

Safety and Professional Services

Departmentwide

(LFB Budget Summary Document: Page 551)

LFB Summary Items for Which an Issue Paper Has Been Prepared

<u>Item #</u>	<u>Title</u>
--	Program Revenue Account Overview (Paper #680)
2 & 4	System Platforms and Equipment Upgrades (Paper #681)
3	Division of Enterprise Technology Consulting Services (Paper #682)

LFB Summary Items Removed From Budget Consideration

<u>Item #</u>	<u>Title</u>
7	Equity Officer Position
8	Licensure for Undocumented Persons
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LFB Summary Item Addressed in Standard Budget Adjustments (Paper #105)

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1	Standard Budget Adjustments

LFB Summary Item Addressed in a Separate Paper

<u>Item #</u>	<u>Title</u>
5	Pay Increases for Critical Positions (Compensation Reserves)



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June 6, 2023

Joint Committee on Finance

Paper #680

Program Revenue Account Overview (Safety and Professional Services -- Departmentwide)

CURRENT LAW

The Department of Safety and Professional Services (DSPS) is funded almost entirely from program revenues, primarily collected from fees for credentials, examinations, building plan reviews, and inspections of construction activity. Other minor sources of revenue include the sale of credential lists, fees charged for late renewals, wall certificates, reciprocal credentials, and the endorsement of credential holders to other states.

For state budgeting purposes, DSPS is divided into two "programs": (a) professional regulation and administrative services, which includes staff that assist in the regulation of the health and business professions; and (b) regulation of industry, safety, and buildings. Since the two programs are supported by separate program revenue sources, the fees collected from health and business professions support regulatory functions relating to those professions, while fees collected from individuals and businesses involved in buildings and safety support DSPS activities relating to the regulation of the building trades. A portion of DSPS program revenue supports certain agency-wide services, including legal, fiscal, and management services. Additionally, a statutory requirement transfers 10% of the credential fee revenue DSPS collects for the health and business professions and proprietary schools regulation to the general fund ("GPR Earned").

DISCUSSION POINTS

This paper provides a general overview of program revenue collections, expenditures, and balances for the health and business professions program and the building trades professions program, from actual 2021-22 amounts to estimated 2024-25 amounts. Estimates are based on recent years of actual revenue collections and current forecasting considerations. Attachments 1 and 2 show the current and estimated conditions of the health and business professions program and building trades professions program, respectively, under current law and Committee action to date. In addition, the

Attachments identify items in AB 43/SB 70 yet to be considered by the Committee.

Fee Setting Processes

1. As previously indicated, DSPS is funded mostly from fees collected from members of regulated professions. The fee structure and fee-setting process for the health and business professions differ from the fee structure and fee-setting process for the building and safety trades.

2. *Building and Safety Trades.* DSPS regulates industry, buildings, and safety mainly under provisions of Chapters 101 (building safety), 145 (plumbing) and 167 (miscellaneous personal and property safety) of the statutes. The Department is required to promulgate rules and collect fees that, as closely as possible, equal the cost of providing plan reviews, inspections, and credentials for regulated buildings trades professionals. Administrative code Chapter SPS 305 establishes requirements, fees, and length of term for licenses, certifications, or registrations issued by the Department for activities regulated by the Division of Industry Services.

3. *Health and Business Professions.* The initial and renewal fees for health and business occupational credentials are set through a statutory process by which these fees may be modified and established for each fiscal biennium beginning July 1 of the odd-numbered year. Under this process, DSPS is required to recalculate the administrative and enforcement costs of the Department that are attributable to the regulation of each occupation or business. By January 31 of each odd-numbered year, DSPS must adjust each fee, if necessary, for the succeeding biennium to reflect the approximate administrative and enforcement costs of the Department that are attributable to the regulation of the particular occupation or business, during the period in which the credential is in effect. Fees should reflect actual costs of issuing initial credentials, such as processing applications and determining eligibility for licensure, as well as costs associated with enforcement, board services, legal counsel, and the statutorily required 10% transfer to the general fund.

4. Within 14 days of completing the proposed fee adjustments, the Department is required to send a report detailing the proposed fee adjustments to the Co-Chairs of the Joint Committee on Finance. The Committee then has 14 working days after the submission of the report to notify the DSPS Secretary if it wishes to schedule a meeting to review the fee adjustments. If this occurs, the Department may not impose the fee adjustments until the Committee approves the report.

5. In 2021, initial application fees were lowered for 64% of health and business professions under the biennial fee review, with an average reduction of \$13. Renewal fees were lowered for 59% of health and business professions, with an average reduction of \$13. These similarities in initial and renewal fee changes reflected the Department's intention to begin establishing equal fees for initial and renewal occupation license applications with the 2019-21 fee review. The most recent fee schedule was approved by the Committee on February 20, 2023, and made no changes to fees for the 2023-25 biennium.

Prepared by: Moriah Rapp
Attachment

ATTACHMENT 1

Health and Business Professions Revenues and Expenditures, 2021-22 Through 2024-25

	2021-22 <u>Actual</u>	2022-23 <u>Budgeted</u>	2023-24 <u>Estimated</u>	2024-25 <u>Estimated</u>	2024-25 <u>Positions</u>
Opening Balance, July 1	\$34,910,700	\$37,017,200	\$35,784,100	\$36,793,100	
Revenue					
Nursing Workforce Survey Administration	\$9,000	\$9,000	\$9,000	\$9,000	
General Program Operations, Credentialing Examinations	11,757,000	11,143,700	11,757,000	11,143,700	
Medical Examining Board and Prescription Drug Monitoring Program	2,424,600	2,783,400	2,424,600	2,783,400	
Applicant Investigation Reimbursement	2,915,000	1,494,400	2,915,000	1,494,400	
Total Revenue	<u>280,200</u>	<u>199,800</u>	<u>280,200</u>	<u>199,800</u>	
Total Revenue and Opening Balance	\$17,385,800	\$15,630,300	\$17,385,800	\$15,630,300	
	\$52,296,500	\$52,647,500	\$53,169,900	\$52,423,400	
Expenditures					
Budgeted Expenditures	\$13,549,800	\$15,200,300	\$14,455,000	\$14,424,200	97.8
Compensation Reserves		150,000	150,000	150,000	
GPR Earned (10% Statutory Transfer)	<u>1,729,500</u>	<u>1,513,100</u>	<u>1,771,800</u>	<u>1,771,800</u>	
Total Expenditures	\$15,279,300	\$16,863,400	\$16,376,800	\$16,346,000	
Closing Cash Balance	\$37,017,200	\$35,784,100	\$36,793,100	\$36,077,400	
Encumbrances	<u>-\$1,969,200</u>	<u>-\$1,969,200</u>	<u>-\$1,969,200</u>	<u>-\$1,969,200</u>	
Available Balance, June 30	\$35,048,000	\$33,814,900	\$34,823,900	\$34,108,200	
Provisions Under Consideration by the Committee					
PDMP Improvements			\$253,800	\$861,400	
Technology Upgrades and Modernization			2,011,100	2,119,300	
Military Training for Civilian Careers			25,000	25,000	
Board Support Staff			612,300	794,100	8.0
Call Center Staff			555,100	712,800	9.8
Licensing Staff			717,600	924,000	11.8
Pay Increases for Identified Positions			207,400	199,800	
Trade Exam Modernization			500,000	500,000	
Licensure Attainment Specialists			341,200	434,900	5.0
Repeal General Fund Transfer (PR-REV)			-1,771,800	-1,771,800	
Repeal General Fund Transfer (PR)			1,771,800	1,771,800	
Continuing Education for Realtors			<u>100,000</u>		
Subtotal			\$5,323,500	\$6,571,300	34.6

ATTACHMENT 2

Building and Trades Professions Revenues and Expenditures, 2021-22 Through 2024-25

	2021-22 <u>Actual</u>	2022-23 <u>Budgeted</u>	2023-24 <u>Estimated</u>	2024-25 <u>Estimated</u>	2024-25 <u>Positions</u>
Opening Balance, July 1	\$17,014,400	\$14,215,700	\$11,525,700	\$9,492,100	
Revenue					
Building plan reviews and inspections	\$6,814,200	\$6,500,000	\$6,500,000	\$6,500,000	
Plumbing licenses	558,300	550,000	550,000	550,000	
Plumbing plan reviews	2,496,600	2,300,000	2,300,000	2,300,000	
Boiler inspections	1,197,600	560,000	560,000	560,000	
Elevator inspections	1,211,800	1,100,000	1,100,000	1,100,000	
Private sewage plan reviews	2,218,500	2,100,000	2,100,000	2,100,000	
One- and two-family building permit fees	1,255,100	1,050,000	1,050,000	1,050,000	
Electrical program fees	2,914,400	2,400,000	2,400,000	2,400,000	
Manufactured home licenses and title fees	285,800	285,000	285,000	285,000	
Amusement ride and ski tow inspection fees	145,500	105,000	105,000	105,000	
Mine safety inspection fees	33,400	35,000	35,000	35,000	
Heating, air conditioning, and ozone certifications	225,600	325,000	325,000	325,000	
Fire prevention and safety fees	23,900	40,000	40,000	40,000	
Swimming pool plan reviews	164,300	150,000	150,000	150,000	
Other revenues	<u>297,100</u>	<u>250,000</u>	<u>250,000</u>	<u>250,000</u>	
Total Revenue	\$19,842,100	\$17,750,000	\$17,750,000	\$17,750,000	
Transfer to POWTS grant program	-\$1,525,500				
Transfers for DSPS general administration	<u>-\$2,599,500</u>	<u>-\$3,050,000</u>	<u>-\$3,086,400</u>	<u>-\$3,086,400</u>	
Total Revenue and Opening Balance	\$32,731,500	\$28,915,700	\$26,189,300	\$24,155,700	
Expenditures					
Budgeted Expenditures	\$18,515,800	\$17,230,000	\$16,537,200	\$16,537,300	113.7
Compensation Reserves	<u>160,000</u>	<u>160,000</u>	<u>160,000</u>	<u>160,000</u>	
Closing Cash Balance	\$14,215,700	\$11,525,700	\$9,492,100	\$7,458,400	
Encumbrances	<u>- 2,122,400</u>	<u>- 2,122,400</u>	<u>- 2,122,400</u>	<u>- 2,122,400</u>	
Available Balance, June 30	\$12,093,300	\$9,403,300	\$7,369,700	\$5,336,000	
Provisions Under Consideration by the Committee					
POWTS Program and Staff			\$963,000	\$999,000	2.0
Technology Upgrades and Modernization			1,521,800	1,599,400	
Youth Volunteer Firefighter Training Program			100,000	100,000	
Military Pathways Grants			25,000	25,000	
Board Support Staff			141,400	182,800	2.0
Call Center Staff			237,900	305,500	4.2
Licensing Staff			251,100	322,900	4.2
Schedule-in-Advance Plan Review			470,300	610,200	7.0
Four-Week Plan Review			972,500	1,263,000	14.0
Accelerated Review of Small Projects			270,000	350,200	4.0
Inspection Staff			315,300	408,300	5.0
Pay Increases for Critical Positions			84,100	81,000	
Municipal Inspection Oversight			70,800	90,400	1.0
Manufactured Housing Rehabilitation Grants			<u>20,000</u>	<u>20,000</u>	
Subtotal			\$5,443,200	\$6,357,700	43.4



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June 6, 2023

Joint Committee on Finance

Paper #681

System Platforms and Equipment Upgrades (Safety and Professional Services -- Departmentwide)

[LFB 2023-25 Budget Summary: Page 551, #1, and 552, #4]

CURRENT LAW

The Department of Safety and Professional Services (DSPS) is responsible for ensuring the safe and competent practice of a wide range of health, business, and building trades professions through its licensing and credentialing activities. Over the last several years, DSPS has utilized program revenues from its credentialing activities and federal funds to upgrade and modernize the credentialing process and enable credentialing and licensing activities to take place online. These online systems require regular maintenance, upgrades to reflect evolving technology, and specific subscription packages to uphold efficient levels of service to customers.

Additionally, state agencies regularly engage in office equipment upgrades to ensure that staff are utilizing serviceable computers, phones, printers, and related supplies. These types of upgrades may include new computers with hardware systems able to run advanced software, high-capacity printers and scanners for expansive projects, and ergonomic desks and chairs to improve staff comfort and efficiency.

DISCUSSION POINTS

1. Assembly Bill 43/Senate Bill 70 would provide \$2,117,900 in 2023-24 and \$2,234,500 beginning in 2024-25 for the following system platforms subscriptions and maintenance: (a) \$1,760,700 in 2023-24 and \$1,813,600 in 2024-25 for various software subscriptions and maintenance for LicenseE components required for operation of the system for health and business occupation credentialing; (b) \$135,800 in 2023-24 and \$139,900 in 2024-25 for the software subscriptions and maintenance fees of the Electronic Safety and Licensing Application (eSLA) for safety and building plan reviews and permitting; and (c) \$221,400 in 2023-24 and \$281,000 in 2024-

25 for a variety of software subscriptions and maintenance, including for electronic forms, call center functions, and other DSPS internal operations.

2. Additionally, AB 43/SB 70 would provide \$219,700 in 2023-24 and \$226,100 in 2024-25 as one-time funding for the Department to make certain equipment updates. Funding would be intended to support replacement of agency equipment that has become obsolete or otherwise reached the end of its functionality.

System Platforms Subscriptions and Maintenance

3. Since the 2017-19 biennium, DSPS has initiated various modernization projects for its licensing, credentialing, and other approval activities. This has included the migration of all licenses and credentials from various outdated systems to a centralized online system called LicensE, through which applicants in the state may apply for, monitor progress on, and acquire licenses. Additionally, DSPS has deployed eSLA for various approvals and applications in the buildings and trades programs. Funding for the projects has come in part from the Department's general program operations appropriation balances, including: (a) \$4.4 million in 2018 authorized by the Joint Finance Committee; (b) \$5.025 million in the 2019-21 biennium; and (c) \$5.0 million authorized by the Joint Finance Committee in June of 2022. \$6.5 million in federal American Rescue Plan Act (ARPA) funding was provided by the Governor in 2021 to support the LicensE project.

4. DSPS dedicated the \$5 million provided in 2022 to migrating remaining business professions credentials and trades credentials to the LicensE platform. DSPS anticipates that the LicensE platform will support licensing for all of the Department's more than 240 license types by the end of 2023. Additionally, as of December, 2022, LicensE provides a public portal 'lookup' to allow applicants or third parties such as employers to track the status of applications.

5. Table 1 summarizes the costs that would be budgeted for systems subscriptions and maintenance under AB 43/SB 70. DSPS reports that a substantial portion of the funds would support costs of licenses that are payable to external vendors such as Salesforce, which provides the software platform for the LicensE system. While DSPS has been authorized costs for developing and implementing these systems in past biennia, budget authority was provided on a one-time basis, and ongoing costs of subscriptions and maintenance payments due to vendors has not been separately approved in most cases.

TABLE 1**DSPS IT Platforms Subscription and Maintenance Costs**

	<u>2023-24</u>	<u>2024-25</u>	<u>Biennial</u>
<u>LicensE Subscriptions and Maintenance</u>			
Salesforce Base Licenses -- Internal and External Users	\$773,600	\$796,900	\$1,570,500
Salesforce Additional Licenses	471,100	485,200	956,300
Other LicensE Costs	<u>516,000</u>	<u>531,500</u>	<u>1,047,500</u>
Subtotal - LicensE	\$1,760,700	\$1,813,600	\$3,574,300
 eSLA Subscriptions and Maintenance	 135,800	 139,900	 275,700
Other Customer Support Platform Subscriptions	<u>221,400</u>	<u>281,000</u>	<u>502,400</u>
 Total	 \$2,117,900	 \$2,234,500	 \$4,352,400

6. DSPS states that the provision was considered and structured in consultation with the Department of Administration's Division of Enterprise Technology. DSPS states that these funds and the associated maintenance is considered high priority. The DSPS Secretary-Designee in March 30, 2023, testimony to the Committee noted that it can be advantageous to have private vendors maintain systems to support customer service, such as web-based credential applications and payments, a modern call center, and online plan review submission, to keep operating platforms updated for providing consistent and effective services to the public. However, maintenance requires potentially significant expenditures based on market rates for the services. As DSPS and other state agencies have contracted for such vendor-provided services, the state would be obligated to meet ongoing licensing costs that may be assessed by vendors based on market rates. These costs would be necessary for licensed access for internal and external users of the LicensE, eSLA, and customer support platforms.

7. The funds in this request would be 60% supported by DSPS licensing fee revenues under the health and business professions program and 40% supported by the appropriation for regulation of buildings and trades professions. The Department reports that the provision aims to use funding from each program's balance in a manner commensurate with the technology benefits to those programs.

8. Given the importance of well-functioning electronic systems and the maintenance required for this, the Committee could approve the funds under the provision [Alternative A1]. The Committee could also provide funding on a one-time basis [Alternative A2]. Although it would be likely that costs of licenses and maintenance would increase over time, the Committee could consider agency funding for these costs in their entirety in future biennia, particularly if a base increase would otherwise be under consideration.

9. The Committee could take no action [Alternative A3]. DSPS could request funds under a subsequent s. 16.515 request, or the agency would be required to use existing budget authority to cover costs. However, given the necessity of uninterrupted information systems service, taking no action could result in impediments for the Department's licensing and plan review activities.

Equipment and Software Upgrades

10. Table 2 shows the equipment to be replaced, the recommended replacement cycles in years, and the costs per unit.

TABLE 2

Equipment and Software Upgrades -- Assembly Bill 43/Senate Bill 70

<u>Item</u>	<u>Number of Items to Replace</u>	<u>Cost Per Item</u>	<u>Total Cost</u>
2023-24 Replacements			
Laptops and docking stations	85	\$2,000	\$170,000
Desktops	16	1,000	16,000
Printers	14	350	4,900
Monitors	66	250	16,500
Peripheral devices (cameras/headsets)	110	100	11,000
Cell phone case	<u>26</u>	50	<u>1,300</u>
Total	317		\$219,700
2024-25 Replacements			
Laptops and docking stations	90	\$2,000	\$180,000
Desktops	14	1,000	14,000
Printers	14	350	4,900
Monitors	66	250	16,500
Peripheral devices (cameras/headsets)	95	100	9,500
Cell phone case	<u>24</u>	50	<u>1,200</u>
Total	303		\$226,100

11. DSPS reports that the equipment listed in Table 2 is outdated and in need of replacement, according to actual usage and standardized technology obsolescence timelines. Such equipment replacements are typical of state agencies and most other service-based industries.

12. The revenues and available balances of DSPS' health and business program and building trades program would be able to cover this one-time cost. The costs would be 44% supported by licensing fee revenue under the health and business professions program and 56% supported by fees from buildings and trades professions.

13. Outdated technology can cause delays and inefficiencies for state agencies. The Committee could approve the full funding amount [Alternative B1] to allow for upgrades and replacements of outdated supplies. The Committee could take no action [Alternative B2].

ALTERNATIVES

A. System Platforms Subscriptions and Maintenance

1. Provide \$2,117,900 in 2023-24 and \$2,234,500 beginning in 2024-25 for the following system platforms subscriptions and maintenance: (a) \$1,760,700 in 2023-24 and \$1,813,600 in 2024-25 for various software subscriptions and maintenance for LicenseE components required for operation of the system for health and business occupation credentialing; (b) \$135,800 in 2023-24 and \$139,900 in 2024-25 for the software subscriptions and maintenance fees of the electronic Safety and Licensing Application (eSLA) for safety and building plan reviews and permitting; and (c) \$221,400 in 2023-24 and \$281,000 in 2024-25 for a variety of software subscriptions and maintenance, including for electronic forms, call center functions, and other DSPS internal operations.

ALT A1	Change to Base
PR	\$4,352,400

2. Specify that the funding is one-time.

3. Take no action.

B. Equipment and Software Upgrades

1. Provide \$219,700 in 2023-24 and \$226,100 in 2024-25 as one-time funding for the Department of Safety and Professional Services to make certain equipment updates.

ALT B1	Change to Base
PR	\$445,800

2. Take no action.

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June 6, 2023

Joint Committee on Finance

Paper #682

Division of Enterprise Technology Consulting Services (Safety and Professional Services -- Departmentwide)

[LFB 2023-25 Budget Summary: Page 552, #3]

CURRENT LAW

The Department of Administration (DOA) Division of Enterprise Technology (DET) provides information technology support to various state agencies on a contract basis. The relevant state agencies must pay DOA for services rendered from budget authority provided under state operations appropriations.

DISCUSSION POINTS

1. Assembly Bill 43/Senate Bill 70 would provide \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 to support costs charged by DET, which provides information technology (IT) functions to DSPS. These amounts would include ongoing funding of \$283,600 in 2023-24 and \$292,000 beginning in 2024-25, and one-time funding of \$924,900 in 2023-24 and \$979,700 in 2024-25 to address IT programming enhancements, process improvements, and deployment of statewide projects to be adopted by all agencies' public-facing services.

2. Funding would be utilized as follows: (a) \$283,600 in 2023-24 and \$292,000 in 2024-25 in ongoing funds would support staff under DET as they provide information technology support to DSPS; (b) \$344,900 in 2023-24 and \$459,700 in 2024-25 in one-time funding would support three DET contract consulting staff to address a backlog of bug fixes, enhancements, and additional process improvements through automation; (c) \$580,000 in 2023-24 and \$520,000 in 2024-25 would support upgrades of Salesforce, development of Wisconsin ID-supporting software for DSPS websites and portals, and a pilot plan for digital credentials.

3. 2013 Wisconsin Act 20, the 2013-15 biennial budget, transferred DSPS IT services to DET by deleting positions from DSPS and instead providing funding associated with the positions as supplies and services funding for DSPS to utilize for making payment to DET. DSPS indicates annual payments to DET for these general IT services were \$1.53 million in 2021-22. The provision for

ongoing funding would increase the DSPS allocations for these services to approximately \$1.8 million each year.

4. Additional one-time funding would be associated with: (a) programming improvements and fixes to improve usability of DSPS systems and interfaces; and (b) upgrades and licensing costs for software by Salesforce, the vendor currently providing platform services for DSPS's LicenseE system for health and business occupational credentialing and the Electronic Safety and Licensing Application (eSLA) for trades-related approvals and submittal of building plans. DSPS indicates certain currently deployed Salesforce software will not be serviceable in the coming biennium and requires upgrading to a new version. Additionally, one-time funding would be associated with deploying My Wisconsin ID, an initiative to centralize applications and other state-provided resources under a single online account and identifier for state residents.

5. The Committee could consider providing \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 for all DET services [Alternative 1]. As DET provides agencies' IT services on the general basis of costs incurred, it is assumed DSPS-requested services would only be provided to the extent DSPS made payment to DET for those activities.

6. The Committee could also provide funding for one-time costs only [Alternative 2]. As one-time costs are the majority of the funding under the provision, these would be presumed to be least absorbable by DSPS under existing base budget authority. Providing additional funding for one-time costs only would require DSPS to use other existing sources for ongoing services provided by DET.

7. The Committee could also take no action [Alternative 3]. It would be incumbent on DSPS to allocate existing budget authority to cover costs that are necessary to continue for existing services, such as access to online credentialing and application platforms.

ALTERNATIVES

1. Provide \$1,208,500 in 2023-24 and \$1,271,700 in 2024-25 to support information technology function costs charged by the Division of Enterprise Technology (DET) in the Department of Administration (DOA) to DSPS.

ALT 1	Change to Base
PR	\$2,480,200

2. Provide one-time funding of \$924,900 in 2023-24 and \$979,700 in 2024-25 for IT programming enhancements, process improvements, and deployment of statewide projects.

ALT 2	Change to Base
PR	\$1,904,600

3. Take no action.

Prepared by: Moriah Rapp

SAFETY AND PROFESSIONAL SERVICES

Departmentwide

LFB Summary Item for Which No Issue Paper Has Been Prepared

<u>Item #</u>	<u>Title</u>
6	Military Pathways Grant Program

