

Rehabilitation Provider Orientation

SPEAKERS

Jerrica Walker

Jerrica Walker 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. 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.



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.



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 Workers' Compensation Division. Her roles include analyzing, regulating and enforcing statutory compliance of workers' compensation statute through audits and penalty assessments. In addition, she also provides assistance to external and internal stakeholders, and creates and presents training resources about best claims management and procedural compliance topics. Prior to her role at DLI, Kue worked in the workers' compensation field adjusting claims for several years. She earned a bachelor's degree from the University of Minnesota Twin Cities. She enjoys spending time with her husband and son, photography, trying new cuisines and traveling.



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, 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.



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

Nancy Wallrich

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 nearly four 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.



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.



Speakers