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**NYC DSS-HRA MORE THAN DOUBLES NUMBER OF LOW-INCOME NEW YORKERS CONNECTED TO EMPLOYMENT, SETS NEW RECORDS FOR BUSINESS LINK HIRENYC PROGRAM IN FY25**

*Agency Continues to Build on Post-Pandemic Progress, Implement Novel Programs to Better Address the Career Development Needs of Low-Income New Yorkers*

NEW YORK – The New York City Department of Social Services-Human Resources Administration (DSS-HRA) today announced that the agency helped nearly 22,000 low-income New Yorkers obtain employment in Fiscal Year 2025 (FY25) an increase of over 170% compared to FY24 and the most since the onset of the COVID-19 pandemic. Additionally, nearly 10,500 public benefits recipients were connected to employment through DSS-HRA’s BusinessLink HireNYC program, a 28% increase over the prior fiscal year and a new record for the program. The continued success of Agency’s career services programs is indicative of the DSS-HRA’s commitment to ensuring that pathways to good-paying jobs and self-sufficiency are available to all New Yorkers, regardless of circumstances, as well as the Agency’s efforts to improve relationships with vendors and employers and generally enhance these program be more responsive to the needs of both clients and changes in the labor market.

DSS-HRA continues to expand opportunities for underserved communities through partnerships with experienced career services providers and new workforce development models like the recently launched Pathways for Access to Careers and Employment (PACE), an expanded iteration of the Agency’s Career Pathways that prioritizes client-centered approaches, customized supports, sector-based training to connect clients to growing industries, and operational efficiencies to help resolve client issues as quickly as possible.

The new program includes new processes designed to improve client assessments via a ‘whole person’ approach that will allow service providers to more accurately identify an individual’s needs, interests, and goals and better design a unique and effective service plan for each participant. This new model will focus on maximizing education, training, and career exploration for participants so they can develop well-rounded and adaptable skills that will position them for success across multiple industries.

“DSS-HRA’s career services programs have been instrumental in helping thousands of New Yorkers achieve financial independence, and as we continue to tailor our programs to the unique needs of our clients, we look forward to building on this progress in the future, said **DSS Commissioner Molly Wasow Park**. “As the labor market continues to evolve, so too must our programs, and we are proud to partner with our career services providers to develop more effective and efficient models for connecting New Yorkers to meaningful and sustainable employment. The data are clear; these programs have helped more New Yorkers find quality employment and we will continue to grow and develop these programs to reach more jobseekers across the city.”

“Finding the right job can be a daunting task for anyone, but for New Yorkers who are struggling to get by or facing barriers to employment, finding a stable, good-paying job often seems impossible. Helping these individuals access the education, training, and continued support they need to find a career that aligns with their skillset and goals is the ultimate aim of our Career Services programs,” said **HRA Administrator Scott French**. “We are proud that these programs – especially the Business Link HireNYC which set a record for job placements – continue to help more New Yorkers connect with truly life-changing opportunities. We will continue to work every day to reach more jobseekers, make programs easier to access and more effective and ensure that pathways to independence are available to every single New Yorker.”

DSS-HRA’s Career Services encompasses a wide range of programs designed to help New Yorkers, many of whom receive public benefits develop skills and gain work experience so they can obtain gainful employment and achieve financial stability. Supports are individualized to each client which ensures they are connected to career opportunities that align with their skills, interests, and goals. One of the Agency’s most effective career program, DSS-HRA's Business Link, specifically connects low-income New Yorkers to employment through close collaboration with employers from both the private and public sectors.

One of Business Links key initiatives is HireNYC, which requires human services city contractors to hire a percentage of their workforce from those that are in receipt of public assistance. The percentage is based off the value of their contract with the city. The overall efforts to improve outreach to clients and relationships with employers has resulted in a steady increase in connections to employment through HireNYC with FY25 representing a new high-water mark for the program with nearly 10,500 public benefits recipients obtaining employment with the help of Business Link vendors

Enhanced coordination with Business Link and sector-based hiring initiatives as well as strengthened data-driven performance management practices have been key drivers of growth for the program. The strategic emphasis on individualized career pathways, employer engagement, and streamlined referral and tracking systems has contributed to the significant rise in successful job placements for low-income New Yorkers.

Learn more about DSS-HRA's Career Service Programs [HERE](#).

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**About the New York City Department of Social Services:** DSS, comprised of the Department of Homeless Services (DHS) and the Human Resources Administration (HRA), serves millions of New Yorkers annually through a broad range of services that aim to address poverty and prevent homelessness. DHS oversees a broad network of shelters, rehousing solutions, and outreach programs designed to help New Yorkers experiencing homelessness get back on their feet. HRA serves over three million New Yorkers through the administration of more than 15 major public assistance programs. DSS is central to the City’s mission to expand opportunity for New Yorkers in need, address housing insecurity, and ensure that low-income New Yorkers receive the benefits and assistance for which they may be eligible.

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