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Beverly Norwood has been with the U.S. Government Accountability Office (GAO) for 17 years and is the Director of Leadership Programs. She is responsible for developing and delivering leadership programs for GAO staff at all levels. In addition, she is a member of 13L, a group of mid-career federal employees who are passionate about leadership and promote effective leadership in the federal government. She is also certified in the Myers-Briggs Type Indicator and Center for Creative Leadership 360 Instruments. Beverly also developed a series of core analytic courses for analysts; facilitated leadership transition seminars for staff moving into supervisory positions; and co-led the GAO effort to develop a consensus on the critical skills and behaviors of leaders at GAO.

Prior to joining GAO's Learning Center, Beverly was an Assistant Director and led numerous reviews of the Federal Aviation Administration's efforts to modernize the nation's Air Traffic Control System and improve airliner cabin safety (she is a former instrument-rated private pilot). Her 13+ years as analyst were divided between aviation and environmental protection issues, including work on the acquisition of software-intensive systems to improve the management of air traffic, the environmental effects of airport operations, and environmental infrastructure needs in the U.S.-Mexico border region.

Beverly is a trained facilitator and has led numerous GAO-wide initiatives in this capacity for more than a decade, including the development of GAO's Agency Protocols and International Protocols. She has multiple GAO-wide awards, including two for Excellence in Human Capital Management. Prior to joining GAO, she taught secondary Social Studies and worked in the private sector for an environmental monitoring firm. She has a B.S. in Business Administration and History from Lewis and Clark College in Portland, Oregon and a M.P.A. from the University of Wyoming.

Captain Jose H. Belardo, JD, MSW
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Captain (CAPT) Jose Belardo is a Commissioned Officer in the U.S. Public Health Service. Currently, CAPT Belardo is serving as the Deputy Regional Health Administrator, in the U.S. Department of Health and Human Service's (DHHS), Office of the Secretary (OS), Office of Public Health and Science (OPHS), Office of the Regional Health Administrator. His assignment is to assist the Regional Health Administrator (RHA) in providing technical assistance and consultation to selected officials, government agencies, and community groups on program and administrative issues related to the coordination, implementation, and evaluation of Federal health programs. Before joining OPHS, he was the Director of the Healthy Tomorrows Partnership for Children Program in the DHHS Health Resources and Services Administration's (HRSA). Before joining Healthy Tomorrows, CAPT Belardo served as a Program Officer in the Division of Perinatal Systems and Women's Health. He was the Program Officer for 12 urban and rural Healthy Start (a national initiative created to reduce infant mortality rates in targeted areas) sites.

CAPT Belardo has a Master's Degree in Social Work (MSW) from Virginia Commonwealth University (1990), Master's Degree in Administration (Specialization: Health Care Administration) from the University of Maryland (1999), and a Juris Doctor (JD) (Specialization: Health Care Law) from the University of Baltimore School of Law.

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Lisa Shames is GAO's Director for Food Safety and Agriculture issues. In that capacity, she oversees GAO's evaluations on: U.S. Department of Agriculture [USDA] and Food and Drug Administration [FDA] oversight and management capacity, livestock health, farm program payments, agricultural conservation, among other issues. She managed the designation of the federal oversight of food safety on GAO's High Risk list. She is also directing GAO's review of the Recovery Act implementation in the state of Iowa. Ms. Shames has worked at GAO since 1978 after receiving degrees in political science and public administration.

Ralph Campbell, Jr.
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Ralph Campbell, Jr. served as the elected North Carolina State Auditor from 1993 – 2005. The North Carolina State Auditor has the responsibility of conducting the financial audits on all state departments and agencies, the 16 state universities, the 58 community colleges and the 85 Smart Start Partnerships (Early Childhood Programs). In addition the state auditor's office conducted performance audits, investigative audits and information systems audits.

Auditor Campbell is the past president of the National State Auditors Association (NSAA) and the National Electronic Commerce Coordinating Council (NECCC). In addition, he served as chair of the Southeastern Intergovernmental Audit Forum and from 2000 – 2003 served on the GAO's Yellow Book Advisory Council.

Auditor Campbell joined GAO in 2009 to assist and advise the agency on their requirements under the American Recovery and Reinvestment Act of 2009 and is the lead in monitoring state and local spending of the other 34 states that are not a part of the 16 selected states and the District of Columbia.

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Kris Kanakares is the Assistant Special Agent in Charge (ASAC) of the U.S. Department of Housing and Urban Development (HUD), Office of Inspector General (OIG), Kansas City, Kansas. ASAC Kanakares graduated from the University of Kansas in 1994, and is also a graduate of the Federal Law Enforcement Training Center (FLETC).

ASAC Kanakares began his federal career in 1993 as a Student Intern with U.S. Customs, Office of Criminal Investigations. In 1995, he was hired as a Management Analysts with the U.S. Department of Education (ED), Direct Loan Program. In 1996, he became a Special Agent with ED-OIG until 2002, when he became a Special Agent with the U.S. Department of Agriculture-OIG. In 2004, ASAC Kanakares transferred to HUD-OIG as a Special Agent, and was promoted to ASAC in 2009. As an OIG Special Agent, he was responsible for conducting criminal and civil investigations involving fraud, waste and abuse of the respective agency programs. As ASAC, he is responsible for oversight of (Regional) HUD-OIG investigations.

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Heath graduated in December 1990 from Eastern Illinois University in Charleston, Illinois with a Bachelors of Science in Accounting and a Bachelors of Science in Finance (double degrees). He is a Certified Government Financial Manager, Certified Fraud Specialist, and a Certified Government Auditing Professional.

His career with HUD's Office of Inspector General started in February 1991 as an Auditor in the Chicago Regional Office. *The Office of Inspector General:*

- Promotes the integrity, efficiency and effectiveness of HUD programs and operations to assist the Department in meeting its mission;
- Detects and prevents waste, fraud, and abuse; and
- Seeks administrative sanctions, civil recoveries and/ or criminal prosecution of those responsible for waste, fraud, and abuse in HUD programs and operations.

In September 1996, he was promoted to Senior Auditor in the Columbus, Ohio Field Office where he supervised approximately six to eight staff auditors covering the States of Indiana and Ohio.

Heath returned to the Chicago Regional Office in April 1999 when he was promoted to Assistant Regional Inspector General for Audit where he supervised approximately 8 to 12 staff auditors covering the States of Indiana, Michigan, and Ohio. In December 2001, Heath was promoted to Region V's Regional Inspector General for Audit. He currently manages 35 staff/supervisory auditors and two support staff covering six Midwestern States. The six States are Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.

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Steve Sanford has worked for nearly 15 years in the public and private sector with a focus on technology, communication, innovation and process improvement. He has served as Senior Advisor in GAO's Strategic Planning and External Liaison office since March 2009. Prior to the GAO, he worked in London and Paris for a global logistics firm, served as online publisher for a small start-up firm in the U.S., and worked in Brussels to help UPS launch their employee intranet. He also worked for the State Department at the U.S. Embassy in Moscow on science & technology commercialization policy. Steve is a trained Lean/Six Sigma Black Belt, and has a BA in English from the University of Pennsylvania and an MBA with distinction from INSEAD in France.

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Gary White joined the Kansas City, Missouri, City Auditor's Office in 1985, and became City Auditor in 2007. Before that, he was an examiner for the National Credit Union Administration, conducting reviews of federally insured credit unions in Oklahoma and western Kansas.

A lifelong Kansas City resident, Gary earned a B.S. in Accounting and a M.B.A. in Finance from the University of Missouri Kansas City, and now serves as Treasurer of the school's Friends of the Library. He is a Certified Management Accountant, a Certified Government Financial Manager, was past president of the Kansas City Chapter of the Association of Government Accountants, and currently serves as one of the Mid-America Intergovernmental Audit Forum's local representatives to the National Intergovernmental Audit Forum.

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Deann Baiza is an Audit Manager in the Treasury Inspector General for Tax Administration's Office of Audit. Her group is located here in Kansas City, Missouri. Deann started her career with the IRS Inspection Service as a staff auditor in 1989 in Kansas City, Missouri and joined TIGTA in 1998. She has participated in reviews of various programs within the Internal Revenue Service's Returns Processing, Accounts Management, Examination, Modernization and Information Technology, Earned Income Tax Credit, and Customer Service organizations. Deann received her B.S. in Accounting with a minor in Economics from Northwest Missouri State University.

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Rich Oksol is the City Internal Auditor for the City of Sioux Falls, SD. Sioux Falls is the largest city in South Dakota with a population of approximately 155,000 residents. In 1992 Sioux Falls was named by *Money* magazine as the best place to live in the United States. Rich is a Certified Public Accountant and a Certified Government Auditing Professional. He has over 25 years of local government accounting and auditing experience and was appointed to his current position in November 2006. He retired in 2004 from the United States Navy Reserve with the rank of Commander.

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A talented author, speaker and success coach, Billy Cox has a message that transcends age, culture and occupation. He is the author of the 2004 books *You Gotta Get in the Game*, and the very popular *The Dream Book*, a goal setting technology that covers *Seven Steps to change your life*.

With over two decades of experience in sales, management, and motivating teams to their fullest potential, Billy Cox helps his audiences “raise their bar”, take control of their future and achieve a new level of peak performance. He does this by getting his participants to focus in on key areas such as people, teamwork and results.

A person who has lived what he speaks; Billy Cox worked his way to the top of every sales and management level available in the company where he started at the bottom. He eventually became president of that same company and led it to record breaking sales and productivity.

Billy’s message is customized for each group and will inspire any audience. It’s a message he has learned from his own life and one he is helping others apply to their lives. He does his homework and uses what he learns to gain rapport with all participants and leave them with much more than what they expected.

Whether it is a business executive group of 40 or a roaring convention of 4,000, Billy Cox motivates any group, blending facts, inspiration, humor, and conviction with audience participation. His high energy, passionate and down to earth style helps him leave all attendees with a meaningful experience that puts learning into action and creates measurable results for years to come.

A partial list of Billy Cox’s clients includes the FedEx, Aflac, Nike Inc., Living Magazine, Hertz, Hyatt, Coachman RV, Wilson, Hassett Air, the U.S. Air Force, Tyson Foods, Xerox Corporation, Mutual of Detroit Insurance Co., Konica Minolta, Pep Boys, SC Johnson, J.C. Penney, Data-Vision, Inc., Convergence Technology, North Carolina Farm Bureau, Manheim, Macon County Public Schools, Country Maid, Bertram Yachts and Century 21.