

**ATTACHMENT C**  
**STATEMENT OF QUALIFICATIONS (SOQ)**  
**(Revised Pursuant to Addendum No. 1, August 12, 2016)**

Section 1: ADR Provider Contact Information & Languages			
Last Name	DeDona	First Name	Adrienne
Company Name	JLA Public Involvement		
Business Address	1110 SE Alder St. Suite 301		
City	Portland	State	Oregon
Zip Code	97214	Phone 1	503-235-5881
E-mail	<a href="mailto:Adrienne@jla.us.com">Adrienne@jla.us.com</a>		
Web Site	www.jla.us.com		
Languages Spoken	English	Fax #	503-230-4877
Section 2: Provider Overview			
The following Section provides a brief overview of the provider’s experience and qualifications			

Since 1999, Adrienne has served as a liaison between government agencies and the people they serve. She has designed and implemented public involvement and outreach programs for projects throughout Oregon and Washington around the topics of transportation, land use planning, sewer and water.

Adrienne brings expertise in assessing, designing and facilitating various types of committees, small group meetings, and large-scale public events and workshops. She has a great deal of experience dealing with controversial public processes, including those with high profiles within the media and political arena. Adrienne enjoys helping divergent groups work through collaborative public processes to reach consensus, all while keeping a calm, friendly demeanor. She regularly receives accolades for her ability to keep groups on task, ensuring all viewpoints are heard and establishing solutions all parties can support.

Adrienne possesses excellent verbal and written communication skills and has a great deal of expertise in developing decision-making frameworks for municipal agencies. In addition to facilitation, experience includes developing and implementing community engagement strategies, planning and leading public meetings, conducting stakeholder interviews and online surveys, developing informational materials (including websites, information kiosks/displays, fact sheets, newsletters and press releases), and large-scale event coordination (such as open houses, design charrettes, ground-breaking and ribbon-cutting events, information fairs and town halls).

Prior to joining JLA, Adrienne managed the City of Battle Ground's community outreach program and served as the Office of Neighborhoods Program Manager for the City of Vancouver. In these positions, she built relationships between city departments, other government agencies, businesses, neighborhood associations and individuals.

Adrienne is certified in SDIC (Systematic Development of Informed Consent) by the Institute for Participatory Management and the Institute of Cultural Affairs for Technology of Participation Group Facilitation Methods. She also holds a Bachelor's degree in science from the University of Portland, which has come in handy from time to time when a process is particularly technical, like the Longview Water Quality Improvement Study.

Section 3 Services Offered and Rate			
Type of Service Key Person Desires to Offer & is Qualified to Offer	ADR Provider Billing Rate per hour	Support Staff Billing Rate Per Hour (Rate/Title)	The following items, if checked, are expenses that may be passed through at cost to the agency (See Price Agreement for details):
<input type="checkbox"/> 1. A <u>Mediation General Practitioner</u> is an impartial third party who assists two or more parties in reaching a mutually acceptable resolution to a controversy. These Practitioners have broad mediation experience and skills and are able to adapt mediation to a wide variety of circumstances, including workplace disputes.	00.00	00.00 to 00.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/ Rental Fees
<input type="checkbox"/> 2. A <u>Facilitation General Practitioner</u> is an expert at helping large groups work effectively towards a desired objective. These Practitioners have sufficiently broad experience and skills so as to be able to design and facilitate a large group process to achieve variety of goals or objectives.	00.00	00.00 to 00.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/Rental Fees
<input checked="" type="checkbox"/> 3. A <u>Public Policy Facilitator</u> is an expert at helping governmental entities and diverse stakeholders reach agreement on controversial public policies or public projects, often within a complex legal, political or regulatory context. These providers are experienced at assessing, designing, convening and facilitating collaborative processes.	119.47	Up to 47.00 Admin 1 Up to 80.00 Admin 3 Up to 78.00 PI Specialist 1 Up to 89.00 PI Specialist 2 Up to 102.00 PI Specialist 3 Up to 118.00 PI Specialist 4 Up to 134.00 PI Specialist 5	<input checked="" type="checkbox"/> Copy/print charges <input checked="" type="checkbox"/> Facility Use/Rental Fees
<input type="checkbox"/> 4. A <u>Public Involvement Practitioner</u> is an expert at helping governmental entities engage the public on public issues or projects. These providers are able to design and implement an appropriate public involvement process from projects that seek to inform or educate the public to projects that allow for greater public involvement via consultation or collaboration.	00.00	00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility rental fees <input type="checkbox"/> Mail or bulk email fees <input type="checkbox"/> Telephone charges <input type="checkbox"/> Website hosting, online software or online services fees <input type="checkbox"/> Video production services <input type="checkbox"/> Other Subcontractors

**Section 4A: Does the Provider charge travel expenses to provide services in your area?**

County or County Area	Available to work in this area without charging travel expenses.	Available to work in this area but will charge travel expenses
1 Clatsop, Columbia, Tillamook – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2 Washington, Multnomah – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 Polk, Marion, Yamhill – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 Lincoln, Benton, Linn – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5 Lane – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6 Douglas – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7 Coos, Curry – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8 Josephine, Jackson – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9 Hood River, Wasco, Sherman, Gilliam, Wheeler	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10 Jefferson, Crook, Deschutes – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 Lake, Klamath – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12 Morrow, Umatilla - Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13 Wallowa, Union, Grant, Baker – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14 Harney, Malheur – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15 Clackamas – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Section 4B: Hourly Travel Charges.** *If, in addition to allowable travel expenses, the Provider will charge for travel time and the travel time of administrative assistants or staff, or both, the hourly travel rate for Proposer and each of Proposer’s administrative assistant and staff must be identified here: :*

**The provider and other staff will charge for travel time at the hourly rates shown in Section 3. JLA works with clients to set maximum hours per day for travel.**

**Section 5: Standards the Provider Subscribes to and Licenses Held**

- Oregon Mediation Association Core Standards of Mediation Practice, April 23, 2005  
(<http://www.mediate.com/oma/pg61.cfm> )
- Association for Conflict Resolution, Model Standards of Conduct for Mediators, 2005 revisions.  
[http://www.imis100us2.com/acr/ACR/Resources/Model\\_Standards/ACR/Resources/Model\\_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08](http://www.imis100us2.com/acr/ACR/Resources/Model_Standards/ACR/Resources/Model_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08)
- Model Standards of Practice for Family and Divorce Mediation  
[http://www.imis100us2.com/acr/ACR/Resources/Model\\_Standards/ACR/Resources/Model\\_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08](http://www.imis100us2.com/acr/ACR/Resources/Model_Standards/ACR/Resources/Model_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08)
- International Association for Public Participation (IAP2), Code of Ethics for Public Participation Practitioners (See  
<http://www.iap2.org/displaycommon.cfm?an=1&subarticlenbr=8>)
- Other professional standards that the provider subscribes to:  
**Certified in SDIC (Systematic Development of Informed Consent) by the Institute for Participatory Management**  
**Institute of Cultural Affairs for Technology of Participation Group Facilitation Methods**
- Oregon State Bar #
- Other professional licenses:

<b>Section #6: Provider's Specialized Areas of Expertise</b>		
<i>Area of Expertise</i>	<i>Sub Specialty</i>	<i>Areas of expertise</i>
Business and Finance	General	<input type="checkbox"/>
	Investment and Finance	<input type="checkbox"/>
	Patents or Intellectual Property Rights	<input type="checkbox"/>
Civil Rights	Civil Rights	<input type="checkbox"/>
Consumer	All Types, Consumer-Merchant Disputes	<input type="checkbox"/>
	Assistive Technologies	<input type="checkbox"/>
	Vehicle Sales, Service or Repair	<input type="checkbox"/>
Cultural	Cross Cultural, Ethnicity, or Related Fields	<input type="checkbox"/>
Education	Education	<input type="checkbox"/>
	Special Education	<input type="checkbox"/>
Environmenta	Agricultural Exceptions (goal 2)	<input type="checkbox"/>
	Agriculture	x
	Air, Land and Water Quality	x
	Coastal	<input type="checkbox"/>
	Endangered Species or Wildlife	x
	Energy	x
	Forestry	x
	Hazardous Materials and Environmental	<input type="checkbox"/>
	Other Natural Resource Related	x
	Water Resources, Wetlands	x
Governmental and Regulatory	Government-to-Government (e.g., state-tribal)	x
	Professional Licensing	<input type="checkbox"/>
	Public Utilities	x
Human Services	Child Dependency and Permanency Planning (Adoption)	<input type="checkbox"/>
	Disability	<input type="checkbox"/>
	Family Services, including Service Plans	<input type="checkbox"/>
	Health Care	<input type="checkbox"/>
	Senior Services	<input type="checkbox"/>
	Social Services	<input type="checkbox"/>
	Vocational Rehabilitation	<input type="checkbox"/>
	Public Assistance - AFS	<input type="checkbox"/>
International	International	<input type="checkbox"/>
Labor and Employment	Collective Bargaining and Labor	<input type="checkbox"/>
	General Employment and Human Resources	<input type="checkbox"/>
	Workers' Compensation	<input type="checkbox"/>
	Workplace Interpersonal Disputes	<input type="checkbox"/>
Torts or Insurance Claims	Torts or Insurance Claims	<input type="checkbox"/>
Transportation, Housing and Land Use	Construction Industry & Contracts, Civil Engineering	x
	Eminent Domain	<input type="checkbox"/>
	General Planning	x
	Growth Management	x
	Housing	x
	Land Use	x
	Railroad	x
	Real Property	<input type="checkbox"/>
Siting Controversial Projects or Facilitates	x	

### **Section 7: Relevant Education and Training**

Adrienne is certified in SDIC (Systematic Development of Informed Consent) by the Institute for Participatory Management and the Institute of Cultural Affairs for Technology of Participation Group Facilitation Methods. She also holds a Bachelor’s degree in science from the University of Portland, which has come in handy from time to time when a process is particularly technical, such as the Longview Water Quality Improvement Study. Adrienne has taken course work in both urban planning and communications from Portland State University and the University of Washington.

### **Section 8: Relevant Training Conducted by the Provider**

### **Section 9: Workplace Mediation Experience**

### **Section 10: Litigation Settlement Related Experience**

### **Section 11: Overall Mediation Experience**

### **Section 12: Facilitation Experience**

Beyond the facilitation expertise described below, Adrienne has been facilitating groups and committees large and small for more than 17 years. Most of this work has been for government agencies, although Adrienne also has some experience in the classroom as an Americorps Volunteer.

Samples of Adrienne’s facilitation experience include:

- C-TRAN Bus Rapid Transit – facilitated committee meetings and large public workshops and open houses
- 78th Street/WSU Heritage Farm Concept Plan – facilitated stakeholder discussions and presented at sounding board meetings
- Southern Oregon University Cogeneration Project – facilitated public meetings and stakeholder discussions

### **Section 13: Public Policy Facilitation Experience**

Adrienne has been assisting government agencies successfully engage with the communities they serve on a variety of challenging and sometimes controversial topics, many involving polarized stakeholder groups, for the past 17 years. She has led numerous collaborative decision-making efforts, ranging from agency strategic plans, land use plans, water quality improvement projects and transit and transportation facility plans.

Adrienne works hard to establish trust between herself as a facilitator, agency staff and stakeholders. Developing agendas and establishing desired meeting outcomes as a coordinated team is paramount to her. Adrienne works with clients in advance of meetings to strategize goals and format, and prepare agendas, including an annotated agenda that outlines goals, roles, talking points and timelines. This approach ensures all parties are on the same page and can prepare as needed. Adrienne develops meetings that encourage total group interaction and builds in discussion activities to encourage dialogue and interaction, ensuring that all voices are heard and valued. Creating a safe environment for groups to discuss issues is critical to Adrienne’s successful facilitation processes.

Adrienne is flexible, approachable and responsive to her clients’ and stakeholders’ needs, making adjustments to strategy as required. She works closely with clients to develop a strategy that is uniquely tailored to each project or targets audiences’ needs and issues. She is also adept at making complex issues understandable to stakeholders and the public through clear and “easy to read” materials and presentations.

Most of Adrienne’s facilitation experience is centered on convening and managing stakeholder advisory committees to form consensus between diverse interests on new county and city policies. Additionally, she has facilitated many advisory and steering committees for highly complex and/or contentious public infrastructure or planning projects. These groups have included high-level officials and electeds, neighborhoods, marginalized populations, advocacy groups, business, and technical experts.

Examples of Adrienne’s public policy facilitation include:

- Off-road Cycling Master Plan Project Advisory Committee Facilitation
- Longview Water Supply Improvement Project Customer Advisory Committee Facilitation
- Tigard Urban Forestry Code Revisions Citizens Advisory Committee Facilitation
- Portland Chinatown/Japantown Design Guidelines Project Advisory Committee Facilitation
- River Terrace Community Plan Stakeholder Working Group Facilitation

We estimate Adrienne’s overall hours in this category as well over 1,000. All of Adrienne’s work is focused within southwest Washington and throughout Oregon.

#### **Section 14: Experience as a Public Involvement Practitioner**

Adrienne has been working in the field of public involvement in Oregon and Washington since 1999. Beyond the facilitation expertise described above, she has broad experience in all facets of public engagement from strategy through implementation, including issues and stakeholder identification and tracking, public outreach and information materials development, decision-maker briefings, news media engagement, online tools and surveys.

Examples of Adrienne’s public involvement experience include:

- C-TRAN Bus Rapid Transit – Managed and coordinated all public outreach activities, including community tabling events, public meetings, online surveys, video production, development of public information materials and canvassing



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- Vancouver Parks and Recreation Comprehensive Plan Update – Coordinated and led community tabling events; developed and distributed an online survey that received nearly 1,700 responses and presented a summary of findings
- 78th Street/WSU Heritage Farm Concept Plan – Managed and coordinated all public outreach activities, including stakeholder discussions, committee meetings, public meetings, online surveys, and development of public information materials
- Southern Oregon University Cogeneration Project – Managed and coordinated all public outreach activities, including community tabling events, public meetings, online surveys, video production, development of public information materials and canvassing