



# DEPARTMENT OF SMALL BUSINESS SERVICES

## What We Do

The Department of Small Business Services (SBS) makes it easier for businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. SBS runs the City's NYC Business Solutions Centers, Industrial Business Solutions Providers, and Workforce1 Career Centers, provides services to support the growth of local economic development organizations throughout the City, and administers the Minority and Women-owned Business Enterprise Program.

## Our Services and Goals

### **Service 1: Help businesses start, operate and expand in New York City.**

- Goal 1a: Assure that businesses and entrepreneurs have easy access to a variety of high quality support services.
- Goal 1b: Retain jobs and businesses in New York City by administering incentive programs for facility renovation and promoting retention of NYC businesses and relocation of businesses to NYC.

### **Service 2: Match businesses in need of workers with qualified applicants.**

- Goal 2a: Assure that businesses have timely access to qualified job applicants.

### **Service 3: Provide financial support and technical assistance for New York City's commercial districts throughout the five boroughs.**

- Goal 3a: Strengthen and expand New York City's Business Improvement District (BID) program and other local economic development organizations.

### **Service 4: Help minority and women-owned businesses identify and compete for City contracts.**

- Goal 4a: Increase the number of Minority and Women-owned Business Enterprises (M/WBEs) that obtain City contracts.
- Goal 4b: Increase the number and value of City contracts awarded to Minority and Women-owned Business Enterprises (M/WBEs).

## How We Performed

- NYC Business Solutions provides services to small businesses seeking to launch, operate, and expand. In the first four months of Fiscal 2014, nearly 3,500 small businesses took advantage of free business services through the NYC Business Solutions Centers. SBS continues to focus on getting business owners the capital they need to open a new location, buy equipment, hire more staff, and have the financial flexibility to grow their business. In the first four months of Fiscal 2014, NYC Business Solutions helped business customers obtain 143 financing awards totaling nearly \$9 million. The 12 percent drop in the number of businesses receiving financing and 34 percent decrease in total loan amount can be attributed to reallocation of resources to comply with the time intensive requirements of the Recovery Loan and Grant Program, a new federally funded program to help businesses recover from the effects of Hurricane Sandy.
- In the first four months of Fiscal 2014, four businesses were awarded grants through NYC Business Solutions Customized Training, compared to six businesses in the same period of the previous year. These grants enable employers to develop customized training programs to increase the skills and salaries of their employees. The training grants from the first four months of Fiscal 2014 will be used to train approximately 100 workers in the manufacturing, construction and wholesale trade sectors
- The Energy Cost Savings Program (ECSP) helps eligible businesses reduce energy costs associated with relocation or capital improvements, especially

for businesses in Manhattan north of 96th Street and the boroughs outside of Manhattan. The Lower Manhattan Energy Program (LMEP) provides property owners and commercial tenants in eligible buildings a reduction in electricity, transportation and delivery costs. The State law authorizing ECSP and LMEP and enabling approval of new cases temporarily sunset on June 30, 2013. Therefore, there were no figures collected on new cases or corresponding jobs for the first four months of Fiscal 2014. Also, whereas ECSP indicators reflect new periodic approvals, LMEP indicators reflect cumulative numbers of tenants, jobs and annual savings received by approved buildings that are currently active. SBS anticipates the renewal of this law and new activity to resume for these programs.

- Between July and October 2013, 33,989 new jobseekers were registered through the Workforce1 Career Center system, a 23 percent increase from the same period a year ago. There were 11,911 Workforce1 job placements during the period, up 69 percent compared to the same period of Fiscal 2013. These increases reflect an improvement in contractor performance over a period when multiple contractors were still ramping up new locations.
- SBS certified 307 new Minority and Women-Owned Business Enterprises (M/WBEs) in the first four months of 2014, resulting in a total number of certified M/WBEs of 3,666, an increase of two percent over the same period of the previous year.
- From July and October of Fiscal 2014, the number of City contracts awarded to M/WBEs grew by 12 percent, to the total of 2,818. The number of contracts awarded to M/WBEs after receiving direct assistance grew from 1,561 to 2,097, an increase of 34 percent over the same period last year.

**Service 1: Help businesses start, operate and expand in New York City.**

**Goal 1a: Assure that businesses and entrepreneurs have easy access to a variety of high quality support services.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Unique businesses served by NYC Business Solutions	10,247	8,696	11,340	*	*	3,674	3,492
★ Financing awards to businesses facilitated by NYC Business Solutions	710	683	1,200	690	700	163	143
★ Unique businesses receiving financing awards facilitated by NYC Business Solutions	627	588	1,053	590	600	NA	NA
Value of financing awards facilitated by NYC Business Solutions (\$000)	\$39,840	\$71,484	\$54,101	*	*	\$13,371	\$8,856
★ Businesses awarded NYC Business Solutions training funds	16	26	27	26	26	6	4
Projected number of individuals receiving wage gains or new employment as a result of Training Funds awards	270	510	590	*	*	148	101
★ Recruit-to-hire ratio for job placements made through accounts managed by NYC Business Solutions Hiring	3:1	3:1	3:1	3:1	3:1	3:1	3:1

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

**Goal 1b: Retain jobs and businesses in New York City by administering incentive programs for facility renovation and promoting retention of NYC businesses and relocation of businesses to NYC.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Value of Energy Cost Savings Program savings for businesses (\$000)	\$433	\$597	\$760	*	*	\$96	NA
Jobs created or retained by Energy Cost Savings Program	1,083	2,521	4,122	*	*	632	NA
Value of Lower Manhattan Energy Program savings for active commercial tenants (cumulative) (\$000)	\$24,915	\$25,032	\$17,418	*	*	\$10,543	\$8,053
Commercial tenants active in Lower Manhattan Energy Program	1,403	1,403	1,095	*	*	1,403	1,095

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**Service 2: Match businesses in need of workers with qualified applicants.**

**Goal 2a: Assure that businesses have timely access to qualified job applicants.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Workforce1 systemwide job placements	32,854	30,900	28,166	30,000	30,000	7,035	11,911
New jobseekers registered through the Workforce1 Career Center system	80,083	73,518	84,515	*	*	27,717	33,989
Walk-in traffic at Workforce1 Centers	252,068	312,009	320,273	*	*	78,990	142,777

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**Service 3: Provide financial support and technical assistance for New York City's commercial districts throughout the five boroughs.**

**Goal 3a: Strengthen and expand New York City's Business Improvement District (BID) program and other local economic development organizations.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ City blocks receiving supplemental sanitation services through BIDs	1,262	1,468	1,468	1,480	1,480	1,468	1,480
★ Average acceptably clean BID sidewalk ratings (%)	99.0%	99.0%	98.5%	99.0%	99.0%	98.1%	97.3%
Value of AvenueNYC local development corporations funding (\$000,000)	\$1.80	\$1.74	\$1.50	*	*	NA	NA
Newly certified businesses in Locally-Based Enterprise Program	15	26	24	*	*	12	4

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**Service 4: Help minority and women-owned businesses identify and compete for City contracts.**

**Goal 4a: Increase the number of Minority and Women-owned Business Enterprises (M/WBEs) that obtain City contracts.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Minority and Women-owned Business Enterprises certified	3,244	3,526	3,700	3,811	3,963	3,586	3,666
★ Minority and Women-owned Business Enterprises awarded City contracts	529	633	651	671	691	NA	NA
★ - M/WBEs awarded contracts after receiving direct assistance	378	439	447	460	474	NA	NA
★ Annual M/WBE recertification rate	49.4%	62.5%	59.2%	60.0%	62.5%	NA	NA
Newly certified businesses in M/WBE Program	549	1,022	1,061	*	*	351	307

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**Goal 4b: Increase the number and value of City contracts awarded to Minority and Women-owned Business Enterprises (M/WBEs).**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ City contracts awarded to Minority and Women-owned Business Enterprises	6,564	8,496	7,926	8,085	8,328	2,523	2,818
★ - Contracts awarded to M/WBEs after receiving direct assistance	4,856	5,391	5,297	5,403	5,565	1,561	2,097

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## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$148.7	\$137.6	\$150.3	\$113.4	\$514.9	\$98.7	\$78.6	\$93.8
Revenues (\$000,000)	\$53.2	\$72.8	\$81.3	\$90.1	\$91.6	\$80.0	\$0.3	\$0.1
Personnel	238	242	273	253	314	243	235	257
Overtime paid (\$000)	\$30	\$36	\$71	\$0	\$2	\$0	\$10	\$30
Human services contract budget (\$000,000)	\$36.0	\$24.4	\$25.9	\$22.1	\$24.1	\$21.8	\$4.6	\$4.5

<sup>1</sup>February 2014 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

None.

For more information on the agency, please visit: [www.nyc.gov/sbs](http://www.nyc.gov/sbs).