

# Rehabilitation Provider Orientation

## SPEAKERS

### Jerrica Walker

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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.



### Jeanne Vogel

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Jeanne Vogel is a qualified rehabilitation consultant (QRC) and the director of the Minnesota Department of Labor and Industry's Vocational Rehabilitation unit. She obtained her master's degree in rehabilitation counseling from St. Cloud State University (SCSU) and has been working as a QRC for more than 25 years. Over the years, Vogel has mentored and trained numerous QRC interns. She is a member of the Stearns and Benton County social service providers group and served on the SCSU rehabilitation counseling advisory board. She actively participates in numerous Department of Labor and Industry committees, including the Equity Action Committee, Mentorship Program, Safety and Health Committee, and Sustainability Committee.



### Annette Schumer

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Annette Schumer is a supervisor for the Minnesota Department of Labor and Industry's Vocational Rehabilitation unit (VRU), where she provides expert guidance and comprehensive direction. Her team assists injured workers with the development and implementation of vocational rehabilitation plans in accordance with workers' compensation law and rehabilitation rules. Before joining VRU, Schumer had a successful career in human resources, specializing in managing employee leave of absence and recruitment. A registered qualified rehabilitation consultant with CRC certification, she earned a master's degree in counseling psychology from St. Cloud State University, underscoring her commitment to professional excellence in vocational rehabilitation.



# Speakers

## Sharon Benkufsky

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Sharon Benkufsky is a senior compliance officer and medical policy specialist 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.



## Kari Terway

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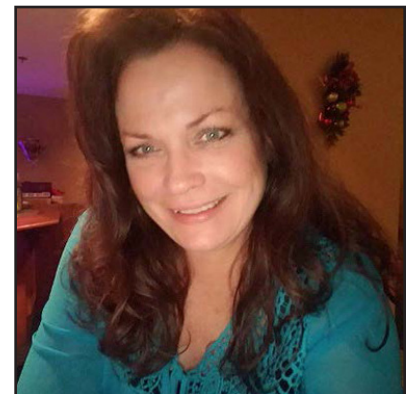
Kari Terway has worked as a placement vendor since 1993. She has owned and operated Palmer Lake Placement Services, Inc., a vocational rehabilitation placement firm, since 2004. Terway's services include job-seeking skills training, job development, and labor market surveys and analysis. She has extensive 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](mailto:kterway@plpsmn.com).



## Tracey Haskin

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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, Haskins 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.



# Speakers

## Vicky Cywar

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Vicky Cywar is a placement coordinator in the Vocational Rehabilitation unit of the Minnesota Department of Labor and Industry's Workers' Compensation Division. Prior to joining the Department of Labor and Industry, Cywar owned and operated a vocational evaluation business serving qualified rehabilitation consultants and other rehabilitation services. She has a master's degree in rehabilitation and vocational evaluation.



## Callie Murray

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Callie Murray is the chief operating officer, director of sales and marketing, and director of operations at INGCO International, headquartered in Edina, Minnesota. INGCO International provides translation and interpreting services in more than 200 languages to community-serving organizations and corporate organizations across the globe. Murray began her career journey in the restaurant industry as a hostess, server and trainer through college. She used her restaurant experience and bachelor's degree to work in corporate marketing for various local restaurant groups, then left the corporate hospitality world and focused on freelance marketing consulting and fractional director of marketing work when she had her son in 2022. From there, the language services industry found her by surprise to be a long-term career shift. Murray was born and raised in Charlotte, North Carolina. She can be reached by email at [callie@ingcointernational.com](mailto:callie@ingcointernational.com).



## Nancy Wallrich

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Nancy Wallrich has been a mediator and arbitrator in the Alternative Dispute Resolution unit of the Minnesota Department of Labor and Industry's Workers' Compensation Division for two years. 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. Prior to her work at the department, 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.



# Speakers

## Debra Heisick

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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 15 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.

