



careers
businesses
neighborhoods

New York City Department of Small Business Services

Accessibility Progress Report (2025–2026)

Local Law 12 of 2023 (“Local Law 12”), codified as Section 23-1004 of the NYC Administrative Code, requires all Mayoral agencies to develop and publish 5-Year Accessibility Plan (“Plan”).

Proposed plans were required by December 31, 2023, and final plans — following a public comment period — were required by March 15, 2024.

Local Law 12 also requires agencies to publish annual progress reports outlining achievements toward Plan goals. Annual progress reports must be published on the agency’s websites every year by May 1. The reports must also be submitted to Mayor’s Office for People with Disabilities (MOPD) for review and transmitted to the City Council.

General

The New York City Department of Small Business Services (SBS) supports businesses, jobseekers, and communities by providing services that help

businesses start and grow, connect New Yorkers to employment and training opportunities, and strengthen local commercial corridors across the five (5) boroughs. SBS works to deliver equitable, accessible, and inclusive services that meet the diverse needs of New Yorkers.

This report represents SBS's Second Annual Accessibility Progress Report under Local Law 12 of 2023 and reflects continued implementation of SBS's 5-Year Accessibility Plan. Over the past year, SBS advanced key initiatives, including strengthening the NY SCION model, expanding inclusive workforce efforts, and launching the "Let's Get Accessible" campaign to promote digital accessibility. SBS also enhanced staff training and accessibility tools across its programs. In the coming years, SBS will continue to strengthen accessibility by expanding stakeholder engagement, improving digital access, physical access, and building internal capacity to ensure equitable service delivery.

Key Functions and Services:

- 1. Business Support:** Providing assistance and support with business and financial planning, licensing, permitting and navigating government regulations.
- 2. Workforce Development:** Job placement and training through Workforce1 Career Centers (WF1CC), industry aligned skills training programs, employer services including but not limited to recruitment and candidate screening.
- 3. Neighborhood Development:** Support for Business Improvement Districts (BIDs), commercial revitalization initiatives, grants and programs to strengthen local business corridors.

SBS delivers a wide range of programs and services that support economic growth, strengthen communities, and expand opportunities for all New Yorkers across the city. This report reflects our ongoing commitment to embedding accessibility across our core functions — Business Services, Workforce Development, and Neighborhood Development, ensuring that small business owners, jobseekers, and

communities, including individuals with disabilities, can fully access and benefit from the programs, resources, and opportunities we provide.

Statement of Commitment

SBS remains committed to equitably delivering services and improving access for people with disabilities across all programs. SBS is proud to present its Second Annual Progress Report on its 5-Year Accessibility Plan.

Over the past two years, SBS has made meaningful progress by:

- Enhancing digital accessibility.
- Expanding staff training on disability awareness.
- Improving physical accessibility at service locations.

SBS continues to integrate accessibility into core operations and strategic planning. Moving forward, SBS will:

- Deepen engagement with disability stakeholders.
- Conduct further accessibility assessments of facilities.
- Strengthen inclusive service delivery.

SBS remains committed to ensuring all New Yorkers including individuals with disabilities can fully participate in its programs and services.

Disability Service Facilitator (DSF) and Other Key Accessibility Information

Since 2011, Michelle Barnes-Anderson, MPA-IG has served as:

- Director, Office of Disability Services (ODS)
- Disability Services Facilitator (appointed in 2016)
- ADA/Section 504 Coordinator
- 55-a Coordinator

She oversees compliance with federal, state, and local accessibility requirements.

Contact Information:

Email: mbarnes-anderson@sbs.nyc.gov

Phone: 212-618-6717

To find information about disability services, visit:

<https://www.nyc.gov/site/sbs/about/disability-services.page>

To file an EEO complaint, visit:

<https://www.nyc.gov/site/sbs/about/equal-opportunity-employer-program.page>

Feedback Process

SBS welcomes feedback on accessibility and inclusion.

If you encounter barriers, you may submit feedback through the NYC Website Accessibility Form:

<https://www.nyc.gov/site/sbs/about/website-accessibility-statement.page>

You may also contact the DSF directly or submit anonymous feedback by mail:

NYC Department of Small Business Services

Michelle Barnes-Anderson, MPA-IG

EEO / Office of Disability Services

One Liberty Plaza, 11th Floor

New York, NY 10006

SBS values all feedback and uses it to improve accessibility across its programs and services.

Progress Report

Physical Access

As of May 2026, we have:

- Maintained accessible entrances, service areas, and meeting spaces across Workforce1 Career Centers.
- Ensured environments are navigable for individuals with mobility, sensory, and other access needs.
- Hosted trainings with MOPD and the NYC Commission on Human Rights on:
 - Physical accessibility for small businesses
 - Digital accessibility
 - E-commerce accessibility

By May 2027, we expect to:

- Continue maintaining accessible environments across all Workforce1 locations.
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Digital Access

As of May 2026, we have:

- Reinforced best practices for accessible digital content.
- Developed the standardized tools below:
 - Word and PDF accessibility checklists
 - PowerPoint accessibility checklist
 - Accessible flyer templates
- Standardized accessible templates for career fairs and recruitment events.

- Completed the following staff and WF1CC staff trainings:
 - Accessible Word documents (Microsoft 365)
 - Accessible PDFs (Adobe Acrobat)
 - Accessible PowerPoints
 - Accessible Canva flyers
 - Accessible email practices
 - Provided ongoing technical assistance to WF1CC staff

By May 2027, we expect to:

- Conduct periodic audits of digital materials.
 - Update tools and templates based on best practices.
 - Monitor rollout of NYC.gov design system for agency adoption.
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Programmatic Access

As of May 2026, we have:

- Continued investment in NY SCION to improve employment outcomes for individuals with disabilities.
- Expanded Career Pathways pilot across 18 Workforce1 Career Centers. SBS NYC Systems Change and Inclusive Opportunities Network (SCION), NYSED Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) and NYS Commission for the Blind (NYSCB) are partnering on a Career Pathways Internship Pilot for individuals with disabilities who are interested in or pursuing a Career in fields such as:
 - Human Services
 - Social Services
 - Counseling
 - Personnel Services
 - Workforce Development

- Vocational Rehabilitation
- Advocacy Integrated interns with disabilities into workforce programs.
- Launched system-wide accessibility campaign: “**Let’s Get Accessible**”
- Completed ADA Coordinator Training Certification Program (ACTCP).

By May 2027, we expect to:

- Expand “Let’s Get Accessible” into ongoing training series.
 - Strengthen outreach and service delivery for participants with disabilities.
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Workplace Inclusion

As of May 2026, we have:

- Assisted program participants obtain accommodations.
- Promoted events such as:
 - Disability Pride Month
 - Accessibility Lab (Accenture)
- Completed LGBTQ+ inclusion training for staff.
- Strengthened inclusive workplace practices.

By May 2027, we expect to:

- Expand employer engagement on disability inclusion.
 - Continue staff training and engagement initiatives.
 - Promote 55-a program and EEO compliance.
 - Continue distributing inclusive job opportunities.
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Effective Communication

As of May 2026, we have:

- Provided information in accessible formats.
- Responded to accommodation requests (interpreters, captioning, alternate formats).

By May 2027, we expect to:

- Continue accessible communication practices.
 - Launch a monthly forum titled, “**From Questions to Clarity: ADA/Reasonable Accommodation Hour**” that will provide information and resources regarding:
 - Reasonable accommodations
 - ADA policies
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Agency-Wide Trainings

As of May 2026, we have:

- Provided Disability Etiquette Awareness Training (DEAT).
- Delivered training in collaboration with MOPD and NY SCION, including:
 - Accessible event planning
 - Digital accessibility
 - Deaf awareness training
- Trained vendor staff.
- Hosted a training with MOPD and NYC Commission on Human Rights about small business accessibility. Topics included:
 - Physical Accessibility for Small Businesses
 - Digital Accessibility and E-Commerce

- Encouraging Businesses to Hire People with Disabilities

By May 2027, we expect to:

- Continue to provide staff with training.
 - Require DEAT completion within 30 days of hire.
 - Expand ongoing learning opportunities.
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Consultation and Feedback

SBS engages regularly with:

- Clients
- Employees
- Community stakeholders

Engagement methods include:

- MOPD community meetings
- Walkthroughs and accessibility reviews
- Informal discussions and feedback channels

This feedback has informed:

- Facility upgrades
- Training improvements
- Communication strategies

SBS will continue expanding engagement through surveys and consultations.

Conclusion

SBS remains committed to advancing accessibility across all programs and services. SBS continues to identify and remove barriers while

strengthening inclusive practices. Recognizing that accessibility needs evolve, SBS maintains an open dialogue with the public to ensure its approach remains responsive and effective.