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 start, operate, 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 NYC Business Solutions Centers to connect New Yorkers with services to help businesses start, operate, and expand. The Agency also operates Workforce1 Career Centers to connect New Yorkers with career counseling, workforce training, and hiring assistance. SBS facilitates grants and services to support the growth of local community and economic development organizations throughout the City and oversees the largest network of Business Improvement Districts (BIDs) in the country. SBS also administers the City's Minority and Women owned Business Enterprise (M/WBE) certification program, supports M/WBEs to contract with the City, and cultivates business growth in key sectors.

FOCUS ON EQUITY

SBS is dedicated to promoting economic development and enhancing economic mobility. SBS actively collaborates with New Yorkers, with a special focus on historically underserved neighborhoods and communities, to create programs and services tailored to their unique needs. These efforts form the foundation of SBS' three key pillars: good jobs, strong businesses, and thriving neighborhoods.

To achieve this mission, SBS offers a wide array of services designed to assist businesses, jobseekers, and communities across all five boroughs. SBS assists New Yorkers in overcoming barriers to success in business and employment. For jobseekers, SBS offers direct hiring assistance through Jobs NYC, an initiative to serve those in the zip codes with the highest rates of unemployment. Since its inception, more than 12,000 jobseekers have been served through over 40 Jobs NYC community hiring events.

SBS also plays a central role in the City's efforts to certify and strengthen over 11,000 M/WBEs. In Fiscal 2025, the City awarded over $2.2 billion in contracts to M/WBEs and provided procurement and capacity-building assistance to 75 percent of firms awarded contracts, further unlocking economic opportunity and upward mobility for certified businesses.

Additionally, SBS extends direct support to the diverse range of commercial corridors in New York City, including those located in low and moderate income (LMI) areas. This support takes the form of financial assistance and technical guidance provided to Community-Based Development Organizations (CBDOs) and BIDs. Since Fiscal 2024, SBS has overseen the creation of several BIDs in LMI neighborhoods, including Coney Island and Cypress Hills in Brooklyn and East Harlem in Manhattan. SBS continues to support LMI neighborhoods through grantmaking and CBDO support services.

OUR SERVICES AND GOALS

SERVICE 1 Help businesses start, operate and expand in New York City.

Goal 1a Ensure that businesses and entrepreneurs have easy access to a variety of high-quality support services.

Goal 1b Administer incentive programs that support facility renovation.

SERVICE 2 Meet businesses' talent demands by connecting New Yorkers to good jobs.

Goal 2a Match or train New Yorkers to meet the qualifications local employers require.

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 M/WBEs that obtain City contracts.

HOW WE PERFORMED

- Customers and businesses served increased 22 percent in the first four months of Fiscal 2026, up to 11,239 from 9,242 in the same period of Fiscal 2025. Similarly, the total number of government navigation services provided increased by 10 percent to 3,961. These increases are attributable to expanded outreach efforts across services, including additional business services by the Emergency Response Unit following a September fire.

- In the first four months of Fiscal 2026, 153 businesses received financial awards, consistent with the 157 reported businesses in the same period of Fiscal 2025. Concurrently, the dollar value of financial awards facilitated or disbursed by SBS decreased from $19.3 million to $13.4 million. This is partially due to a higher number of deployed microloans and a more conservative lending environment. Additionally, SBS awarded one employer-based training grant, a decline from five in the same period last fiscal year. This decrease reflects a temporary lag in grant awards due to a change in the program's funding structure.

- SBS helped to open 72 businesses in the first four months of Fiscal 2026. As with previous years, this figure is preliminary at the time of reporting and will be revised as more information becomes available. SBS initially reported 63 businesses in the Fiscal 2025 Preliminary Mayor's Management Report which was later adjusted to 97.

- During the first four months of Fiscal 2026, the Energy Cost Savings Program (ECSP) approved 8 new projects, the same amount reported in the Fiscal 2025 Preliminary Mayor's Management Report. ECSP accounted for a total of 1,797 retained jobs, a substantial increase from 85 jobs retained at this point in Fiscal 2025. This change reflects the approval of a much larger employer to participate in the program. Market conditions continue to impact ECSP, driving higher costs across construction, financing, building materials, and labor. However, approved ECSP businesses saved an estimated $236 million during the first four months of Fiscal 2026, 18 percent higher than the $200 million reported during the same period of Fiscal 2025.

- The Workforce1 Career Center system recorded 6,424 hires and promotions in the first four months of Fiscal 2026, down from 7,787 reported in the same period of Fiscal 2025. As with previous years, this figure is preliminary at the time of reporting and will be revised as more information becomes available. SBS initially reported 6,680 hires and promotions in the Fiscal 2025 Preliminary Mayor's Management Report which was later revised to 7,787 throughout the course of the year.

- Walk-in traffic at Workforce1 Centers rose 12 percent to 104,936 and the number of customers served increased by six percent to 46,341. These figures reflect a rise in jobseekers connected to the system through the Jobs NYC initiative's community hiring events.

- In the first four months of Fiscal 2026, 1,832 customers enrolled in SBS training, down from 2,763 reported in the same period of Fiscal 2025. As with previous years, this figure is preliminary at the time of reporting and will be revised as more information becomes available. SBS initially reported 1,827 customers in the Fiscal 2025 Preliminary Mayor's Management Report which was later revised to 2,763 throughout the course of the year.

SERVICE 1 Help businesses start, operate and expand in New York City.

Goal 1a Ensure that businesses and entrepreneurs have easy access to a variety of high-quality support services.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customers and businesses served	24,312	24,663	28,121	*	*	9,242	11,239
★ Businesses receiving financial awards (facilitated or disbursed)	1,232	610	488	400	400	157	153
★ Financial awards to businesses (facilitated or disbursed)	1,312	669	563	450	450	183	164
Dollar value of financial awards to businesses (facilitated or disbursed) ($000)	$109,277	$61,552	$46,890	*	*	$19,332	$13,475
Customers served by programs that help navigate government	7,991	8,035	9,348	*	*	2,890	3,327
Services provided to help businesses navigate government	9,813	10,339	11,864	*	*	3,588	3,961
★ Businesses opened with assistance from SBS	184	218	232	⇧	⇧	97	72
Businesses awarded funding for employer-based training	12	12	15	*	*	5	1

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1b Administer incentive programs that support facility renovation.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
Estimated dollar value of energy savings for businesses approved for Energy Cost Savings Program benefits ($000)	$308	$481	$873	*	*	$200	$236
Jobs retained by Energy Cost Savings Program for approved businesses	1,275	1,311	1,657	*	*	85	1,797
Businesses approved for Energy Cost Savings Program benefits	36	26	25	*	*	8	8

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 2 Meet businesses' talent demands by connecting New Yorkers to good jobs.

Goal 2a Match or train New Yorkers to meet the qualifications local employers require.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
✹ Workforce1 systemwide hires and promotions	23,599	22,270	22,502	25,000	25,000	7,787	6,424
Jobseekers registered through the Workforce1 Career Center system for the first time	38,318	43,399	49,899	*	*	17,710	18,111
Walk-in traffic at Workforce1 Centers	233,964	249,479	286,338	*	*	93,703	104,936
✹ Customers enrolled in training	7,218	7,089	8,149	*	*	2,763	1,832
Customers served	87,085	90,241	100,682	*	*	43,923	46,341

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

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 FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
Frontage feet receiving supplemental sanitation services through BIDs	1,552,401	1,552,401	1,631,687	*	*	NA	NA
Value of all financial awards to community-based development organizations	$13,181,864	$9,645,000	$9,618,000	*	*	NA	NA
Community-based development organizations receiving financial awards	96	102	92	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Help minority and women-owned businesses identify and compete for City contracts.

Goal 4a Increase the number of M/WBEs that obtain City contracts.

Performance Indicators	Actual FY23	Actual FY24	Actual FY25	Target FY26	Target FY27	4-Month Actual FY25	4-Month Actual FY26
★ ✹ M/WBEs certified	10,799	11,115	11,382	10,800	10,800	11,220	11,392
★ ✹ M/WBEs awarded City contracts	1,903	1,809	1,844	1,223	1,223	NA	NA
★ M/WBEs awarded City contracts after receiving procurement and capacity building assistance	1,390	1,334	1,383	891	891	NA	NA
Annual M/WBE recertification rate (%)	60.6%	61.2%	60.2%	*	*	NA	NA
✹ Newly certified and recertified businesses in M/WBE Program	2,819	2,701	2,523	*	*	909	914

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
CORE facility rating	99	99	98	*	*	NA	NA
Letters responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	100%	97%	100%	*	*	100%	100%
Completed requests for interpretation	8,442	15,807	29,999	*	*	6,369	3,634
★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None							

AGENCY RESOURCES

	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
Resource Indicators	FY23	FY24	FY25	FY26	FY26[1]	FY27[1]	FY25	FY26
Expenditures ($000,000)[2]	$364.1	$284.4	$277.0	$279.7	$366.7	$185.5	$102.3	$102.1
Revenues ($000,000)	$0.2	$0.8	$0.2	$0.2	$0.2	$0.2	$0.1	$0.1
Personnel	288	320	313	405	433	430	318	320
Overtime paid ($000)	$85	$82	$59	$65	$65	$65	$15	$19
Human services contract budget ($000,000)	$32.7	$39.2	$35.9	$33.1	$58.9	$33.1	$5.1	$5.3
[1]February 2026 Financial Plan. [2]Expenditures include all funds "NA" - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY25[1] ($000,000)	February 2026 Financial Plan FY26[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$31.4	$39.8	
001 - Department of Business	$18.9	$23.4	All
004 - Contract Compliance and Bus. Opportunity	$3.9	$4.3	1a, 1b, 2a, 4a
010 - Workforce Investment Act	$8.5	$12.0	1a, 4a
Other Than Personal Services - Total	$245.6	$326.9	
002 - Department of Business	$41.5	$61.5	All
005 - Contract Compliance and Bus. Opportunity	$4.3	$7.8	1a, 1b, 2a, 4a
006 - Economic Development Corporation	$80.0	$106.7	Refer to table in EDC chapter
011 - Workforce Investment Act	$79.7	$101.6	1a, 4a
012 - Trust for Gov.'s Island and NYC & Co.	$40.2	$49.4	1b
Agency Total	$277.0	$366.7	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. [2]Includes all funds. [3]Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2025 four-month actual figure for 'Customers and businesses served' in Goal 1a was revised from 9,147 to 9,242 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual figure for 'Businesses receiving financial awards (facilitated or disbursed)' in Goal 1a was revised from 127 to 157 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Dollar value of financial awards to businesses (facilitated or disbursed) ($000)' in Goal 1a was revised from $16,519 to $19,332 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Customers served by programs that help navigate government' in Goal 1a was revised from 2,960 to 2,890 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Services provided to help businesses navigate government' in Goal 1a was revised from 3,560 to 3,588 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Businesses opened with assistance from SBS' in Goal 1a was revised from 63 to 97 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Workforce1 systemwide hires and promotions' in Goal 2a was revised from 6,680 to 7,787 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Customers enrolled in training' in Goal 2a was revised from 1,827 to 2,763 as this figure is preliminary at the time of publication.
- The previously published Fiscal 2025 four-month actual value for 'Customers served' in Goal 2a was revised from 43,354 to 43,923 as this figure is preliminary at the time of publication.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Businesses:
  https://nyc.gov/business
- Careers:
  https://www.nyc.gov/getwork
- Neighborhoods:
  https://www.nyc.gov/neighborhoods

For more information on the agency, please visit: www.nyc.gov/sbs.