

Rehabilitation Provider Orientation

SPEAKERS

Nicole Kue

Nicole Kue 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 role encompasses analyzing workers' compensation claims for adherence to statutes, case law and rules, and issuing warning and penalty assessments. In addition, she assists with creating and implementing training materials for external stakeholders and advising about effective claims management and compliance. Kue also serves as a member on DLI's Equity Change Workgroup. She has several years of claims experience as an adjuster specializing in Minnesota workers' compensation. She has a bachelor's degree from the University of Minnesota – Twin Cities. In her free time, she loves traveling and photography, and spending time with family.



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.



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. Dolsky 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. Her work extends to negotiating settlements 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 years of experience working with Minnesota workers' compensation in the insurance industry.



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.



Melissa Parish

Melissa Parish is a supervisor in the Compliance, Records and Training unit of the Minnesota Department of Labor and Industry'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.



Speakers

Hannah Fazendin

Hannah Fazendin is the director of operations at INGCO International. She has been with INGCO since 2018, experiencing just about every role the company has to offer. She now helps INGCO remain in tip-top shape, making sure all operations are running smoothly and efficiently. She considers herself a “Jane-of-all-trades,” helping coworkers and clients make sense of the demanding environment in the language services industry. Fazendin’s always been fascinated with different languages, cultures and people, and loves helping organizations conquer their most complex language challenges. She is a graduate of the University of Minnesota with a bachelor’s degree of fine arts in sculpture, an untraditional business background that has allowed her to use creative innovation to connect more effectively in a crowded and competitive business landscape. When she’s not working, she enjoys DIY projects on her house and getting outside (Minnesota summers are only so long!).



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. She has worked in the Office of General Counsel unit of the Minnesota Department of Labor and Industry (DLI), representing the Special Compensation Fund in cases involving uninsured employers. For the past 12 years she has been working as a mediator and arbitrator for DLI’s Alternative Dispute Resolution unit. 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 their workers’ compensation cases in their entirety. 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 chair of the board of the Dispute Resolution Center, Minnesota’s oldest mediation and dispute resolution program.

