200 languages. Christensen has worked with numerous cultural groups inside and outside the United States; her clients include Nike, 3M, H.B. Fuller and many small and mid-sized companies and nonprofit organizations. Learn more about INGCO International at ingcointernational.com.



Ralph Hapness is a supervisor in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry's Workers' Compensation Division. He has been with the department for more than 35 years and estimates he's answered more than 100,000 phone calls concerning workers' compensation – but knows he still hasn't heard it all. In addition to supervising a staff, Hapness has trained insurers and rehabilitation providers for several years who are new to Minnesota's workers' compensation system. He has been on the National Court Neutral Mediation roster, which provides cost-effective resolution of disputes. He earned a bachelor's degree in business administration from Concordia College – Moorhead.

Training Team



JoAnn Jacobson
Rehabilitation Provider Specialist



Lynn Knowles



Cheryl Scherbel



Lisa Smith