

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

Section 1: ADR Provider Contact Information & Languages			
Last Name	Bianco	First Name	Diana
Company Name	Dba Artemis Consulting		
Business Address	4332 NE 25 th Avenue		
City	Portland	State	OR
Zip Code	97211	Phone 1	503-799-4015
E-mail	diana@artemispdx.com		
Web Site	www.artemispdx.com		
Languages Spoken		Fax #	
Section 2: Provider Overview			
<p>The following Section provides a brief overview of the provider's experience and qualifications</p> <p>Artemis Consulting is a sole proprietorship, founded by Diana Bianco in 2004. The company is a small, woman-owned business and is certified by the Oregon Office of Minority, Women, and Emerging Small Business. Bianco is the principal and sole employee of Artemis Consulting. Bianco runs all aspects of Artemis Consulting, including marketing, client needs assessment, project oversight, strategy, all additional work requested by clients, and administration of the business. She ensures all clients have high quality and consistent services.</p> <p>Since its inception ten years ago, Artemis Consulting has worked to facilitate and mediate processes involving numerous stakeholders seeking to reach agreement in complex cases and situations. Bianco is frequently called upon to help diverse organizations and individuals come together to solve problems collectively.</p> <p>Artemis Consulting and its principal, Diana M. Bianco, JD, have extensive expertise in convening and facilitating diverse groups. Bianco has more than 20 years of experience in policy development, advocacy, communications, organizational growth, and project management. She is a resourceful problem-solver and a skilled communicator with particular strengths in facilitation, mediation, and negotiation. She helps groups identify their differences, find common ground and move forward. Bianco asks good questions, keeps people on task and ensures that groups achieve results.</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 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.	0.00	00.00 to 00.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/ Rental Fees
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 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.	225.00	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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Section 4B: Hourly Travel Charges. <i>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: :</i></p>		
<p>Travel time for Bianco (Provider) will be billed at 1/2 her hourly rate, or \$112.50 per hour.</p>		

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 # 95477
- Other professional licenses:

RFP DASPS 2599-16 – Alternative Dispute Resolution Services

Section #6: Provider's Specialized Areas of Expertise		
Area of Expertise	Sub Specialty	Areas of expertise
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	<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)
Professional Licensing		<input type="checkbox"/>
Public Utilities		<input type="checkbox"/>
Human Services	Child Dependency and Permanency Planning (Adoption)	<input type="checkbox"/>
	Disability	<input checked="" type="checkbox"/>
	Family Services, including Service Plans	<input type="checkbox"/>
	Health Care	<input checked="" type="checkbox"/>
	Senior Services	<input type="checkbox"/>
	Social Services	<input checked="" 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 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 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 Facilities	<input type="checkbox"/>	

Section 7: Relevant Education and Training

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

Facilitation and mediation of complex issues involving diverse stakeholders is one of the primary services offered by Artemis Consulting through Diana Bianco. We are experienced in management of, planning for, and facilitation of consensus building efforts, with specific expertise in the formation of public policy. Artemis Consulting provides assessment services to understand the issues and problems to be addressed; we design effective agendas; facilitate and mediate challenging conversations; and draft summary reports and recommendations which outline agreements and next steps.

When Bianco works with groups to resolve complex issues, she knows the right questions to ask to uncover opportunities as well as challenges. In addition, Bianco is able to communicate well with a variety of parties, no matter their background or perspective. Finally, Bianco has excellent follow-through and works closely with clients to help them identify steps for moving forward, as well as measures of success. She ensures that all involved parties have a clear and shared understanding of agreements and next steps

Bianco's work in the health industry exemplifies her skills. For years, Bianco has successfully worked with the highest levels of government, nonprofit and private sector leaders in health and health care. She has facilitated numerous meetings with senior leadership across the health, public health and mental health fields. She has worked with health insurers, hospital executives, advocacy leaders and elected and appointed government officials.

Bianco has experience working for government entities, for elected officials, and for non-profit advocacy organizations. This diversity of experience helps her recognize and understand the various perspectives that different stakeholders can bring to an issue.

Bianco's experience includes facilitating conversations and meetings for the Oregon Health Policy Board, the Oregon Association of Hospitals and Health Systems, the Oregon Primary Care Association, the Northwest Health Foundation and numerous other nonprofit, government and private entities. Other clients include Coordinated Care Organizations, for whom she has done strategic planning, including Health Share of Oregon, Jackson Care Connect and Yamhill Community Care Organization. She's also facilitated planning conversations with government entities including the Transformation Center; diverse boards of community health clinics; and numerous nonprofits, including Central City Concern and the Jefferson Regional Health Alliance.

Section 13: Public Policy Facilitation Experience

Artemis Consulting has a deep knowledge of public policy, having worked on policy change issues in government agencies, as well as advocacy organizations. We have particular expertise in the health care arena, working for many years helping health care stakeholders find common ground and address the many challenges presented by this complex industry. In addition, we have familiarity with and expertise in a variety of other fields, especially around children, public health and human services

Since its inception, Artemis Consulting through Diana Bianhas supported numerous clients that have asked for assistance in convening diverse stakeholders to help them determine how to navigate a changing health care environment. State and federal health reform has required that organizations with differing interests come together in new partnerships and collaborations. Bianco has helped design and run processes and meetings that involved a variety of organizations and individuals with different interests. Bianco has planned and facilitated meetings where groups collectively solved problems and identified shared opportunities for working together.

Bianco's clients in this work are located throughout the state and include Coordinated Care Organizations, such as Yamhill Community Care Organization (Yamhill County), Jackson Care Connect (Jackson County), Health Share (Multnomah County), as well as insurers such as PacificSource (Lane and Deschutes counties) and Trillium Community Health Plans (Lane County). In addition, Bianco has worked for more than five years with the Oregon Health Policy Board, a diverse group, as they have made policy recommendations to the legislature and Governor on a variety of issues related to health reform. Bianco has assisted the board as they have considered, debated and reached consensus on policy issues. Products have included memos to the Governor as well as reports to the legislature.

In addition, Bianco has significant experience in considering and shaping public policy. She's been a policy analyst, a lobbyist, an attorney, and a participant in numerous task forces and committees that focused on policy issues. This has given her insight into how policy processes function, including how to create successful efforts as well as helping her foresee potential pitfalls.

In addition to mediation and facilitation services, Artemis Consulting provides strategic counsel to clients on how to make progress on difficult issues, especially in areas related to policy change. We also engage in designing and facilitating community meetings, board retreats, and strategic planning sessions. We provide policy and project development, as well as analysis and recommendations for improvement. We have significant experience writing policy reports and framing papers, with an emphasis on translating complex topics to understandable language. This includes reports and summaries resulting from mediation and facilitation services.

Section 14: Experience as a Public Involvement Practitioner