

ATTACHMENT C

STATEMENT OF QUALIFICATIONS (SOQ)

(Revised Pursuant to Addendum No. 2, September 13, 2016)

Section 1: ADR Provider Contact Information & Languages			
Last Name	Sheesley	First Name	Chris
Company Name	In-Accord, Inc.		
Business Address	1327 SE Tacoma Street #132		
City	Portland	State	OR
Zip Code	97202	Phone 1	503-723-9982
E-mail	Csheesley@inaccordnw.com		
Web Site	inaccordnw.com		
Languages Spoken	English	Fax #	503-656-3909
Section 2: Provider Overview			
<p>The following Section provides a brief overview of the provider’s experience and qualifications</p> <p>Chris Sheesley specializes in putting derailed workplace relationships back on track. Senior managers and HR professionals hire Chris when they recognize the need for an experienced, objective facilitator to transform high-stakes or seemingly impossible internal disputes into cooperation and employee efficiency.</p> <p>With 25 years of full time mediation experience, a client roster of hundreds of notable organizations and a track record of over 1,750 cases, Chris is among the most seasoned conflict management professionals on the West Coast. He has also amassed over 5,000 hours of experience teaching dispute resolution and related skills grounded in his real-world experience.</p>			

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 checked="" 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.	255.00	45.00 to 65.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input checked="" type="checkbox"/> Facility Use/ Rental Fees
<input checked="" 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.	255.00	45.00 to 65.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input checked="" type="checkbox"/> Facility Use/Rental Fees
<input 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.	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	<input type="checkbox"/> Copy/print charges <input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
3 Polk, Marion, Yamhill – Counties	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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: :*

Provider = \$80/hr.

Assistant = (1/3 of Staff/Assistant’s hourly rate.)

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
- 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
- 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:
 - Oregon State Bar #
 - Other professional licenses:

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

Section 7: Relevant Education and Training

M.A., Organizational Communications. Marylhurst University, Oregon. Thesis title, "The Mediation Aversion Model: Comprehending Client Resistance to Mediation in the Workplace" (2002)

B.A., Peace and Conflict Resolution Studies. American University, Washington, DC (1989). First student to graduate from American University with this degree.

Specialty Mediation Training Received:

- **Basic mediation training, Dispute Resolution Center of Snohomish County**
- **Special education mediation, Justice Center of Atlanta, Inc.**
- **Large group facilitation, Confluence Northwest**
- **Family mediation, Dispute Resolution Center of Snohomish County**
- **Public policy facilitation, Dannemiller-Tyson Associates, Inc.**
- **Transformative mediation, United States Postal Service**
- **Advanced transformative mediation, United States Postal Service**
- **School conflict resolution, National Association for Mediation in Education**
- **Conflict partnership, Dr. Dudley Weeks**

Additionally, Chris has attended numerous professional dispute resolution conferences and workshops sponsored by the Society for Professionals in Dispute Resolution, Association for Conflict Resolution, National Conference on Peacemaking and Conflict Resolution, Oregon Mediation Association, NW Alternative Dispute Resolution Conference, Federal Executive Board's Shared Neutrals Program, Resolutions Washington, The Collaborative Group (Oregon), local community dispute resolution centers and others.

Section 8: Relevant Training Conducted by the Provider

As a full time mediator and trainer since 1991, Chris has amassed over 5,000 hours of conflict resolution training time. The following is a sampling of previous workshops conducted:

"Advanced Mediator Training", Intel

"Workplace Mediation Training" US Department of Interior

"Constructive Communications" City of Salem

"Manager as Mediator", Northwest Natural

"Communicating Under Stress", Halsey Mill, Georgia Pacific

"Conflict Resolution for the HR Professional", Portland Human Resource Management Association

"Managing and Resolving Conflict", Warm Springs Health & Wellness Center, Indian Health Services

"Managing Staff Conflict", Port of Portland

"Complete Mediation Training", separately for Resolutions Northwest, City of Beaverton Community Dispute Resolution Center, and City of Hillsboro Mediation Program

“Informal EEO Complaint Resolution Training”, Human Resources, Oregon Health and Sciences University

“Conflict Coaching”, AFSCME and OHSU’s Career and Workplace Enhancement Center

“Ending the Mediation Process: Why, When & How”, Office of Collaborative Action and Dispute Resolution, US Department of the Interior

“Constructive Conflict”, SERA Architects

“Conflict Coaching”, Federal Shared Neutrals Program

“Constructive Conflict”, SCRUM Community, Portland General Electric

Lead instructor for the “Resolution in the Workplace” certificate program at Portland State University’s Professional Development Center; Also Lead instructor for “Conflict Resolution Skills for HR Professionals” PSU’s PDC.

Section 9: Workplace Mediation Experience

Chris has served as a full time mediator and conflict resolution practitioner since 1991. His practice has been focused on workplace mediation since 2001. Chris' accumulated case hours number in the 1,000s. His entire private practice resolves around the central theme of "fixing workplace conflict". In short, this is what he does for a living.

The following is a partial list of organizations for which he has conducted professional workplace mediation services as an external, paid mediator:

Abernathy Center; Accumentra Health; AFSCME; Americorps; Audigy Group; Autism Community Services; Bosco Milligan Foundation; Bureau of Land Management (multiple offices); C&R Real Estate; Cedar Mill Community Library; Chamber Music NW; Chemeketa Community College (multiple departments); City of Portland (multiple departments); City of Vancouver; Clackamas River Water; Clark County (Washington); Clatsop County; Columbia River Intertribal Fish Commission; Complimentary Health; Confederated Tribes of Grand Ronde; Department of Veterans Affairs; Duckwall-Pooley; Educational Service District 112; Equal Employment Opportunity Commission; Family Care, Inc.; Federal Highway Administration; Girl Scouts of the Columbia; Impact NW; Indian Health Services; Intermec; Journeys of the Heart; Kaiser Permanente; Learning.com; Leatherman; Metro; Neighborhood House; Norm Thompson; North American World Trade; Northwest Acute Care Specialists; NW Natural; Occupational Therapy Licensing Board; Oregon Health & Science University (multiple departments); Oregon Mediation Association; Oregon NARAL; Oregon Registry of Interpreters for the Deaf; Oregon State Bar; Planar; Portland Community College; Portland Public Schools; Providence Health Systems; Quiktrak, Inc.; Samaritan Health Services; Sisters of St. Mary of Oregon; Sisters of the Holy Names; Springwater Environmental Sciences School; St. Paul’s United Methodist Church; State of Oregon (multiple agencies); SW Washington Health District; Tillamook Community College; Tualatin Hills Parks and Recreation (multiple departments); Umpqua Community College; United State Forest Service; United States Postal Service; United States Bakery (Franz Bakery); United Way; University of Portland; Vancouver Downtown Association; Washington County Consolidated Communication Agency; Workers’ Compensation Division

Section 10: Litigation Settlement Related Experience

Some experience, but focusing practice on workplace conflict resolution and facilitation.

Section 11: Overall Mediation Experience

- Mediator and facilitator, In-Accord Inc., 2001 – present
- Program Manager, Community Mediation Services, City of Vancouver, 1998 – 2001
- Program Manager, Dispute Resolution Center of Clark County, Clark County, 1995-1998
- (Various Job Titles), Dispute Resolution Center of Snohomish County, 1991-1994

Beyond performing the mediation sessions for workplaces highlighted in the preceding section, Chris' general mediation experience includes practice in a wide variety of organizational and community settings. Some examples include:

- Special Education Mediator for both Washington and Oregon. Approximately 30 cases total with each case averaging between six to 12 hours of work.
- Independent Police Review, City of Portland. Approximately 35 cases performed between aggrieved citizens and police officers with an average case time of about four hours.
- Accumentra Health. Mediate between Medicare recipients and healthcare providers involving three cases of about four hours of casework.
- Office of Vocational Rehabilitation, State of Oregon. Performed mediations between clients and this State agency. Conducted two mediations of about four to six hours of services for each.

Miscellaneous cases include: International adoption dispute, Labor-management settlements, Relationships between organizational volunteers, Business partnership dissolutions and others.

As noted above, Chris once was a staff member, and later a program manager, in the community mediation arena. He worked in three separate programs housed in either the non-profit or local government sectors. In this capacity he both conducted direct services and managed the mediation services of staff and volunteers. Sample direct mediation work from this era included:

- Mediation of over 250 face to face community and family cases as a lead mediator
- Coordination and direct mediation for a small claims court diversion program, conducting over a hundred fast paced settlement sessions
- Three mediation sessions for a juvenile restorative justice mediation program

Section 12: Facilitation Experience

Chris has extensive experience as a neutral group facilitator, with an emphasis on work with public agencies. He has conducted more than 155 separate facilitation cases, totaling thousands of hours of casework with a concentration in Oregon. These engagements have included facilitation for work groups, task

forces, regulatory streamlining efforts, public involvement meetings, stakeholder negotiation processes, leadership and staff retreats, labor-management committees, advisory committees and others.

The entities served have spanned everything from state and federal agencies, local government, private sector companies, volunteer boards and non-profits. Chris is one of the facilitators of choice for public agencies across Oregon when outside, neutral facilitation is sought.

Sample facilitation projects in which Chris served as the lead facilitator include:

- **Workers' Compensation Division (WCD), State of Oregon: Executive retreat**
- **Department of Consumer and Business Services, State of Oregon: Governor's task force**
- **Oregon Board of Naturopathic Medicine, State of Oregon: Board retreat**
- **Public Policy Dispute Resolution Program, State of Oregon: Two-day staff retreat**
- **Workers' Compensation Division (WCD), State of Oregon: Regulatory streamlining process with staff**
- **Oregon Economic and Community Development Department, State of Oregon: Stakeholder input process**
- **Oregon Dispute Resolution Commission, State of Oregon: Advisory committee**
- **Occupational Therapy Licensing Board, State of Oregon: Stakeholder input process**
- **Division of State Lands, State of Oregon: Staff conflict resolution**
- **Oregon Liquor Control Commission, State of Oregon: Advisory committee**
- **WCD, State of Oregon: Year-long regulatory streamlining process**
- **Oregon Racing Commission, State of Oregon: Stakeholder input process**
- **Columbia River Fisheries Program, US Fish and Wildlife Services: Two-day staff retreat**
- **Partners for Fish and Wildlife, US Fish and Wildlife Services: Two-day staff retreat**
- **United Way of the Columbia-Willamette: Two-day staff retreat**
- **Technical Services, Portland Community College: Staff conflict resolution**
- **Residential Siting Program, City of Portland: Public meetings regarding siting of controversial facilities (four separate projects)**
- **Office of Neighborhood Involvement, City of Portland: Budget advisory committee**
- **Partners for Fish and Wildlife, US Fish and Wildlife Services: Executive retreat**
- **Bureau of Licensing, City of Portland: Stakeholder input process**
- **Bridger Elementary School, Portland Public Schools: Staff retreat**
- **Commission on Children and Families, Washington County: Board retreat (two years)**
- **Vancouver's Downtown Association: Board retreat**
- **Portland Development Commission: Public meetings regarding urban planning**
- **Independent Police Review, City of Portland: Appointed commissioner meetings**
- **Bureau of Environmental Service, City of Portland: Staff conflict resolution**
- **Portland Community College: Staff-driven streamlining p**

Section 13: Public Policy Facilitation Experience

Some experience, but focusing practice on workplace conflict resolution and facilitation.

Section 14: Experience as a Public Involvement Practitioner

Some experience, but focusing practice on workplace conflict resolution and facilitation.