

General contact information and resources

Contacts

Position	Description	Contact information
Rehabilitation policy specialist – Jordan Trumbo, MS, CRC	Functions as subject matter expert on rules and practices around rehabilitation services, manages complaints, assists with training and heads the Rehabilitation Review Panel	Phone: 651-284-5357 Email: jordan.trumbo@state.mn.us Other: can also be contacted via the help desk (see below)
Rehabilitation registration specialist – Tracey Haskin	Manages qualified rehabilitation consultant (QRC) and placement vendor registration with Department of Labor and Industry (DLI), handles missing and late R-form penalty letters and assists with training	Phone: 651-284-5370 Email: tracey.haskin@state.mn.us Other: Can also be contacted via the help desk (see below)
DLI Workers' Compensation Help Desk	Customer assistance for all questions related to Work Comp Campus issues or rehabilitation policy questions	Phone: 651-284-5005 (press 3) or 800-342-5354 (press 3) Email: helpdesk.dli@state.mn.us Webpage: dli.mn.gov/business/workers-compensation/workers-compensation-help-desk
Compliance, Records and Training (CRT) unit supervisors – Joe Lolich – Denise Holmes – April DelCastillo	Manages different aspects of Compliance Records and Training (CRT), including insurer penalties, insurer form submissions, rehabilitation services, general research, documents and claim shells	Joe Lolich Phone: 651-284-5226 Email: joe.lolich@state.mn.us Denise Holmes Phone: 651-284-5251 Email: denise.holmes@state.mn.us April DelCastillo Phone: 651-284-5299 Email: april.delcastillo@state.mn.us
Health care provider concerns, complaints – Sharon Benkufsky	Manages concerns regarding charging injured workers for treatment, charging QRCs to attend appointments, etc.	Phone: 651-284-5138 Email: sharon.benkufsky@state.mn.us
Alternative Dispute Resolution (ADR) unit	Assists with administrative conferences for rehabilitation issues, medical, nonpayment of invoices or benefits, and mediation	St. Paul office Phone: 651-284-5032 or 800-342-5354 Chris Raymond (Spanish-speaking mediator) Phone: 651-478-8811 Email: christopher.c.raymond@state.mn.us

Position	Description	Contact information
		Duluth office Phone: 218-733-7810 or 800-342-5354 Steve Moe (Duluth mediator) Phone: 218-733-7802 Email: steven.t.moe@state.mn.us
Office of Workers' Compensation Ombudsman	Assists injured workers and small businesses to resolve problems in the system	Phone: 651-284-5478 Email: dli.ombudsman@state.mn.us Webpage: dli.mn.gov/business/workers-compensation/work-comp-ombudsman
Vocational Rehabilitation unit (VRU) – DLI's QRC firm	Receives referrals of litigated files due to primary or further denial of liability for rehabilitation and placement	Phone: 651-284-5038 or 888-772-5500 Webpage: dli.mn.gov/business/workers-compensation/work-comp-dlis-vocational-rehabilitation-unit-vru

Resources

Resource	Description	Associated link
Work Comp: Rehab providers	Rehab provider specific information covering several topics from registration, FAQ's, Forms, and more	https://www.dli.mn.gov/business/workers-compensation/work-comp-rehabilitation-providers
Becoming a rehabilitation provider	Basic information needed for starting as an intern, renewals during internship, and becoming a full QRC	https://www.dli.mn.gov/business/workers-compensation/work-comp-become-rehabilitation-provider
Training for rehabilitation providers	Houses updates about training, presentations and materials to enhance skills	dli.mn.gov/business/workers-compensation/wc-training-rehabilitation-providers
FAQ's – Rehabilitation providers	Frequently asked questions pertaining to Campus, r-forms, retraining, disputes, and more. Updated Fall 2025.	https://www.dli.mn.gov/business/workers-compensation/faqs-rehabilitation-providers
COMPACT newsletter	Quarterly newsletter that shares information pertaining to work comp, including rehabilitation updates, announcements, and changes	https://www.dli.mn.gov/business/workers-compensation/work-comp-compact-newsletter
Dispute resolution services through ADR	Information on the dispute process and how to get in touch with the alternative dispute resolution (ADR) team	https://www.dli.mn.gov/workers/workers-compensation/work-comp-alternative-dispute-resolution-services

Campus Connect newsletter	Monthly newsletter sharing information about clarifications, updates, and other updates related to Work Comp Campus	To subscribe - https://public.govdelivery.com/accounts/MNDLI/subscriber/new?topic_id=MNDLI_241 To access the newsletter - Work Comp: Campus Connect newsletter Minnesota Department of Labor and Industry
Rehabilitation provider updates	Sign-up for receiving gov deliveries from the department	https://public.govdelivery.com/accounts/MNDLI/subscriber/new?topic_id=MNDLI_39
Minnesota rules	Rules pertaining to rehabilitation services in Minnesota Work Comp	https://www.revisor.mn.gov/rules/5220/
Minnesota statutes	Statutes pertaining to rehabilitation services in Minnesota Work Comp	https://www.revisor.mn.gov/statutes/cite/176.102
Commission on Rehabilitation Counseling (CRCC)	Information on obtaining and maintain CRC certification	https://crccertification.com/
Certified Disability Management Specialist (CDMS)	Information on obtaining and maintain CRC certification	https://www.cdms.org/
Rehabilitation rights and responsibilities of the injured worker form	Sample form used to explain rehabilitation client rights within workers compensation system	https://www.dli.mn.gov/sites/default/files/pdf/iw05.pdf
Penalty request for failure to pay or deny rehabilitation invoice form	Penalty request form when an invoice has not been paid or denied within 30 days of their receipt	https://www.dli.mn.gov/sites/default/files/pdf/penalty_request_rehab_invoice.pdf
Rehabilitation provider complaint form	Form completed by individuals with concerns about rehabilitation provider professional conduct	https://www.dli.mn.gov/sites/default/files/pdf/rehab_provider_complaint.pdf
Sample rehabilitation invoice	Sample invoice that can be used, firms often have their own formats	https://www.dli.mn.gov/sites/default/files/pdf/rehab_invoice.pdf
CRCC Code of Ethics	Code of ethics to be followed by those working toward or who have obtained their CRC certification	https://crccertification.com/wp-content/uploads/2023/04/2023-Code-of-Ethics.pdf
CDMS Code of Professional Conduct	Code of conduct to be followed by those working toward or who have obtained their CDMS certification	https://www.cdms.org/sites/default/files/docs/CDMS%20Code%20of%20Professional%20Conduct%20FINAL%202023.pdf
Work Comp Campus FAQ's – Rehabilitation providers	Frequently asked Campus questions and their responses	https://www.dli.mn.gov/sites/default/files/pdf/aqs_rehabprov.pdf

Work Comp Campus reference manuals	Step-by-step guides on how to complete different filings and functions within Campus	https://www.dli.mn.gov/business/workers-compensation/work-comp-campus-reference-manuals
Work Comp Campus training	Videos on how to complete different filings and functions within Campus	https://www.dli.mn.gov/business/workers-compensation/work-comp-campus-training
QRC internship completion checklist	Resource to help QRC interns determine steps needed and track steps completed toward completing their internship	https://www.dli.mn.gov/sites/default/files/pdf/orientation_qrc_internship_completion_checklist_2026_2.pdf