

Rehabilitation Provider Orientation

SPEAKERS

Jerrica Walker

Jerrica Walker is senior compliance officer in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry (DLI's) Workers' Compensation Division. She regulates and enforces insurer compliance with workers' compensation statutes, case law and rules determining and issuing warning and penalty assessments. She also provides stakeholder workers'-compensation-related training. Walker has several years of experience working with Minnesota workers' compensation in the insurance industry, which includes working as an assistant adjuster, as a medical-only claims adjuster, as a lost-time adjuster handling subrogation files, for the Workers' Compensation Reinsurance Association, for reimbursement and Special Compensation Fund reimbursement files, and handling workers' compensation claims from several different jurisdictions. She has worked at DLI since 2022 and sees each day as an opportunity to expand her skills and experiences to better serve Minnesota stakeholders. Her free time is spent with her extended family, doing home projects or just reading a good book.



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. 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 a guest author in several nursing textbooks. Hill 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.



Sharon Benkufsky

Sharon Benkufsky 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. Benkufsky also advises and educates customers about the procedures and strategies to be used in effective claims management. She regulates and enforces compliance with workers' compensation statutes, case law and rules determining and issuing warning and penalty assessments. Benkufsky began working at DLI in February 2023. She has several years of claim experience as an adjuster specializing in Minnesota workers' compensation. In her free time, she loves spending time at the cabin and with her family.



Speakers

Kari Terway

Kari Terway 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. Terway'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. Terway 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. Terway 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. Terway can be reached by email at kterway@plpsmn.com.



Tracey Haskin

Tracey Haskin is the rehabilitation registration specialist in the Compliance, Records and Training unit of the Department of Labor and Industry's (DLI's) Workers' Compensation Division. She has worked for the state of Minnesota since 1985, starting her career at the Department of Revenue as an office and administrative specialist, then transferring to DLI in 2006. For the Compliance, Records and Training unit, Haskin has worked for several years as an office administrative specialist intermediate, serving and filing penalties against insurance companies, third-party administrators, employers and medical providers. In 2023, she was promoted to her current position, where her duties include: approving applications for qualified rehabilitation consultants (QRCs), QRC interns, vendors and QRC firms; addressing Work Comp Campus issues; and following up with insurers to ensure the filing of required Disability Status Reports.



Ingrid Christensen

Ingrid Christensen is a language service professional who spent several years as an interpreter after earning a certificate in translation and interpretation from the University of Minnesota. She has a B.A. in US-Mexican border studies, human rights law and Spanish from the University of Minnesota, and an M.A. in management from Hamline University. As president and founder of INGCO International, Christensen launched the company in 2006 after witnessing firsthand how translation and interpreting services bridge divides and connect people from different cultures. Today, INGCO provides translation and interpreting services in more than 200 languages to companies across the globe in various sectors. Christensen is also the author of *The Language of Trust* (published March 2023). She can be reached by email at ingridc@ingcointernational.com.



Speakers

Nancy Wallrich

Nancy Wallrich is a mediator and arbitrator at the Minnesota Department of Labor and Industry (DLI) and has been working for DLI's Alternative Dispute Resolution unit for two years. As an arbitrator, Wallrich writes decisions and orders granting or denying workers' compensation benefits in medical and rehabilitation matters. As a mediator, she works with parties to resolve their workers' compensation cases in their entirety. Prior to her work at DLI, Wallrich represented injured workers before the Office of Administrative Hearings, the Department of Labor and Industry and in private mediation. A graduate of William Mitchell College of Law, Wallrich has also served as an adjunct legal writing professor for the Legal Practicum and is a frequent presenter.

