

Cherie McLaughlin, MSHR
Director of Retrospective Ratings & Claims

As Director of Retrospective Ratings & Claims, building the right team of people meant identifying people who aren't just experienced, knowledgeable, and demonstrated competence in their job, but who also possess a passion for the industry and helping Washington state employers. I wanted people who possess a natural ability to put themselves in someone else's shoes and understand their concerns, even when they might not be able to fully articulate them. I also needed people who possess a unique strategic ability to prevail on complex and difficult issues. In state fund workers' compensation, a third-party administrator holds no power and immense responsibility and must have the ability to persuade others to consider a different point of view. Someone must not only be comfortable in this position but must embrace and enjoy the challenge. There has been what's classified as a *severe shortage* in qualified claims examiners for decades. The question was how we might attract the elusive 3-5% to a newer untested organization.

Thankfully this elusive sliver of extremely qualified claims examiners also tends to desire working for an organization that values making a difference and affords the autonomy to do so. They want to be included in solutions and participate in the development process that will support them and their clients to be successful. They want to work where they can surpass expectations. Fortunately, all three preferred candidates saw MSI as a place to reach new heights.

Julie Brooks
Retro Claims & Account Manager

Julie has almost two decades of Washington workers' compensation experience having worked for the state as a Claim Manager, Claim Lead, and Management Analyst where she earned her International Institute of Business Analysis (IIBA) Certificate and managed data driven projects related to organizational change, change behavior, and facilitation. Julie later transitioned to retrospective rating in private sector where she's harnessed all her knowledge and abilities successfully aiding her clients in making smart claim decisions that benefit their organizations. Julie is a true advocate for her client's needs combining her analytical and strategic abilities to navigate complex claims, return to work, and financial decisions.

Shannon Jones
Retro Claims & Account Manager

Shannon comes to MSI with 25 years of insurance experience which was initiated in the dental industry handling insurance claims. Shannon later shifted her focus toward workers' compensation working as a Claim Adjuster for Labor & Industries before she transitioned to retrospective rating, managing claims in the hospitality and medical industries. Shannon is extremely adept at aiding employers in identifying and pairing strategies that align with their business needs and cultures. She prides herself on exceeding client expectations.

Elizabeth Saylor, AIC, SCLA
Retro Claims & Account Manager

Elizabeth has enjoyed a highly diverse career spanning three decades in the insurance industry. Beth began as a claim adjuster for commercial insurance and transitioned to self-insurance workers compensation handling Boeing claims. She worked for Interstate Distributor Company, handling senior level investigations for auto insurance claims handling settlements and liability claims. She then worked as a Senior Claims Manager for Weyerhaeuser, which was self-insurance/self-managed and was promoted to workers' comp liaison. There, she became the employer contact when they moved to a third-party administrator. Beth also worked for WA Hospital Services handling workers comp SI In House TPA before going to Penser, handling self-insurance claims for Express Temp Services. Beth transitioned to retrospective rating in 2022. She enjoys helping employers navigate the complex system and aiding them in achieving refunds to help their businesses grow. Most of all, she likes building a good report and a level of trust to sufficiently advise clients so they are comfortable making good claim decisions.

Ronald Hawkins
Safety Director

Ronald brings his experience as a veteran of the U.S Army and the private sector to MSI as their safety director. After high school, he served in the US Army as an Admin Specialist and spent two years overseas in Kores Camp Humphreys with the 8th Army Headquarters. He was the only U.S soldier working with Katusha soldiers and Korean civilians — a great opportunity to bridge cultures and to build communications skills and develop new relationships. A veteran of Desert Storm, Hawkins worked as a Casualty notifier out of Washington, DC. During that time, he made over 20 1st notifications. He received the Nation Defense Ribbon, Army Commendation, Army Achievement Medal Good, Conduct medal, Army Service ribbon and Overseas ribbon.

After Hawkins concluded his service with the Army, he became a Washington state licensed journeyman plumber, Mech 1 HVAC technician and Licensed Backflow Specialist. In 2008, he was asked to take over the self-insured retro program and the Safety program at Gold Seal Mechanical Inc. where he worked as Claim and Safety manager. It was there he realized he could best serve the company and its employees focusing his efforts as Safety and Control loss manager.

At Gold Seal Mechanical, Hawkins developed the company's return-to-work light duty program, a variety of Safety Programs, Confined Space, Respiratory, Fall protection, GHS to name a few. He also served on ABC contractor's Safety Committee and has been authorized to be an OSHA 500 construction trainer. Hawkins worked at Gold Seal Mechanical for over 25 years before joining the MSI team this spring.

Terry Hopsecger
Director Marketing & Services

Terry is the Director of Marketing team for MSI, which is dedicated to the success of WFIA and takes part in the planning and execution of strategies and initiatives for the benefit of members and prospective members. Hopsecger's goal is to inform and educate companies that have businesses in the State of Washington about all avenues available that would reduce their cost of doing business and maximize their profits. Her enthusiasm, focus, communication skills, and sincere dedication have been building blocks for an incredible professional journey. She has a unique background with 30 years in the Fine Paper Business working at strategic levels to develop marketing and sales plans. She has collaborated with customers in 11 western states and Washington D.C. An integral part of her position is to develop customized incentives and value-added programs for customers.

Hopsecger recently spent the last 12 years educating businesses on the value of becoming members of the Group Retrospective Rating program offered by Labor & Industries. She is excited to use her experience and business skills to help develop new business partners for Washington Food Industry Association.

Sheryl Brown
Marketing & Services

Sheryl serves in a Marketing & Services role with MSI, where she is passionate about connecting businesses with valuable resources and opportunities. One of her key goals is to share the benefits of WFIA membership with as many prospective members as possible and help them see the value it can bring to their operations.

Sheryl brings over 17 years of experience in the beverage industry, having spent the majority of her career with Coca-Cola, most recently with Swire Coca-Cola USA. Throughout that time, she has supported businesses of all sizes—from small, independently owned operations to large-scale organizations—helping them build and grow successful beverage programs.

Sheryl strongly believes that independently owned businesses are the backbone of our communities. Supporting their growth, profitability, and long-term success is both meaningful and rewarding to her. Building lasting relationships and seeing businesses thrive continues to be a driving force in her work.

