

Rehabilitation Provider Orientation

SPEAKERS

Ann Gilles

Ann Gilles is a compliance service officer in the Compliance Records and Training unit of the Minnesota Department of Labor and Industry's Workers' Compensation Division. Gilles' work primarily includes auditing workers' compensation claims for statutory compliance, and penalty investigations, and assessments. She also provides training for stakeholders and has done extensive colleague training, mainly of the penalty investigation and assessment processes. Prior to her position with the Department of Labor and Industry, she was responsible for the national workers' compensation program for a Minnesota-headquartered employer. Before this, she worked for many years as a claims consultant in the industry, helping both employer and insurers in optimizing their claims programs. Early in her career she was a claims adjuster and a supervisor. In her free time, she enjoys reading and movies. She has a bachelor's degree in business administration from the University of Wisconsin – Oshkosh.



Jordan Trumbo

Jordan Trumbo is a senior compliance officer and rehabilitation policy specialist in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry's (DLI's) Workers' Compensation Division. She provides support and technical assistance regarding rehabilitation services through training, consultation, policy oversight and development, and quality assurance activities. She also guides and coordinates activities of the Rehabilitation Review Panel. Before joining DLI, Trumbo worked for public Vocational Rehabilitation in South Dakota, taught for the counseling program at South Dakota State University as an adjunct instructor and served as an employment specialist working to help individuals with disabilities obtain employment, establish accommodations and more. In her free time, Trumbo enjoys watching her son play hockey, camping and spending time with friends and family.



Sharon Benkufsky

Sharon Benkufsky is the medical policy specialist in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry's (DLI's) Workers' Compensation Division. She provides senior level workers' compensation compliance review, enforcement, outreach and consultation to ensure effective medical services are provided to injured workers in Minnesota. In her role, she: participates in the rulemaking process; recommends policy, statute or rule changes to the DLI commissioner that impact health care services for injured workers; and provides expert advice to stakeholders. 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

Rena Cummings

Rena Cummings is a dispute prevention and resolution specialist, mediator and arbitrator in the Alternative Dispute Resolution unit of the Department of Labor and Industry's Workers' Compensation Division since 2022. As a mediator, Cummings works with the various parties in a dispute to help them reach a resolution; as an arbitrator, they issue decisions and orders involving vocational rehabilitation disputes and medical disputes of less than \$7,500. They have been practicing workers' compensation law since 2015, representing employees, employers and insurers. Cummings completed the 30-hour Civil Mediation Skills Training through the Mediation Center and the Advanced Mediator's College through the International Association of Industrial Accident Boards and Commissions. In their free time, they enjoy traveling (especially road trips), eating spicy food, seeing live music and spending time with friends and family.



Debra Heisick

Debra Heisick has been a practicing attorney since 1984. She has represented both employers and insurers, as well as injured workers in the workers' compensation system. For the past 16 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, Heisick 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.

