

# Work-Based Learning Intermediary Network

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## Fiscal Year 2016 Report



**COMMUNITY COLLEGES &  
WORKFORCE PREPARATION**

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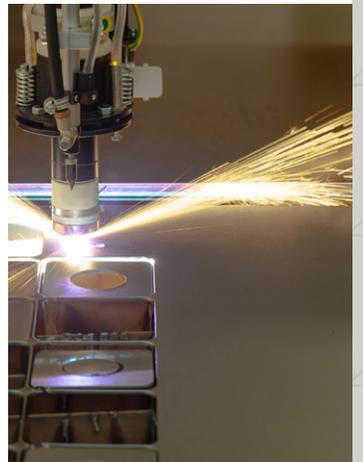
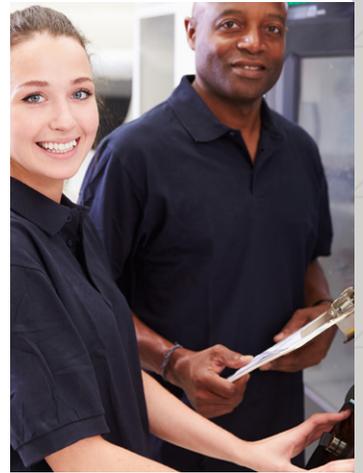
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## Introduction

Starting in fiscal year (FY) 2014, the Iowa Department of Education was appropriated \$1.45 million for the development and implementation of a statewide work-based learning intermediary network. This funding was awarded on a competitive (grant) basis to 15 regional intermediary networks. State grant funds received by the regional intermediary networks are to be used to develop and expand work-based learning opportunities within each region. A match of resources equaling 25 percent is a requirement of the funding. This match can include private donations, in-kind contributions, or public monies. Funds may be used to support personnel responsible for the implementation of the intermediary network program components.

The statewide system, consisting of 15 regional intermediary networks, serves the school districts within each region as a one-stop contact point for information on work-based learning opportunities, thus helping to better prepare students to make informed postsecondary and career decisions. The 15 regional networks prepare students for the workforce by connecting them with the education system, businesses, and the community through relevant, work-based learning activities across all 16 career clusters. The primary goal of the Iowa Intermediary Network program is to align high school students' career interests with appropriate postsecondary educational opportunities, with the long-term result to position these students for successful career attainment.

## Outcomes

FY16 was the third year of the Intermediary Network grant program and resulted in the following successes:

- » Increased targeted communication efforts about the benefits and services provided by each regional intermediary network broadened the spectrum of work-based learning experiences across all career clusters and for a larger population of K12 students.
- » A better alignment of services for providing work-based learning opportunities to students and educators to ensure they matched the needs of school districts within a specific intermediary network region.
- » More focused expenditures resulted in less carry-forward dollars from the prior year, thereby contributing to increased opportunities for student and educator work-based learning experiences.
- » Continued reporting of work-based learning opportunities from alternative funding from federal, state, and local sources that are connected to the intermediary regional network improved collaboration, as evidenced by the power of the regional intermediary networks working jointly as one entity with organizations such as Iowa STEM, AEAs, career and technical student organizations (i.e., FFA, FBLA, HOSA).
- » Improved progress in meeting school district challenges to overcome existing barriers, such as insurance, transportation, and appropriately licensed work-based learning coordinators, which have previously hindered work-based learning opportunities.

### IOWA INTERMEDIARY NETWORK PURPOSE

The purpose of the program shall be to prepare students for the workforce by connecting business and the education system and offering relevant, work-based learning activities to students and teachers.



### TARGETED WORK-BASED LEARNING INDUSTRIES

The regional intermediary networks prepare students for the workforce by connecting business and the education system by offering relevant, work-based learning activities to students and teachers, particularly related to science, technology, engineering, or mathematics occupations, occupations related to critical infrastructure and commercial and residential construction, or the targeted industries of advanced manufacturing, biosciences, and information technology



### CORE SERVICES PROVIDED

Each of the regional intermediary networks provide core services to school districts in their respective regions, which may include job shadowing, student internships, and teacher or student tours. Where appropriate, the attainment of portable credentials of value to employers, such as the national career readiness certificate, are facilitated.



## Analysis

Table 1 summarizes FY16 final expenditures. Many of the regional intermediaries had funds left over from FY15; however, the carry forward amount from FY16 was significantly reduced from the previous fiscal year. FY16 carryover was \$119,642 (as shown in Table 1, Unspent FY16 Grant Funds). The FY16 grant funds

were \$96,665 per region for a total of \$1.45 million. Of these grant monies, the majority of grant intermediary grant funds was spent on personnel (\$1,258,492). The remaining expenditures included travel, supplies and other expenses, including, but not limited to, database, certifications, equipment, and transportation.

TABLE 1: FINAL EXPENDITURES: FY16

Regional Intermediary Network/Community College Region	Unspent FY15 Grant Funds	Personnel	Travel	Supplies	Other Expenses	Unspent FY16 Grant Funds
Northeast Iowa Career Learning Link/Northeast Iowa	\$33,876.16	\$74,271.90	\$653.69	\$9,283.79	\$40,280.77	\$6,051.01
NIACC Career Connections/North Iowa Area	\$18,940.70	\$89,524.20	\$7,443.70	\$3,095.77	\$9,456.96	\$6,085.07
Connect@Iowa Lakes/Iowa Lakes	\$18,188.68	\$72,209.59	\$4,489.01	\$30,755.33	--	\$7,399.75
NCC Workplace Learning Connections/Northwest Iowa	\$37,459.96	\$73,827.38	\$2,936.32	\$246.17	\$16,807.82	\$40,307.27
IC/Career Connections/Iowa Central	\$5,407.31	\$91,269.26	\$29.64	\$7,537.46	\$3,206.62	\$29.33
Youth Career Connections/Iowa Valley	\$4,267.01	\$64,627.08	\$3,551.56	\$2,208.91	\$30,081.46	\$463.00
Cedar Valley Career Connections & Cedar Valley West/Hawkeye	--	\$96,665.00	--	--	--	--
Quad Cities Career Connections/Eastern Iowa	\$46,225.09	\$135,833.75	\$4,665.00	\$2,000.00	--	\$391.34
Workplace Learning Connections/Kirkwood	--	\$75,428.93	\$9,416.07	--	\$11,820.00	--
Career Discovery Network/Des Moines Area	\$57,963.76	\$108,000.18	\$2,656.45	\$40,235.69	\$3,736.44	--
WIN/Western Iowa Tech	\$25,888.80	\$64,355.71	\$959.39	\$4,905.97	\$13,482.73	\$38,850.00
Southwest Iowa Workplace Connection/Iowa Western	\$39,406.37	\$101,546.37	\$1,021.73	\$1,272.69	\$19,104.01	\$13,126.57
Workplace Learning Network/Southwestern	\$6,017.99	\$81,741.04	\$2,140.30	\$639.23	\$18,162.42	--
Get Connected/Indian Hills	--	\$63,719.00	\$16,319.00	\$6,508.00	\$10,119.00	--
The Link/Southeastern	\$33,970.93	\$65,472.74	\$5,025.53	\$35,929.01	\$17,269.79	\$6,938.86
<b>TOTAL</b>	<b>\$327,612.76</b>	<b>\$1,258,492.13</b>	<b>\$61,307.39</b>	<b>\$144,618.02</b>	<b>\$193,528.02</b>	<b>\$119,642.20</b>

Tables 2 and 3 both illustrate work-based learning experiences that occurred on a work site, including internships, job shadows, and tours. Over the past year, work site core services were provided to 22,643 students, which included work-based learning experiences that were funded by intermediary funds and those that were organized with alternative funding. In some cases, this included funding through Iowa STEM, community colleges, or other partners working in collaboration with the regional intermediary network. Of

this, 11,559 students participated in work site experiences that were provided solely with intermediary funds. Documenting these additional services illustrates that important partnerships are being developed through the statewide intermediary network (shown as second number in the “TOTAL” column in Table 2). Table 2 shows this breakout by the regional intermediary networks. Work site core services included internships (163/683), job shadowing (2,162/2,914), and student tours (9,233/7,487).

TABLE 2: WORK SITE CORE SERVICES: FY16

Regional Intermediary Network/ Community College Region	Internships	Job Shadowing	Student Tours	Total	Total Participants
Northeast Iowa Career Learning Link/Northeast Iowa	0/18	0/209	0/1082	0/1309	1309
NIACC Career Connections/North Iowa Area	--	26	8/356	34/356	390
Connect@Iowa Lakes/Iowa Lakes	1	183	784	968	968
NCC Workplace Learning Connections/Northwest Iowa	--	36	--	36	36
IC/Career Connections/Iowa Central	--	350	31	381	381
Youth Career Connections/Iowa Valley	--	111	146	257	257
Cedar Valley Career Connections & Cedar Valley West/Hawkeye	105	481	1028	1614	1614
Quad Cities Career Connections/ Eastern Iowa	--	67	5864	5931	5931
Workplace Learning Connections/ Kirkwood	49/273	453/2,540	629/3,685	1131/6,498	7629
Career Discovery Network/Des Moines Area	0/392	36/139	10/2316	46/2,847	2893
WIN/Western Iowa Tech	1	50	99	150	150
Southwest Iowa Workplace Connection/Iowa Western	--	42	127	169	169
Workplace Learning Network/ Southwestern	--	132	166	298	298
Get Connected/Indian Hills	8	149	314	471	471
The Link/Southeastern	--	46/26	27/48	73/74	147
<b>TOTAL</b>	<b>164/683</b>	<b>2,162/2,914</b>	<b>9,233/7,487</b>	<b>11,559/11,084</b>	<b>22,643</b>

\* Double entries indicate intermediary grant supported work-based learning activities/work-based learning activities that are supported with other funds.

TABLE 3: WORK SITE CORE SERVICES BY CAREER CLUSTER

**Career Cluster**

Intermediary Network/CC Region	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Total
NE Iowa Career Learning Link/NIACC	0/48	0/17	0/15	0/20	0/14	0/5	0/77	0/272	0/20	0/13	0/63	0/16	0/394	0/11	0/295	0/29	0/1,309
NIACC Career Connections/NIACC	3/10	2/15	3	2	2	2	1	9/41	2/38	--	1	3	0/248	--	4/4	--	34/356
Connect@Iowa Lakes/ILCC	101	40	55	20	24	67	16	143	104	54	53	65	134	3	25	64	968
NCC Workplace Learning Connections/NCC	--	--	--	--	--	--	--	--	--	--	--	--	36	--	--	--	36
IC Career Connections/ICCC	2	2	5	19	8	2	42	107	--	1	--	7	152	--	33	1	381
Youth Career Connections/IVCCD	5	18	3	12	9	2	10	78	6	12	9	24	35	7	23	4	257
Cedar Valley Career Connections & CVW/HCC	65	59	40	41	73	27	77	282	56	51	101	62	503	18	130	29	1,614
Quad Cities Career Connections/EICC	635	214	465	518	301	211	212	1298	354	215	298	337	111	468	217	77	5,931
Workplace Learning Connections/KCC	66/372	43/243	98/576	65/377	49/238	23/131	14/78	255/1522	25/144	52/298	46/266	67/384	92/525	39/216	176/1005	21/123	1,131/6,498
Career Discovery Network/DMAAC	0/53	0/69	10/92	36/105	0/65	--	--	0/753	0/29	--	0/234	0/290	0/471	0/27	0/332	0/327	46/2,847
WIN/WITCC	47	--	61	3	3	1	--	25	3	4	5	2	--	15	--	--	169
SW Iowa Workplace Connection/IWCC	4	5	5	1	2	1	--	40	--	1	9	14	62	--	10	1	150
Workplace Learning Network/SWCC	28	3	3	2	1	--	--	46	1	4	1	2	53	17	109	28	298
Get Connected/IHCC	49	--	22	--	70	--	--	198	--	--	4	6	103	--	5	14	471
The Link/SCC	1	4	3	1	7	1	--	7	13	6	7	3	15/74	--	4	1	73/74
<b>TOTAL PARTICIPANTS</b>	<b>1,006/483</b>	<b>385/344</b>	<b>773/683</b>	<b>720/502</b>	<b>549/317</b>	<b>337/136</b>	<b>372/155</b>	<b>2,488/2,588</b>	<b>564/231</b>	<b>400/311</b>	<b>534/563</b>	<b>592/690</b>	<b>1,296/1,712</b>	<b>567/254</b>	<b>736/1,636</b>	<b>240/479</b>	<b>11,559/11,084</b>

- 1 Agriculture, Food, & Natural Resources
- 2 Architecture & Construction
- 3 Arts, A/V Technology, & Communication
- 4 Business Management & Administration
- 5 Education & Training
- 6 Finance
- 7 Government & Public Administration
- 8 Health Sciences
- 9 Hospitality & Tourism
- 10 Human Services
- 11 Information Technology
- 12 Law, Public Safety, Corrections, & Security
- 13 Manufacturing
- 14 Marketing
- 15 STEM
- 16 Transportation, Distribution, and Logistics

\* Double entries indicate intermediary grant supported work-based learning activities/work-based learning activities that are supported with other funds.

Table 3, on page 5, shows the breakout of the work site core services in each community college region by career cluster. The regional intermediary contacts work closely with school districts to bring experiences across all 16 career clusters. This is most often done through a needs assessment conducted by the regional intermediary network contact and a school district representative. Including data from all funding sources, the health sciences career cluster had the most participants (5,076), followed by manufacturing (3,008), and STEM (2,372).

Table 4, on page 7, illustrates the other work-based learning opportunities that were provided to students as defined by “Other Core Services.” “Other Core Services” are identified as those that are not on a work site, but do connect business and industry representatives

with students through a work-based learning activity. These activities included career fairs, career speakers or presentations, business/industry panels, and open house events, among others. A total of 41,806 students participated in activities that were funded with intermediary funds, an increase of over 9,000 from FY15. In addition, 28,523 students participated in these activities through separate funding sources. The overall increase was 17,688 additional work-based learning opportunities (not at a work site).

Opportunities for educators were also provided through this grant. These included tours, externships, and other educator experiences. A total of 1,368 educators participated in work-based learning opportunities as shown in Table 5 on page 8.

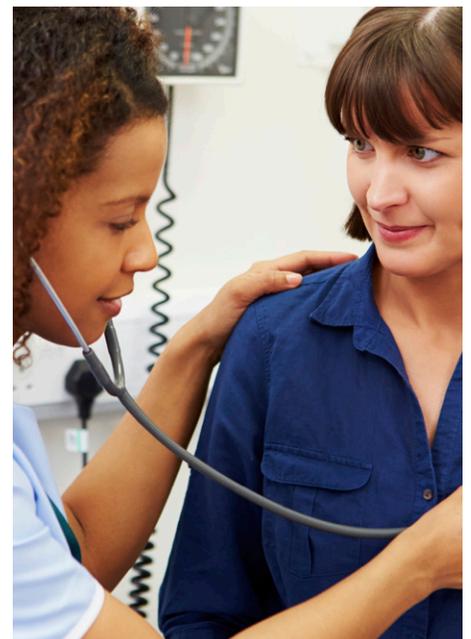


TABLE 4: OTHER CORE SERVICES

Regional Intermediary Network/Community College Region	Description of Other Core Services	Number of Clusters by Core Services	Participants Funded with Intermediary Funds	Participants Funded with Other Resources	Total
Northeast Iowa Career Learning Link/Northeast Iowa	Career exploration class, career counseling, career fair, mock interviews, financial literacy, mentoring, health care/medical day, CNC camp, and guest speaker.	16	1	3,370	3,371
NIACC Career Connections/North Iowa Area	Career fair, career exploration, and guest speaker.	16	447	1,109	1,556
Connect@Iowa Lakes/Iowa Lakes	Guest speaker, mock interviews, CTE career exploration days, career fairs, and aviation day.	16	1,080	594	1,674
NCC Workplace Learning Connections/Northwest Iowa	Career fair, career expos, and career exploration.	5	530	2,625	3,155
IC/Career Connections/Iowa Central	Guest speakers, financial literacy, "Road to Success" and "Game of Life" career days, STEM fair, summer camps, mock interviews, career prep, resume workshops, and certifications.	16	4,578	--	4,578
Youth Career Connections/Iowa Valley	Financial literacy, mock interviews, kids in college, STEM camp, OB day, freshman career panel, guest speakers, spring extravaganza, and Advanced Manufacturing day.	16	1,211	--	1,211
Cedar Valley Career Connections & Cedar Valley West/Hawkeye	Classroom speakers.	16	2,698	--	2,698
Quad Cities Career Connections/Eastern Iowa	Career fair, mock interviews, resume writing, and classroom presentations.	16	20,383	--	20,383
Workplace Learning Connections/Kirkwood	Career fairs, career speakers, mock interviews, business etiquette programs, and financial literacy fairs.	16	2,767	16,068	18,835
Career Discovery Network/Des Moines Area	Business speakers, STEM festival, and career discovery days.	11	107	2,294	2,401
WIN/Western Iowa Tech	Career exploration day, industry speakers, career days, CTE skills day and speaker, applied technology day, and career expo.	13	2,328	680	3,008
Southwest Iowa Workplace Connection/Iowa Western	Career forum, mock interviews, robotics competition, Engineering day, CTE open house, career session days, and summer career institute.	16	1,007	--	1,007
Workplace Learning Network/Southwestern	Presentations, OSHA certification, career exploration, and resume writing workshop.	4	1,150	--	1,150
Get Connected/Indian Hills	IowaWORKS Career Fair - Pekin HS, STEM festival, girl's STEM day, advanced manufacturing day, presentations, career exploration days, welding academy open house, mock interviews, resume writing workshop, and academic competition.	5	3,003	--	3,003
The Link/Southeastern	STEMFest, health care career expo, 8th grade career fair, Kidtek University, job fair, and career skills presentation.	6	516	1,783	2,299
<b>TOTAL PARTICIPANTS</b>		<b>N/A</b>	<b>41,806</b>	<b>28,523</b>	<b>70,329</b>

TABLE 5: CORE SERVICES FOR EDUCATORS

Regional Intermediary Network/Community College Region	Career Clusters	Educator Tours	Educator Externships	Other Educator Experiences	Total
Northeast Iowa Career Learning Link/Northeast Iowa	Ag, Food & Natural Resources; Business Management & Administration; Education & Training; Hospitality & Tourism; Manufacturing; and STEM.	0/43	--	0/50	0/93
NIACC Career Connections/ North Iowa Area	All 16 career clusters.	91	--	92/27	183/27
Connect@Iowa Lakes/Iowa Lakes	All career clusters except Marketing, Sales, and Service.	54	--	--	54
NCC Workplace Learning Connections/Northwest Iowa	STEM	--	--	13	13
IC/Career Connections/Iowa Central	Ag, Food & Natural Resources; Law, Public Safety, Corrections & Security; Manufacturing; Science, Technology, Engineering & Mathematics; Human Services; Transportation; Health Sciences; and Government & Public Administration.	21	11	139	171
Youth Career Connections/ Iowa Valley	Business Management & Administration; Finance; Marketing; and Education & Training	5	--	45	50
Cedar Valley Career Connections & Cedar Valley West/Hawkeye	All career clusters except Transportation, Distribution, and Logistics.	180	--	--	180
Quad Cities Career Connections/Eastern Iowa		--	--	--	--
Workplace Learning Connections/Kirkwood	Architecture & Construction; Ag, Food & Natural Resources; Manufacturing; Health Sciences; and STEM	11/67	0/3	--	11/70
Career Discovery Network/ Des Moines Area	STEM; Education & Training; Manufacturing; and Health Sciences	7/78	--	30/150	37/228
WIN/Western Iowa Tech		--	--	--	--
Southwest Iowa Workplace Connection/Iowa Western	Arts, A/V Technology & Communication; Business Management & Administration; Information Technology; Manufacturing; STEM; Transportation, Distribution & Logistics.	5	15	--	20
Workplace Learning Network/Southwestern	Manufacturing; Marketing; Ag, Food & Natural Resources; STEM; Transportation, Distribution & Logistics; Health Sciences; and Finance.	18	6	--	24
Get Connected/Indian Hills	Education & Training; Manufacturing; STEM; Business Management & Administration; and Ag, Food & Natural Resources.	77	1	99	177
The Link/Southeastern	Manufacturing; Information Technology; Arts, A/V Technology & Communication; Hospitality & Tourism; and Health Sciences.	25	5	--	0/30
<b>TOTAL PARTICIPANTS</b>		<b>494/188</b>	<b>38/3</b>	<b>418/227</b>	<b>950/418</b>

## Regional Intermediary Highlights

While all the regional intermediaries focus on the grant's required core services, each is also able to devote opportunities that meet the specific needs of the area educators and students. Examples of regional intermediary activities are listed below:

### Business Connections:

Each regional intermediary must develop a network of business and industry contacts to build an inventory of work-based learning opportunities.

- » The Quad Cities (QC) Career Connections has a network of 207 active business contacts, of which 106 were added in the last year. Elevate Iowa has been a great resource and QC Career Connections invited them to partner on larger collaborations with the local Iowa Workforce Development, QC Chamber of Commerce, and Eastern Iowa Community Colleges.
- » Kirkwood CC Workplace Learning Connection staff meet semiannually with the county economic development and weekly with new business contacts in the seven county service area. They also serve on numerous regional pathway sector boards, the Regional Workforce Investment Board, and Chamber of Commerce subcommittees for education and workforce.
- » The Connect @ Iowa Lakes program works closely with the regional Chambers of Commerce to inform local businesses about opportunities in their area.

### Student Experiences:

Student work-based learning opportunities are varied through the state.

- » DMACC's Career Discover Network works with a large population of students and has found Career Discover Day programming to be a successful way to reach a large number of students. These events continue to grow in popularity.
- » Iowa Central Career Connections arranged 10 different guest speakers to talk about careers and offer advice to students interested in that career. They also arranged numerous tours and six financial literacy fairs for over 490 students.
- » Iowa Valley Regional Intermediary developed and implemented a financial literacy fair in Hardin County and coordinated with Ellsworth Community College to provide a summer STEM camp for area students in grades 4-12. They also hosted nine separate HIPAA trainings for area high school students to prepare them for job shadows in the health care field.
- » Iowa Western's Southwest Iowa Workplace Connection facilitated high school career planning forums, which offered students and parents the opportunity to attend breakout sessions led by area businesses representing all 16 career clusters.
- » Southwest Iowa Workplace Connection piloted a week-long Summer Career Institute in partnership with the Council Bluffs Community School District and the 21st Century Community Learning

Center. The program provided a one of a kind experience for juniors and seniors to develop skills and gain knowledge to help prepare for college and careers.

- » NICC Career Learning Link hosted Career Pathways Days at both the Peosta and Calmar campuses. They collaborated with the Keystone Area Education Agency to arrange tours and CTE professional development days. In partnership with the Youth Career Connect grant, a career coach is assigned to all school districts in the NICC region.
- » Northwest Iowa CC – WLIN provided several activities to connect students and educators with employers. These included career expos and job shadow opportunities. Due to safety concerns for students completing internships in certain sectors, NCC is working to bring business and industry leaders to campus to work with students.
- » The WITCC Intermediary Network, as well as several other intermediaries, provided access to the Virtual Job Shadow online subscription. This resource provides students the opportunity to view engaging videos that captures a day-in-the-life of professionals spanning a wide range of a careers.
- » Southwestern’s Workplace Learning Network Coordinator conducted school visits and sent out school needs assessments to school counselors to build effective work-based learning opportunities for students.

### Educator Experiences:

This fiscal year, in particular, all of the regional intermediary networks have expanded their services to provide information to school district educators with regard to work-based learning experiences.

- » Cedar Valley Career Connections arranged tours, specialized work-based learning professional development, and college program “Behind-the-Scenes” for educators in their region. They also conducted ongoing discussions with secondary teachers to ensure the availability of relevant career exploration opportunities tied to curriculum.
- » Indian Hills Get Connected held two separate four-day workshops called Educators in the Workplace. These events were collaborations between Indian Hills Community College and Opportunity Squared, which is a regional economic development organization comprised of seven different counties.
- » Iowa Central Career Connections collaborated with the Prairie Lakes Area Education Agency to establish an externship program for educators.
- » Southwestern’s Workplace Learning Network organized the Real World Teacher Externship program in which educators were able to earn two license renewal credits by completing 40-hours of work in a business or industry relevant to the teacher’s curriculum.

## Communications:

Informing students, educators, parents, and other stakeholders is an important role the intermediary networks play within their region.

- » Iowa Central Career Connections published a monthly newsletter that highlights regional work-based learning activities.
- » The Connect @ Iowa Intermediary coordinator spoke on the radio, appeared in local television news stories, and published program events in area newspapers and social media sites to inform the public about work-based learning activities that were happening throughout the ILCC region.
- » Kirkwood CC Workplace Learning Connection ensures consistent messages go out through social media.
- » NIACC Career Connections presented at CTE and counselor network meetings to showcase the regional Intermediary Network. They also hosted a face-to-face statewide intermediary contact meeting to build on collaboration and professional development opportunities for all regional intermediary contacts.
- » The strength of Southeastern Iowa Community College's The Link intermediary is in the connectedness to the schools, economic development in each county, and with the local AEA. By planning solid work-based learning experiences for students, The Link is building a reputable program for schools in the region.

## Summary

The Statewide Work-Based Learning Intermediary Network has had success in providing a wider variety of work-based learning opportunities for a broad range of K-12 students across the 16 career clusters. This is important when educating Iowa's youth on the many career paths available.

The regional intermediary contacts have developed stronger connections with partners, including business and industry representatives, professional organizations (Chambers of Commerce, etc.), Iowa STEM, and community colleges. As a continuation of last year's reporting, this report continues to document work-based learning activities that resulted from these collaborative partnerships. This is reported as the second number in Tables 2 - 5.

This Iowa Intermediary statewide report highlights a larger variety of work-based learning opportunities for students and educators, as well as internships, job shadows, and tours. Efforts to inform and educate all stakeholders on the value of work-based learning for students continue. Work also has been done to modify the licensure requirements for work-based learning (MOC) coordinators who are vital in placing students in internships receiving education credit.

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## **COMMUNITY COLLEGES & WORKFORCE PREPARATION**

*PROSPERITY THROUGH EDUCATION*

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The Division of Community Colleges and Workforce Preparation within the Iowa Department of Education administers a variety of diverse programs that enhance Iowa's educational system and help to prepare a skilled and knowledgeable workforce. Divided between two bureaus — the Bureau of Community Colleges and the Bureau of Career and Technical Education — the division is committed to providing and supporting opportunities for lifelong learning. In addition to working with Iowa's 15 public community colleges on state accreditation, program approval, equity review, and data reporting, guidance is also provided in the areas of career and technical education, workforce training and economic development, adult education and literacy, military education, the state mandated OWI education program, the GAP Tuition and PACE programs, Senior Year Plus, the National Crosswalk Service Center, and the Statewide Intermediary Network program.