

**Ken Miller**  
**Founder**  
**Change and Innovation Agency**  
**8603 N. Sycamore Avenue**  
**Kansas City, Missouri 64157**  
**Telephone: (573) 353-7150**  
**Email: [ken@changeagents.info](mailto:ken@changeagents.info)**  
**Website: <http://www.changeagents.info/>**

**Ken Miller is the founder of the Change and Innovation Agency**, a firm dedicated to helping its clients radically improve their operations. Ken was named one of the **country's top change agents by Fast Company Magazine** (by a judging panel that included Tom Peters). He has worked with amazing people in tough environments to tackle the big issues like:

- How can we best organize the resources of a community to fight poverty?
- How can we overcome the barriers that prevent most inner city kids from going to college?
- Where's my tax refund?
- How do we make a child abuse hotline as responsive and reliable as 911?
- How can we get union workers in psychiatric facilities to say "Thank God it's Monday"?
- How can we bring the radical improvements of manufacturing to the 85 percent of the workforce that doesn't make widgets?
- Why is this DMV line so brutally long?

As Deputy Director of the Missouri Department of Revenue, he led the effort to transform a government agency responsible for collecting taxes and licensing cars and drivers into a **State Quality Award winner** – one of only a handful of government agencies in the country to receive such a distinction. In the three years he was there, they reduced the time to issue tax refunds by 80 percent (fastest in the nation) at less cost and cut wait times in motor vehicle offices by half. Ken was then named Director of Performance Improvement for Missouri State Government, one of only two states to receive an **"A" grade from Governing Magazine** for Managing for Results.

**Bernice Steinhardt**  
**Director**  
**Strategic Issues Team**  
**U.S. Government Accountability Office**  
**441 G Street, NW**  
**Washington, D.C. 20548**  
**Telephone: (202) 512-6543**  
**Email: [steinhardt@gaio.gov](mailto:steinhardt@gaio.gov)**

For more than a decade, Bernice Steinhardt has held a variety of leadership positions within the U.S Government Accountability Office, Congress' analytic and investigative arm. Currently, as Director for Strategic Issues, Ms. Steinhardt is responsible for examining government-wide management issues and supporting the federal government's transformation to meet 21<sup>st</sup> century challenges. For several years prior, Ms. Steinhardt led GAO's efforts in strategic planning, helping to develop the organization's first strategic plan and overseeing its biennial updates. Between 1996 and 1999, Ms. Steinhardt was director of GAO's Public Health Issues group; prior to that, she served as associate director for Energy, Natural Resources and Science Issues and associate director for Environmental Protection Issues.

Before joining GAO, Ms. Steinhardt was at the Department of the Interior, in the office of the Assistant Secretary for Energy and Minerals, and at the President's Council on Environmental Quality. Earlier in her career, Ms. Steinhardt worked as a consultant to the Assistant Secretary for Health/DHEW and others on evaluations of health care programs.

Ms. Steinhardt holds a Bachelor of Arts degree in Comparative Literature (magna cum laude) from the University of Maryland; she was elected to Phi Beta Kappa. She has received numerous awards from GAO, including a Meritorious Service Award.

**Sarah E. Veale**  
***Assistant Director***  
***Strategic Issues Team***  
***U.S. Government Accountability Office***  
***441 G Street, NW***  
***Washington, D.C. 20548***  
***Telephone: (202) 512-6890***  
***Email: [veales@gao.gov](mailto:veales@gao.gov)***

Sarah E. Veale is an assistant director in the Strategic Issues team of the U.S. Government Accountability Office (GAO), Congress' analytic and investigative arm. Her responsibilities include supporting the federal government's transformation to meet 21<sup>st</sup> century challenges and examining government-wide management issues, such as those related to preparing the nation for a potential influenza pandemic. Ms. Veale has also served as a project manager and analyst for international nuclear nonproliferation and safety programs and energy and environmental policy issues at the GAO. She has also worked with GAO's external liaison, strategic planning, product quality, and recruitment programs. She has received numerous performance, leadership and teamwork awards throughout her GAO career, including a GAO-wide Meritorious Service Award in 2006.

Ms. Veale holds a Master of Arts degree in international relations from the Paul H. Nitze School of Advanced International Studies at the Johns Hopkins University, and a Bachelor of Arts degree in history from Trinity College, Hartford, CT.

**Dr. Rex Archer, M.D., M.P.H.**  
***Director of Health***  
***Kansas City Missouri Health Department***  
***2400 Troost Avenue - Suite 4000***  
***Kansas City, MO 64108***  
***Telephone: (816) 513-6252***  
***Email: [rex\\_archer@kcmo.org](mailto:rex_archer@kcmo.org)***  
***Website: [www.kcmo.org/health](http://www.kcmo.org/health)***

Dr. Rex Archer is Director of Health for the City of Kansas City, Missouri, and Past-President of the National Association of County & City Health Officials (NACCHO). He is currently a member of the Public Health Accreditation Board. He is responsible for safeguarding the public health of nearly half a million residents and a daytime population of almost one million people. The Kansas City Health Department was awarded a certificate of Comprehensive Re-Accreditation by the Board of Directors for the Missouri Institute for Community Health (MICH). The Kansas City Health Department is recognized as the first fully accredited public health agency west of the Mississippi. In addition, the Department has also been recognized by the CDC as one of the first 11 local health departments in the U.S. to meet the criteria for Public Health Ready. The Department recently received the prestigious Silver Anvil Award, which recognizes outstanding achievement in strategic public relations planning and implementation, and 2007 PR Week Award in the Public Sector Campaign.

Dr. Archer has served on a number of national committees involved with Public Health. He is a member of the Missouri Department of Health and Senior Services State-wide Public Health Preparedness Advisory Committee and has been widely quoted by national media including the Bloomberg News, Boston Herald, CBS, Congressional Quarterly, MSNBC, New York Times, US News & World Report, Wall Street Journal, and the Washington Post.

Prior to his present position in Kansas City, Dr. Archer completed his medical degree with the University of Kansas, his General Preventive Medicine Public Health Residency and Masters in Public Health degree at the University of Michigan and is recognized as a Public Health Leadership Institute Scholar by UCLA/CDC. He has served as Physician in Charge - Employee Health Programs, Ford Motor Company and local and state health positions in Maryland. Dr. Archer has been a primary leader in the adoption of policies to protect non-smokers from tobacco smoke in Maryland, Michigan, Missouri and the Ford Motor Company.

**Deborah Jenkins, M.A., CIA, CGAP**  
***Audit Manager***  
***City of Kansas City, Missouri***  
***414 E 12th Street***  
***Kansas City, Missouri 64106***  
***Telephone: (816) 513-3307***  
***Email: [deborah\\_jenkins@kcmo.org](mailto:deborah_jenkins@kcmo.org)***

Deborah Jenkins is an audit manager with the city auditor's office in Kansas City, Missouri, where she has worked for eight years. Before becoming a performance auditor, Deborah directed programs for the Texas Department of Health, and spent more than 15 years in non-profit healthcare and public sector management. Deborah has a Master's degree from the University of Missouri at Kansas City in Counseling Psychology. She is a certified internal auditor and a certified government auditing professional.

**Sharon Kingsbury**  
***Senior Auditor***  
***City of Kansas City, Missouri***  
***414 E 12th Street***  
***Kansas City, Missouri 64106***  
***Telephone: (816) 513-3318***  
***Email: [sharon\\_kingsbury@kcmo.org](mailto:sharon_kingsbury@kcmo.org)***

Sharon Kingsbury has served in the City of Kansas City, Missouri City Auditor's Office for almost nine years. Prior to auditing, she worked in various government and non-profit organizations including work for the American Nurses Association, Planned Parenthood of Greater Kansas City, and as an aide to a congresswoman and a city council representative.

**Carole Buncher**

**Owner**

***Carole Buncher & Associates: The Competency Company***

***3016 Tilden Street, NW, Suite 103***

***Washington, D.C. 20008***

***Telephone: (202) 363-6645***

***E-Mail: [buncherc@aol.com](mailto:buncherc@aol.com)***

***Website: <http://www.carolebuncher.com/>***

Known widely for her engaging, interactive, and fun-provoking training sessions, Carole Buncher is a skilled and experienced trainer and consultant. As owner of *Carole Buncher and Associates: The Competency Company (CBA)*, Carole delivers training to audiences large and small throughout the US and internationally. She specializes in delivering training to the audit community, having served with the U.S. Government Accounting Office for more than 20 years, where she led a wide variety of engagements. Her areas of expertise include: presentation skills; auditing skills; creative thinking; supervision and leadership; and communications.

CBA's client base is large and growing and includes, among others:

- US Department of Agriculture, Office of Inspector General (OIG)
- US Department of Transportation, OIG
- US General Services Administration, OIG
- US Naval Audit Service
- US Government Accountability Office
- US Department of Homeland Security, OIG
- US Department of Veterans Affairs
- State of Texas Audit Office
- City of San Francisco
- City of Los Angeles
- City of Philadelphia

Carole holds a graduate degree in policy analysis and urban affairs and is the proud recipient of many awards and fellowships. She is blessed with two loving adult sons, two beautiful daughters in law, and the five greatest grandchildren in the world. When she's not working, she's working out.

She enthusiastically looks forward to working with you today.

**Calvin E. Webb II**  
**Webb Watch Corporation**  
**President and CEO**  
**P.O. Box 121244**  
**Arlington, Texas 76012**  
**Telephone: (817) 233-5999**  
**E-Mail: [calvin@webbwatch.com](mailto:calvin@webbwatch.com)**

Calvin E. Webb II is the President/CEO and founder of Webb Watch Corporation. Webb Watch Corporation was founded in 2003 to help Chief Financial Officers and Chief Executives in their pursuit of reliable operational and financial controls. Webb Watch Corporation's primary areas of expertise are the control environment and supporting senior operating and financial executives to enhance policies and procedures, internal audit, data integrity, and enterprise risk management practices to effectively meet their fiduciary responsibilities.

Calvin has 29 years of management consulting and audit experience spanning the government, not-for-profit and higher education industries. Prior to founding Webb Watch Corporation in 2003, Calvin worked in the Public Services group at Hitachi Consulting. From 1998 – 2002, he served as lead partner with Arthur Andersen LLP in the Public Sector Industry Business Consulting program for the Western Region. Calvin also served in the audit practice of Arthur Andersen for 17 years. Calvin received his B.B.A. in Accounting from Texas Tech University.