Chris Leifeld

Chris Leifeld is director of the Compliance, Records and Training (CRT) unit within the Minnesota Department of Labor and Industry Workers’ Compensation Division. Leifeld has served as the director since March 2018. Prior to that, he served as DLI’s deputy commissioner, overseeing the Workers’ Compensation Division, beginning in January 2015. He joined DLI in 2011 and has served previously as the director of the division’s Vocational Rehabilitation unit and Alternative Dispute Resolution unit. Leifeld lives in St Paul, Minnesota. He is a graduate of the University of St. Thomas (bachelor’s degree) and the University of Minnesota (master’s degree in education). This summer he will be building a professional level backyard bocce court, so he will have a sporting activity to enjoy with friends, neighbors and family in his retirement years.

Kate Daly

Kate Daly is assistant commissioner for workers’ compensation at the Minnesota Department of Labor and Industry (DLI). She comes to DLI from the St. Paul City Attorney’s Office and has almost two decades of workers’ compensation experience in both the private and public sectors. Her private practice experience was devoted to workers’ compensation defense. She advised employers and insurers, and arbitrated, mediated and litigated cases before DLI, the Office of Administrative Hearings (OAH) and the Workers’ Compensation Court of Appeals (WCCA). Daly then joined the Hennepin County Attorney’s Office, where she led the workers’ compensation teams for both Hennepin County and the Hennepin County Medical Center. She advised and counseled on liability determinations and litigated cases before DLI, OAH and WCCA. Daly received her undergraduate degree from the University of St. Thomas and her law degree from William Mitchell College of Law.

Ann Gilles

Ann Gilles is a senior compliance officer in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry’s (DLI’s) Workers’ Compensation Division. Her primary responsibilities consist of evaluating workers’ compensation claims for statutory, case law and rules compliance, and providing education to stakeholders. As appropriate, she issues penalties due to lack of compliance and is responsible for the process and resolution when there are penalty disputes. Prior to her position with DLI, Gilles was responsible for the national workers’ compensation claims administration program of a Minnesota-headquartered employer. She has worked as a consultant, helping both employers and insurers optimize their claims programs, and as a claims adjuster and a claims supervisor. She has a bachelor’s degree in business administration from the University of Wisconsin – Oshkosh.
Michael Hill

Michael Hill is a rehabilitation policy specialist in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry’s Workers’ Compensation Division. In this role he frequently: presents and facilitates training sessions; answers workers’ compensation questions; and investigates complaints about rehabilitation providers and insurers. He has worked as a qualified rehabilitation consultant, vocational expert, federal rehabilitation counselor and medical case manager within a Fortune 500 company and acted as guest author in several nursing text books. 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

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 on-site audits of insurers and employers, and mediating and facilitating resolutions of disputes between parties that arise during the course of other activities. Dolsky began working at DLI in July 2013. She has several previous years of experience working with Minnesota workers’ compensation in the insurance industry.

Kari Terwey

Kari Terwey 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 the 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 service issues. Terwey can be reached by email at kterwey@plpsmn.com.
Speakers

Melissa Parish

Melissa Parish is a supervisor in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry’s (DLI’s) Workers’ Compensation Division. She has been with the department since 2007. In addition to staff supervision, her duties have included auditing injured worker files, assessing insurer penalties and coordinating workers’ compensation training for insurers, employers and interested stakeholders. She has extensive experience presenting workers’ compensation topics and leading DLI’s electronic data interchange (EDI) program. She is currently involved in DLI’s Workers’ Compensation Modernization Program. She earned a bachelor’s degree in secondary education from Bethel University – St. Paul and frequently participates in work-related training opportunities.

Ingrid Christensen

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.

Debra Heisick

Debra Heisick has been a practicing attorney since 1984. She has represented both employers and insurers, and injured workers in the workers’ compensation system. For the past 12 years, Heisick has been working as a mediator and arbitrator for the Alternative Dispute Resolution unit at the Minnesota Department of Labor and Industry (DLI). As an arbitrator, she writes decisions and orders granting or denying workers’ compensation benefits in medical and rehabilitation matters. As a mediator, she works with parties to resolve workers’ compensation cases in their entirety. She also worked in DLI’s Office of General Counsel, representing the Special Compensation Fund in cases involving uninsured employers. Off work, Debra enjoys travel and has taught law in China, judged intellectual property cases in India, led delegations of lawyers and judges to Cuba, and has taken camels across the Sahara Desert. She has also mentored law students, served on the Governor’s Motorcycle Safety Advisory Task Force and has served on boards of directors for international peace programs. She served as board chair of the Dispute Resolution Center, Minnesota’s oldest mediation and dispute resolution program.