

## ATTACHMENT C

### STATEMENT OF QUALIFICATIONS (SOQ)

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

Section 1: ADR Provider Contact Information & Languages			
Last Name	JENSEN	First Name	Theresa
Company Name	Theresa Jensen & Associates, Inc. dba Integral Solutions		
Business Address	PO Box 341		
City	Talent	State	OR
Zip Code	97540	Phone 1	541-488-7494
E-mail	tjensen@mediate.com		
Web Site	www.integral-solutions.org		
Languages Spoken	English, Spanish	Fax #	707) 735-1391
Section 2: Provider Overview			
<p>The following Section provides a brief overview of the provider’s experience and qualifications</p> <p><b>Theresa A. Jensen has been an attorney-mediator and dispute resolution professional since 1984, with special emphasis on building consensus among diverse parties in complex multi-party disputes, and mediating workplace and organizational issues. Ms. Jensen has successfully mediated a broad range of disputes, including cases that are in litigation and sensitive, high-profile cases involving elected and other public officials.</b></p> <p><b>Ms. Jensen brings over thirty years of experience resolving mature disputes through mediation. Her work also encompasses the prevention side of conflict, including conducting neutral situation assessments, designing and facilitating collaborative processes and stakeholder and community engagement efforts, relationship building, conflict coaching and skill-based training.</b></p> <p><b>Ms. Jensen has experience in the following areas: public health and health care, employment, education, social services, parks &amp; recreation, community and cross-cultural issues, as well as grazing, watershed management, forest management and restoration, water issues, species and habitat conservation, hazardous waste, energy issues, transportation, urban growth/development, noise abatement, land use and agriculture.</b></p> <p><b>She guides diverse groups of people in working together cooperatively to solve problems, make decisions, work toward common goals and resolve differences. Much of her work crosses the public, private, and non-profit sectors.</b></p> <p><b>At the organizational level, Ms. Jensen has provided organizational development consulting with an emphasis on conflict management and quality improvement. She works with organizations to improve group process, strategic communications and team relationships, to help address conflicts at an organizational level and to design systems for change.</b></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.	190.00	25.00 to 100.00 (range) Administrative Assistant	<input checked="" 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.	190.00	25.00 to 100.00 (range) Administrative Assistant	<input checked="" type="checkbox"/> Copy/print charges <input checked="" 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.	190.00	60.00 Administrative Ass 100.00 Intern 125.00 Associate 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title	<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.	175.00	60.00 Admin Asst 100.00 Intern 125.00 Associate 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00	<input checked="" type="checkbox"/> Copy/print charges <input checked="" type="checkbox"/> Facility rental fees <input checked="" type="checkbox"/> Mail or bulk email fees <input checked="" type="checkbox"/> Telephone charges <input checked="" type="checkbox"/> Website hosting, online software or online services fees <input checked="" type="checkbox"/> Video production services <input checked="" 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 checked="" type="checkbox"/>	<input 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 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: :*

**Theresa Jensen: travel time billed at half the 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](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:
- Oregon State Bar # **812725**
- 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 checked="" type="checkbox"/>
	Air, Land and Water Quality	<input checked="" type="checkbox"/>
	Coastal	<input type="checkbox"/>
	Endangered Species or Wildlife	<input checked="" type="checkbox"/>
	Energy	<input checked="" type="checkbox"/>
	Forestry	<input checked="" type="checkbox"/>
	Hazardous Materials and Environmental	<input checked="" type="checkbox"/>
	Other Natural Resource Related	<input checked="" type="checkbox"/>
	Water Resources, Wetlands	<input checked="" type="checkbox"/>
Governmental and Regulatory	Government-to-Government (e.g., state-tribal)	<input checked="" type="checkbox"/>
	Professional Licensing	<input checked="" type="checkbox"/>
	Public Utilities	<input checked="" type="checkbox"/>
Human Services	Child Dependency and Permanency Planning (Adoption)	<input checked="" 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 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 checked="" 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

### EDUCATION AND TRAINING

Wayne State University Law School, Detroit, Michigan. J.D. 1979.

University of Michigan, Ann Arbor, Michigan. B.A. 1976.

**Postgraduate: Over 2000 hours of specialized training in mediation, facilitation, consensus building, cross-cultural and large group conflict resolution, family and child welfare issues in mediation, collaborative development of public policy, non-violent communication, workplace issues, alternative dispute resolution and environmental issues in mediation.**

**Basic Mediation training course:**

**MEdiation and Conflict Negotiation, William Lincoln, Antioch NW, 1984 (40 hrs)**

## Section 8: Relevant Training Conducted by the Provider

### Training

Well-known for her skills-based trainings, Ms. Jensen has designed and presented trainings on the following topics:

**Basic and advanced mediation skills, advanced workplace mediation, mediating across cultures, meeting facilitation skills, consensus decision making, collaborative negotiation and problem solving, non-violent communication, project management, conflict management and interest-based negotiation, for the following clients:**

- **Confluence Northwest**
- **National Park Service**
- **U.S. Postal Service, REDRESS Program**
- **State Agencies: Oregon Judicial Dept., Employment Dept, Dept. of Administrative Services, Adult & Family Services Division**
- **Willamette University, Center for Dispute Resolution,**
- **University of Idaho, Martin Institute for Peace Studies & Conflict Resolution**
- **Southern Oregon University**
- **Portland State University**
- **Portland Community College**
- **State Justice Institute**
- **Oregon Planning Institute**
- **Multnomah and Washington Counties**
- **Oregon Dispute Resolution Commission**

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

**Ms. Jensen has mediated more than 50 separate workplace conflicts since 1988, involving 2 parties, and multiple parties: work teams, staff members, among managers or partners, and between different divisions in an organization. See Qualifying Case Form number 9.**

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

**Ms. Jensen has successfully settled numerous employment cases in litigation or grievance stages, at public universities around the state: SOU, OSU, PSU and U of O. She also successfully mediated litigated cases where a judge had been sued, and where a Director of one of the key state divisions had been sued. Additionally, she successfully mediated a controversial timber sale in southern Oregon. Two environmental groups and six individually-named plaintiffs sued the BLM in federal court to enjoin the timber sale aspect of the Scattered Apples Adaptive Management Project; a local watershed council group and town council intervened as amicus parties. The assessment and mediation took place over a nine-month period.**

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

**Ms. Jensen has been a mediator and dispute resolution professional in Oregon since 1984, and has worked in the following organizations/positions:**

**Senior Mediator/Facilitator and Collaborative Lawyer, Theresa Jensen & Associates, 1994-present. Provides mediation of family and divorce issues, workplace issues, and public policy issues; facilitation of workgroups and collaborative, multi-party efforts; public involvement and community engagement.**

**Divorce and Family Court-Connected Mediator, Jackson County, 2006-2012. Provided mediation of custody and parenting issues, as well as the division of assets and debts.**

**Senior Mediator/Facilitator, Founder and Managing Partner, Confluence Northwest, Portland, OR. 1988-1994. Provided general mediation, including workplace mediation, facilitation, public involvement, multi-party public policy facilitation/mediation, and conflict systems design.**

**Neutral Fact-Finder/Adjudicator of federal EEO complaints from early 1987 through 1988.**

**Facilitator and mediator with Portland, Oregon's Neighborhood Conflict Management Program, 1986-1987. Designed and facilitated community input processes and mediated neighborhood and community-wide disputes.**

**Cross-Cultural and Conflict Resolution Consultant , Educational Planner and Trainer, with Interface Consultants, an educational consulting firm in Portland, Oregon. Facilitated educational planning efforts with diverse stakeholders, and mediated discrimination disputes between Indian Tribal communities and school districts in Oregon, Washington and Idaho. 1984-1986.**

**In terms of documenting the minimum 200 hours, see Qualifying Case Forms 1, 4, 5 and 9.**

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

**Much of Ms. Jensen's facilitation experience crosses over the fields of mediation, coaching, training , team buiding, and planning. She is particularly interested in helping cross-sector groups who are seeking creative and innovative strategies for addressing needed social change efforts. Historically, she has been called in when a conflict or significant tensions surrounding differences are threatening the functioning of an organization or workplace. See section 11 above.**

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

**Ms. Jensen is a member of the Affiliated Practitioner Team: Oregon Consensus, and Oregon Solutions, National Policy Consensus Center, Mark Hatfield School of Government, Portland State University; a Roster Mediator: U.S. Institute for Environmental Conflict Resolution**

**.In the public policy arena, Ms. Jensen conducts neutral assessments, designs and facilitates collaborative processes and stakeholder engagement efforts, and provides facilitation, mediation, and training. She has experience in the following areas: healthcare reform, watershed management, forest management and restoration, species and habitat conservation, natural resources, hazardous waste, energy issues, transportation, urban growth/development, noise abatement, land use, agriculture, parks & recreation, education, social services, community and cross-cultural issues. She has been doing this work for thirty years.**

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

**Facilitating public involmment efforts has been part of Ms. Jensen's work experience for the past 30 years in Oregon. See section 11 above. Her public involmment work over the last ten years has included the following major projects, as examples: See Qualifying Case Forms 6, 7 and 8.**





## Section 15: Qualifying Cases

(Must also be documented with a “Qualifying Case Form” found in Exhibit 2 to Attachment C)

### A. **Facilitation General Practitioner**

Yes, I wish to provide this type of ADR Service and I meet the Facilitation General Practitioner minimum qualifications. I have been a principle professional facilitator in at least five facilitation projects (“cases”) involving a governmental entity. These cases are documented on separate “Qualifying Case Forms” as case #**1**; **2**; **3**; **4**; and **9**; and I have at least 200 hours of facilitation experience, as documented in Section 11 of the SOQ.

### B. **Public Policy Facilitator**

Yes, I wish to provide this type of ADR Service and I meet the following the Public Policy Facilitator minimum qualification:

Option 1 – I am a “Senior Level Neutral Public Policy Consensus Services Practitioner” in the Oregon Consensus Program Network <http://www.orconsensus.pdx.edu/mediators.php> or

Option 2 – I have been a Public Policy Facilitator in at least (3) successful collaborative public policy projects (“cases”). Each of these cases are documented on a separate “Qualifying Case Form” as #\_\_\_; \_\_\_; and \_\_\_; and each project involved at least one governmental entity; at least four distinct parties; had a consensus or agreement-seeking component; and involved at least 40 hours of professional facilitator time.

### C. **Public Involvement Practitioner**

Yes, I wish to provide this type of ADR Service and I meet the Public Involvement Practitioner minimum qualifications. I have been a Public Involvement Practitioner in at least (3) successful public involvement projects (“cases”). These cases are documented on separate “Qualifying Case Forms” as case #**6**; **7**; and **8**; and each involved at least one governmental entity and at least 40 professional project hours.