



New York State Entrepreneurship  
Assistance Centers (EAC) Program  
Evaluation Study for Fiscal Years  
2017 – 2020

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Empire State Development

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## Executive Summary

EFPR Group, CPAs, PLLC (“EFPR”) was engaged to conduct a program review of Empire State Development Corporation’s (“ESD”) Entrepreneurship Assistance Centers (“EAC” or “Centers”) Program, in accordance with the New York Economic Development Law, Article 9 Entrepreneurial Assistance § 213. We obtained statistical, financial, and demographic data by Center, provided by ESD, to assess the effectiveness of the EAC Program. The program evaluation covered two research tasks: a review and analysis of current and historical EAC program data against national averages and a survey of EAC customers to evaluate their experience with the program. Based on the review and analysis of these data points, EFPR concludes that the EAC Program has met the objective of the New York Economic Development Law, Article 9 Entrepreneurial Assistance § 213. Data points for the following fiscal years were reviewed and evaluated:

- FY 2017-2018 (“FY 2018”) covers 6/01/2017 to 5/31/2018
- FY 2018-2019 (“FY 2019”) covers 6/01/2018 to 5/31/2019
- FY 2019-2020 (“FY 2020”) covers 6/01/2019 to 6/30/2020<sup>1</sup>

For the purposes of this report, all percentages were rounded to the nearest whole number.<sup>2</sup>

During the time this audit was conducted, the legacy database was in the process of migrating and being remapped into a more robust Microsoft Database server.<sup>3</sup> Data used to compare New York State's EAC performance against national demographics was obtained from the Environmental Systems Research Institute (“ESRI”).<sup>4</sup> It is important to note, in attempting to make equitable comparisons over three fiscal years, FY 2020 included the onset of the nationwide shut down of businesses beginning in March of 2020. All but essential service businesses shuttered in place, leaving those who could not pivot quickly from brick and mortar to virtual struggling to continue operations. Businesses, including ESD and the Centers, were forced to operate virtually. ESD and the Centers worked to transition to a 100% virtual model as quickly as possible. Business as usual halted and ESD immediately redirected its resources to roll out their COVID-19 emergency relief fund for small businesses. Having the EAC network in place meant that New York State had a ready-made platform to respond to this worldwide crisis and could immediately deploy resources to the most vulnerable neighborhoods in New York. The EAC expanded its outreach and turned all its attention to deploying disaster relief funds to any business affected by the shut-down.

### EAC Client Business Performance

More than 5,000 clients have received services and over 500 clients have established new businesses between FY 2018 to FY 2020. In a review of EAC data on program outcomes, EFPR observed the amount of annual clients served by the EAC program has seen a decrease of -8.86% in the past three years (from 1,783 to 1,625).

EFPR also observed new client enrollment in the EAC program has dropped -15.1% since FYE 2018 (from 1,162 to 987). Although the enrollment of new clients has decreased, the amount of clients receiving services for one year or longer has increased modestly (3.8%). Several factors have contributed to this trend. The numbers reveal high performers averaged out with weaker performers whose contracts were not renewed. The success of the Business Model Canvas (“BMC”) methodology employed at Hofstra University’s EAC would soon lead to a program wide adoption of the BMC to help clients pivot efficiently to quickly meet economic challenges.

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<sup>1</sup> ESD issued a one month, no cost extension to neatly align the EAC fiscal year with calendar quarters. FY 2020 is an adjusted 13-month fiscal year that covers 6/1/2019 to 6/30/2020.

<sup>2</sup> In some instances percentages will not add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

<sup>3</sup> According to ESD, the EAC legacy database had reached its capacity in 2020 and was not able to break out demographic data for FY 2020 into its component Centers, as was done for FY 2018 and FY 2019. As a result, demographic data is presented in aggregate for the entire program as a whole.

<sup>4</sup> Environmental Systems Research Institute (ESRI) is the world’s largest supplier of geographic information system software, relied on by a majority of government organizations, institutions and leading business in the United States. ESRI forecasts socioeconomic data on an annual basis at all geographic levels in the United States based on data from the US Census Bureau’s Decennial Census and five-year estimates from the American Community Survey. Forecast models are further informed by data providers including Experian, the US Postal Service (USPS), and Metrostudy, a Hanley Wood company.

## EAC Program Performance Trends, FY 2018, 2019 and 2020

Year	Three-Year Program Total	FY 2018	FY 2019	FY 2020	FY 2018 to FY 2020	
					Numeric Change	Percent Change
Clients Served	5,065	1,783	1,657	1,625	-158	-9%
New Clients Enrolled	3,174	1,162	1,025	987	-175	-15%
Businesses Started	509	170	184	155	-15	-9%
Increased Employment	1,937	646	609	682	+36	+6%
Total Increased Sales (In \$Millions)	\$180,559	\$66.199	\$60.819	\$53.469	-\$12.730	-19%

Source: ESD EAC Program, FY 2018 – 2020, 8/21/20

1,354 EAC clients reported sales gains of an aggregate \$180.56 million over the course of FY 2018, 2019 and 2020. Among the ten ESD Regions, New York City clients were responsible for generating the largest share of sales, followed by the Southern Tier, Finger Lakes and Long Island regions.

EAC clients reported a strong gain of approximately 6% in annual increased employment with 1,937 workers added since FY 2018. Similar to the change in additional sales volume, New York City clients were the source of roughly half of the gain in workers. Other regions experienced a decline in workers including the regions of Central New York, the Finger Lakes, Southern Tier and Western New York.

### EAC Client Composition

In FY 2018, the demographic composition of EAC clients strongly reflected the goals of the EAC program to provide business development assistance to the State’s disadvantaged population groups. For the period FY 2020 client demographic data is presented for the entire program as a whole but was not parsed by individual Centers. Note that economic impact data is presented for each Center for all three fiscal years.

A majority of clients are female (65%) or minorities<sup>5</sup> (68%). Although the share of EAC clients with a four-year degree (53%) is similar to the share of such business owners nationwide according to the US Small Business Administration, EAC clients, on average, are older than the national average of business owners which is 44 years old. EAC clients also contain a larger share of females or minorities than business owners in the nation as a whole.

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<sup>5</sup> Definition of minority group member was provided by EAC and listed on the EAC Impact Data – Definition of Terms 08.14.20.docx: “Shall mean a United States citizen or permanent resident alien who is and can demonstrate membership in one of the following groups: (1) Black persons having origins in any of the Black African racial groups; (2) Hispanic persons of Mexican, Puerto Rican, Dominican, Cuban, Central or South American descent of either Indian or Hispanic origin, regardless of race; (3) Asian and Pacific Islander persons having origins in any of the Far East countries, South East Asia, the Indian subcontinent or the Pacific Islands; and (4) Native American or Alaskan native persons having origins in any of the original peoples of North America.”

### Survey of EAC Clients

During the month of April 2022, EFPR administered a survey to obtain EAC client satisfaction opinions. The EACs were provided with a list of clients served during the time period covered by the audit with transmittal instructions, which included a gift incentive for the first 100 respondents. It requested for the EFPR survey to be sent directly to their clients with either a link to the online survey or a hard-copy of the survey. The results were analyzed based on program satisfaction, general business concerns and services received. The survey results verified existing program data collected by the EAC program's database and included additional analyses of program impacts relative to reduced operational and capital costs, business profitability and productivity (details of the analyses are found in the Client Survey Analysis section).

The overall rate of return on the EAC client survey had a 6% response rate, which is a good return considering that when the survey was sent in 2022 it was to clients served from 2017-2020 and at the onset of the pandemic. Also, six centers were no longer designated as EACs. The survey results established that the program's clients remain highly satisfied with EAC. Overall, 147 (83%) of respondents reported they were either satisfied or very satisfied with EAC services while just 9 (5%) of respondents were dissatisfied or very dissatisfied, and 22 (12%) reported a neutral opinion of satisfaction. Client satisfaction was highest among new business clients and existing business owners that generated revenue and had low startup costs.

Survey respondents reported high levels of satisfaction with individual EAC services including business entity registration, MWBE certification application assistance, one-on-one counseling and business planning activities such as development of marketing plans, sales strategies and capabilities statements. Among respondents that had not yet established a business, very high levels of satisfaction were reported for both counseling services and business planning training activities, an indicator of the high value of such services to startup firms in the business development stage. Existing firms expressed very high levels of satisfaction with several EAC business development services including: incorporating new business tools, resolving business operations problems, and increasing productivity or efficiency, signifying the importance of these activities for established firms.

Among the small share (5%) of respondents who reported dissatisfaction with services, the majority were existing businesses. While the reasons for dissatisfaction were mixed, the most common reasons were failure to obtain loan or grant financing or the MWBE certification and the Service-Disabled Veteran-Owned Business certification application processes. It should be noted that while the EAC program provides assistance to clients in preparing applications for financing or MWBE/SDVOB certifications, EAC cannot guarantee a loan as the awarding of financing is administered by financial institutions and final MWBE/SDVOB certification is determined by certifying authorities. EAC does provide follow-up services and one-on-one counseling when clients do not attain the funding or certification they seek.

# 1 Introduction

As required by statute (New York Economic Development Law, Article 9 Entrepreneurial Assistance § 213), EFPR was contracted by ESD to provide an evaluation of the effectiveness of ESD's EAC program, which since 1987 has provided business development assistance services to women, minorities and other individuals that have traditionally faced difficulty entering the workforce, who are interested in opening their own business or recently started businesses within the past five years. The evaluation included two major research tasks: a review and analysis of existing EAC materials and a survey of EAC customers on their experience with the program.

Section 1 is an overview of the programs provided by EAC. These include the industry groups serviced by the ERC program, the partnerships Centers work with, program budgets, service fees and additional services offered (beyond the core services Centers are required to provide to clients).

Section 2 and the profiles contained in the appendix provide an analysis of EAC performance and local demographic and economic trends in New York State as a whole, the ten ESD regions and 24 local capture areas for the program's 24 Centers. These sections evaluate the EAC program's data across a broad range of performance criteria relative to client enrollment including revenue increases, MWBE certifications, business startups, financial packages secured, business plans developed, clients mentored, veterans assisted, and jobs created and retained. Differences in performance among older established firms and new startup clients were evaluated in further detail.

Section 3 contains the survey results from EAC clients who received services during FY 2018, 2019 and 2020. The survey results verify existing program data collected by EAC and include additional analysis of the program impacts relative to operational and capital costs, business profitability and productivity.

Case Studies in Section 4 provide context to outcome measures produced by the survey analysis. Several clients that responded to the survey were interviewed to provide further understanding of issues described by survey participants.

## 1.1 Program Overview

In FY 2018 and 2019, ESD administered Centers in 24 strategic locations across New York State to provide instruction, training, technical assistance and support services to individuals who recently started businesses within the past five years or are interested in opening their own business. The number of Centers reduced to 22 in FY 2020, as two Centers did not renew their contracts with ESD (Hot Bread Kitchen and Local Development Corporation of East New York). Customers obtain services from Centers funded by ESD and operated by regional non-profit organizations, community colleges or Board of Cooperative Educational Services ("BOCES") and are accessible to minorities, women, and target populations including veterans, dislocated and disabled workers as well as population groups facing difficulty entering the workforce. EAC seeks to strengthen communities by increasing business ownership among minority race-ethnicity groups and women, helping such business owners expand from startups to small-growth companies, create local private-sector jobs and increase access to financing and sales by minority and women-owned establishments. Centers typically provide assistance and counseling in the following core service categories:

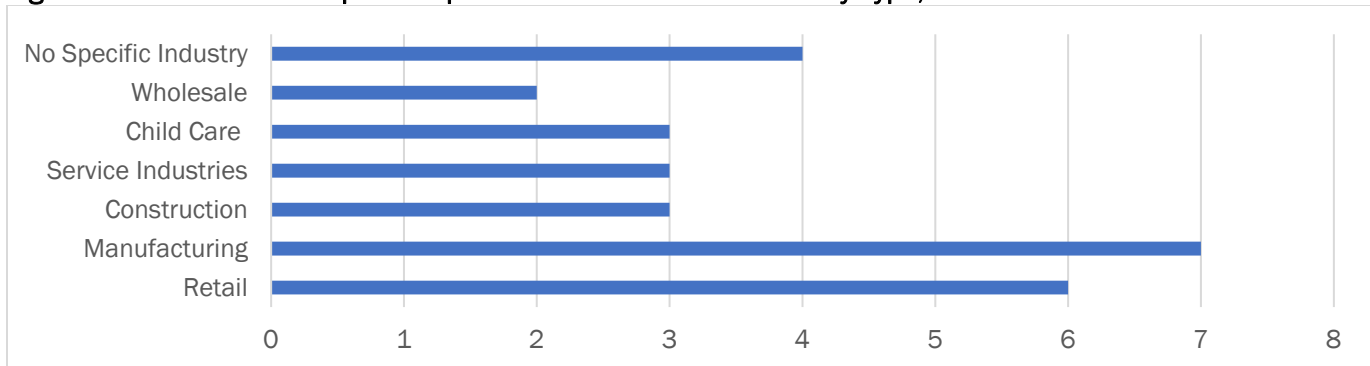
- 60+ hour business training course,
- The feasibility of starting a business,
- Refining a business concept and business plan,
- Completing MWBE Certification Applications,
- Business Mentor NY, a web-based volunteer mentor platform,
- Establish management principles and practices,
- Veteran outreach and disadvantaged population outreach,
- Product development and marketing,
- Exporting, contract procurement and licensing,
- Identifying and accessing capital and credit,
- Access to business support networks, and
- Ongoing and continued technical assistance to program graduates including linkages to other small business services.

Additionally, each Center enhances its core offerings with special workshops in industry-specific areas reflective of their region.

### Industry Groups Served

A range of industry groups are served by the EAC Program (see Figure 1-1). Although EAC provides services to clients from all industry sectors, some industries are more common than others at each Center. Out of the Centers that responded, six Centers reported that their “wheelhouse” or largest group of client industries, includes retail clients, with both future brick-and-mortar shops and e-commerce retailers represented. Another seven Centers reported a large share of clients in the manufacturing (including food manufacturing) or restaurant services, followed by construction services (3), service industries (3), child care providers (3), wholesale (2), and 4 indicated they had no specific industry.

**Figure 1-1: Centers that Reported Specific Wheelhouse Industries by Type, 2021**



Source: EFPR, EAC Manager Questionnaire, December 2021

### Partnership Organizations

Centers partner with a range of businesses, banking, community-based-organizations (CBO), higher education institutions, government agencies, chambers of commerce and business incubators. As most Centers are operated by CBOs, it is not surprising that other CBOs are the most common partnership type, followed by government agencies, community colleges and universities, non-profit organizations, and banks. Partnerships with Industrial Development Agencies and business incubators were reported by only a few EAC managers.

### Program Budget

Since FY 2012 the program’s yearly state budget allocation has remained unchanged at \$1,764,000. Unexpended annual program funds have contributed an additional \$100,000 to \$200,000 in funding to the program’s final budget in recent years, including \$191,176 in FY 2018. Funds are distributed to each Center equally, resulting in grant funding of \$81,465 per Center in FY 2018, \$76,442 in FY 2019, and \$76,029 in FY 2020. Centers are required to match grant awards on a one-to-one basis (50% or more in cash and not more than 50% in-kind) or lose their 12-month operating contract with ESD.

### Service Fees

The majority of Centers (21/24) charge fees to clients to finance expenses associated with enhancement classes, workshops, guest speakers and other business development activities deemed necessary by Centers to customize their service offerings. Examples of such customized offerings include hiring of QuickBooks instructors for assisting clients with tracking operations, marketing instructors for teaching clients industry-specific market analysis techniques, and ‘improv’ instructors for assisting clients with presenting their business plans to wider audiences. Beyond the core course materials for the 60-hour course, which are paid directly via each Center’s allocated budget, fees are used to pay for additional course materials that each center customizes for their main clientele. EAC offers a range of scholarships, cash prizes, fee waivers or payment plans to accommodate clients with financial difficulties that complete the 60+ hour entrepreneurial training course.



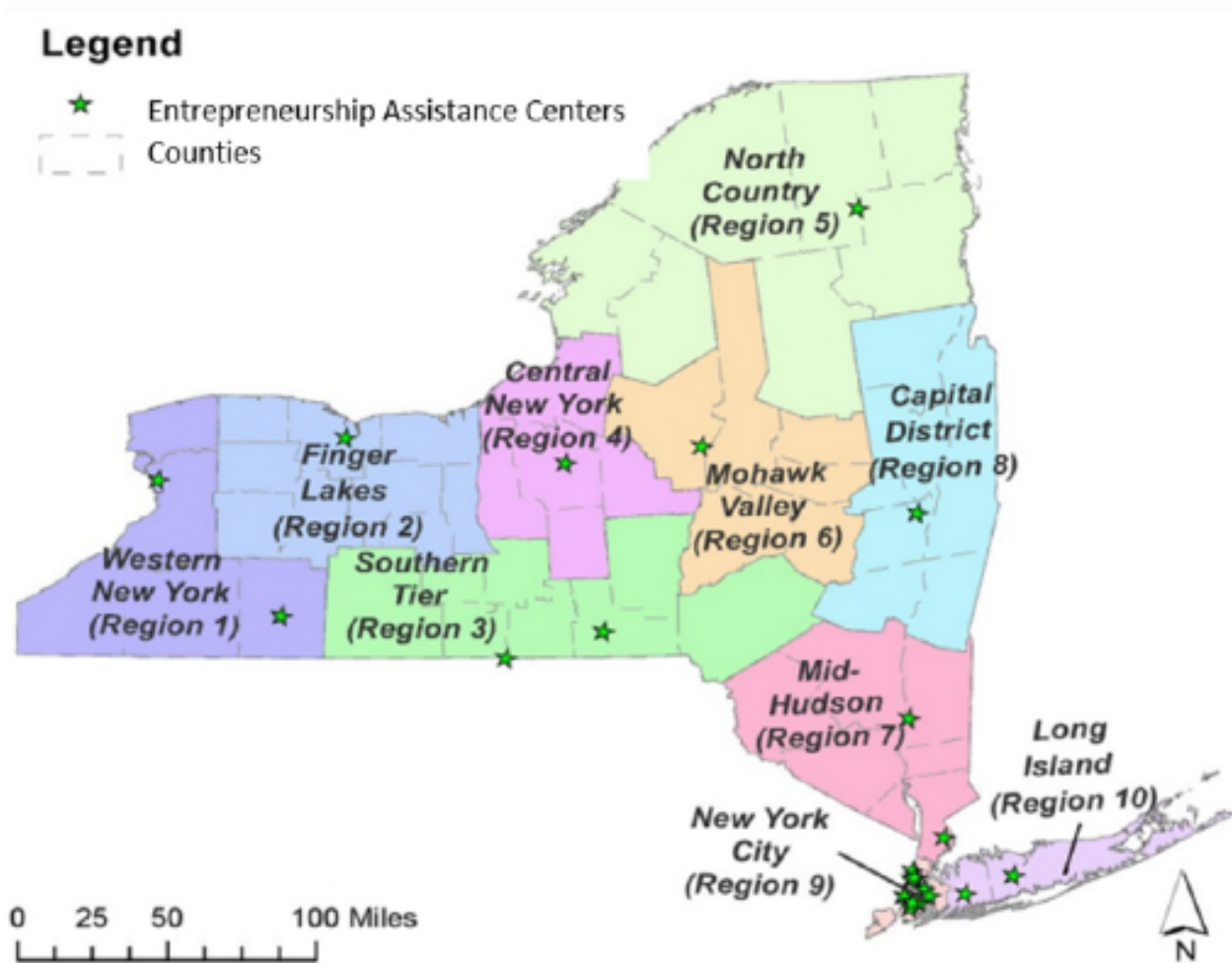
### Unique Services

Beyond the core services Centers are required to provide to clients, most Centers offered additional services that set them apart from their peers. Adirondack EDC and Renaissance EDC are notable for their ability to offer commercial loans to clients while ACCORD Corporation/Allegany Business Center, Business Outreach Center Network, CAMBA, Inc. and Washington Heights & Inwood Development Corporation have their own special loan funds for clients. Others such as South Side Innovation Center, Binghamton Local Development Corporation (“LDC”), Queens EDC, Hofstra University and Hot Bread Kitchen provide business incubator space. Hofstra University, Capital Chamber Foundation, Queens EDC, SoBRO and Binghamton LDC offer business plan competitions with cash prizes. Some others, including Business Training Institute, set up special award offers and lending initiatives with their local banks. Others distinguish themselves by offering a range of workshop topics, services in multiple languages and special services for target industries.

## 2 Program Analysis

The following analysis considers economic, demographic and EAC business performance trends in New York State and ten geographic regions as defined by ESD (see Figure 2-1). When EAC clients are considered in the analysis, they are counted in ESD regions defined by the location of their preferred Center within those regions.

Figure 2-1: Map of New York State ESD Regions & Centers



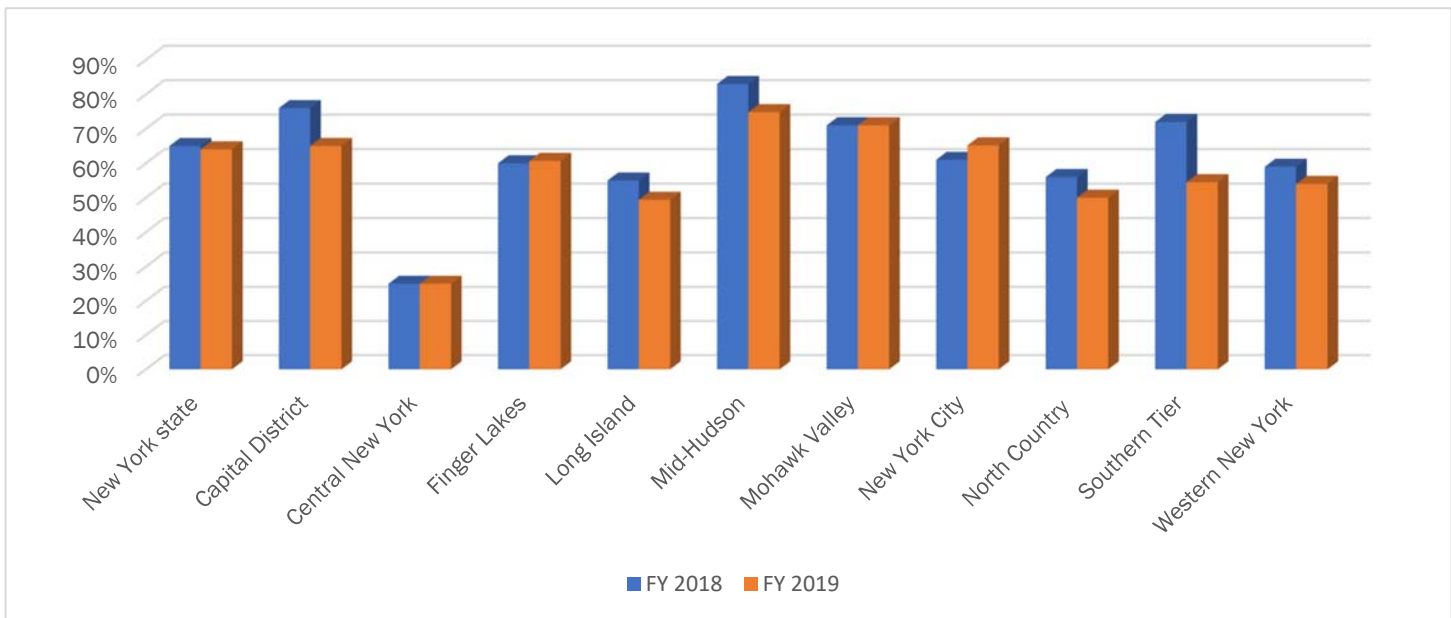
Source: ESD EAC Program

## 2.1 Client Demographic Characteristics

Figure 2-2 illustrates the share of EAC clients who are female by ESD region. In FY 2018 and FY 2019 the Mid-Hudson region had a particularly high concentration (83%) and (75%), respectively. The rate in the Central New York region was 25%, where a quarter of clients were female. The high rate of female clients in some regions compared with others may reflect that local Center's client recruiting practices more than demographics or economic activity. For example, in the Mid-Hudson region, two Centers are operated by the Women's Enterprise Development Center, an organization whose primary mission statement is to build a vibrant community of women business owners.

It should be noted that given EAC's mission to serve disadvantaged population groups, which is reflected in the location of Centers in many low-income communities, regional demographic characteristics may not be fully representative of clients, their employees or customers. An analysis of local demographic and economic trends of individual Centers is available in Appendix A. *Female client statistics by ESD region were not aggregated for FY 2020 but overall female client characteristics for the entire state reflect EAC's mission to serve disadvantaged population groups. In FY 2020 68% of EAC clients statewide were female.*

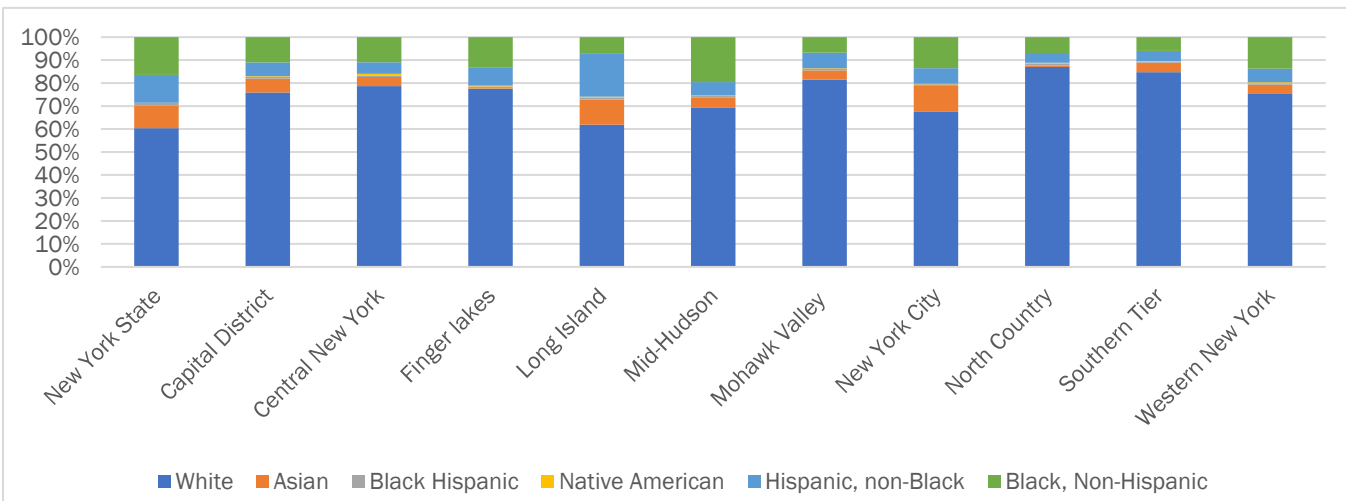
**2-2: Female Share of Clients, NYS & ESD Regions, FY 2018 and 2019**



Source: Client Characteristics by center, FY 2018, FY 2019

Figures 2-3 and 2-4 illustrate the diversity of EAC's clients by race-ethnicity and that of local residents. As illustrated in Figure 2-3, the largest share (55%) of clients statewide self-identified as White non-Hispanic followed by Black non-Hispanics (15%), Hispanic non-Blacks (11%) Asians (9%) Black Hispanics and lastly Native Americans. New York City shared a similar distribution of races as New York State as a whole, while other regions were uniquely diverse.

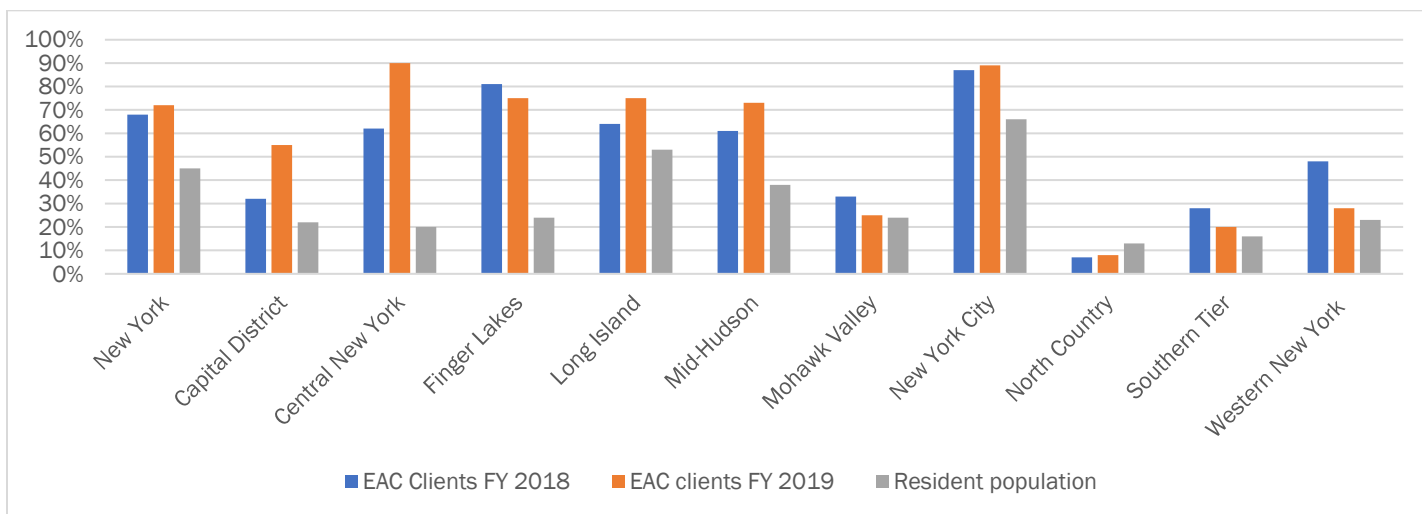
**Figure 2-3: Distribution of Clients of by Race-Ethnicity, NYS & ESD Regions**



Source ESRI, Forecast for 2021

Figure 2-4 compares the share of clients and local residents that identified as Minorities. There were greater shares of minority clients compared with local residents in all regions except for the North Country in both FY 2018 and 2019. This trend is a sign that local Centers are successfully attracting disadvantaged groups to the program. In Central New York and the Finger Lakes, the shares of Minorities were more than twice that of local residents. It can be seen in Finger lakes and New York City regions, more than 80% of EAC clients were minorities in FY 2018. *FY 2020 client demographics were aggregated for the entire program but they were not delineated by region. Overall, client demographics for the entire state reflect EAC’s mission to serve disadvantaged population groups. In FY 2020 nearly 69% of EAC clients identified as minorities.*

**Figure 2-4: Resident and Client Share of Minorities, NYS & ESD Regions, FY 2018 and 2019**

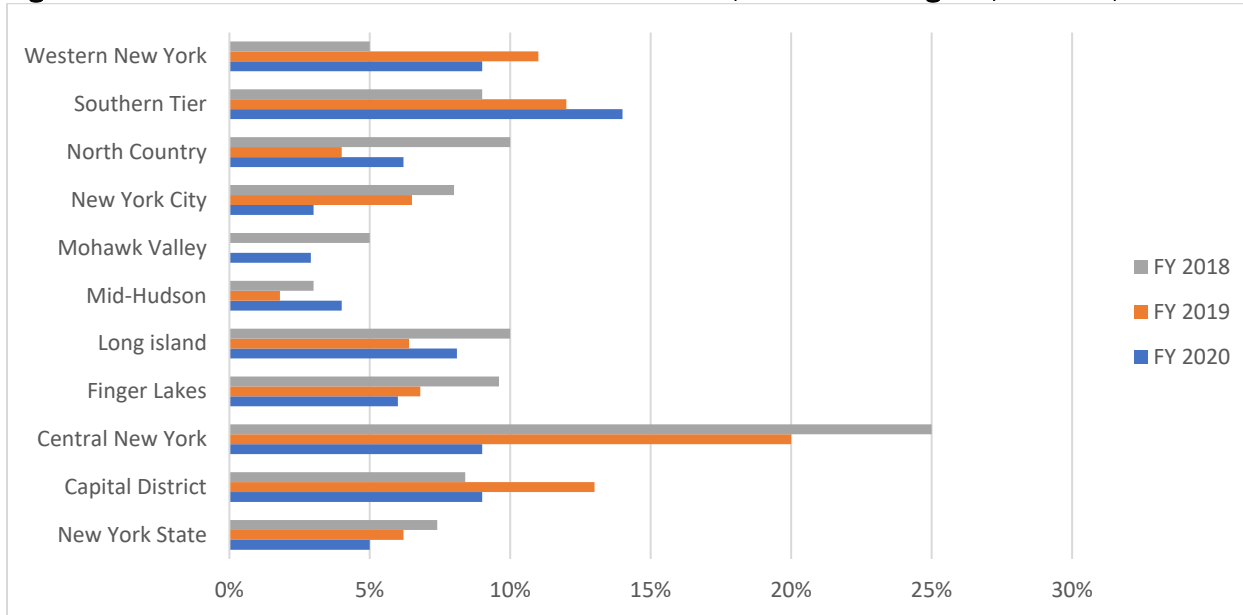


Note: Minorities include all persons self-identified as a group other than White non-Hispanic

Sources: ESRI, Estimates for 2018; ESD EAC Program, Source: Client Characteristics by center, FY 2018, FY 2019

Statewide, in the most recent year, approximately 5% of EAC clients identified as US military veterans.(see Figure 2-5). In FY 2018, the share of veteran clients in several regions was considerably higher, exceeding 8% of each region’s clients in the Central New York, Long Island and Finger Lakes regions. In the regions of the Mid-Hudson and Mohawk Valley, veteran clients accounted for less than 5% of regional clients. According to the US Census Bureau’s 2017-2021 Five-Year American Community Survey, approximately 4% of New York State civilian residents are US military veterans. Given that a higher share of veterans participate in a majority of the regions in the EAC program, it appears that the EAC is successfully attracting this disadvantaged client group.

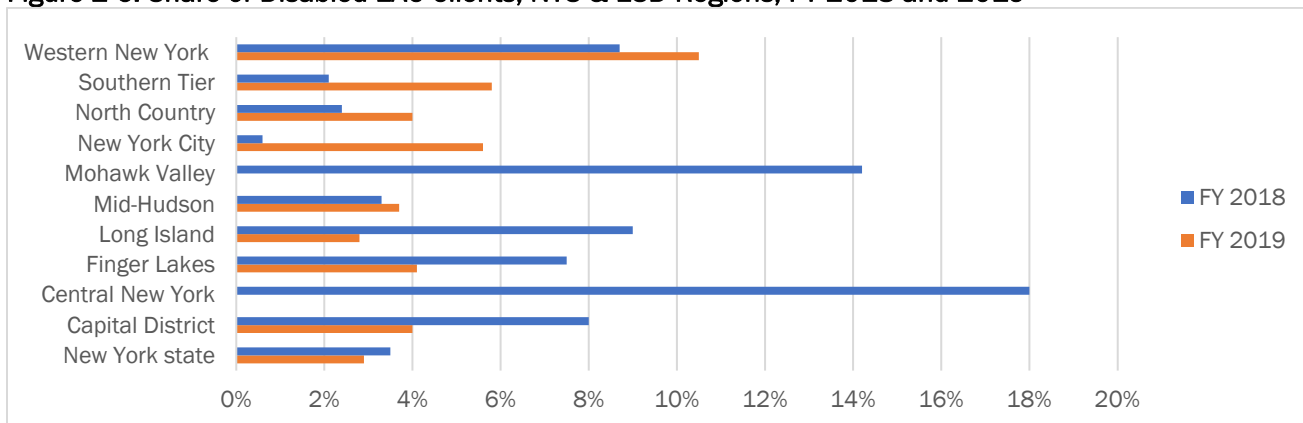
**Figure 2-5: Share of EAC Clients Self-Identified as Veterans, NYS & ESD Regions, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

The share of disabled EAC clients is shown in Figure 2-6. According to the US Census Bureau’s 2017-2021 Five-Year American Community Survey<sup>6</sup>, approximately 12% of the civilian non-institutionalized population in New York State reported at least one type of disability with regard to cognitive, physical or ambulatory activity and approximately 3% were both disabled and employed. Over 14% of the population was disabled in the Mohawk and Central New York regions versus 2% in the Southern Tier, North Country and New York City regions in FY 2018. The higher share of disabled clients in the Central New York region (18%) compared with the statewide share of approximately 4% was representative of the higher concentration of disabled residents in that area estimated by the American Community Survey. *Disabled Client statistics by the ESD region for FY 2020 were not aggregated, but over the entire state 2% of EAC clients reported at least one type of disability.*

**Figure 2-6: Share of Disabled EAC Clients, NYS & ESD Regions, FY 2018 and 2019**



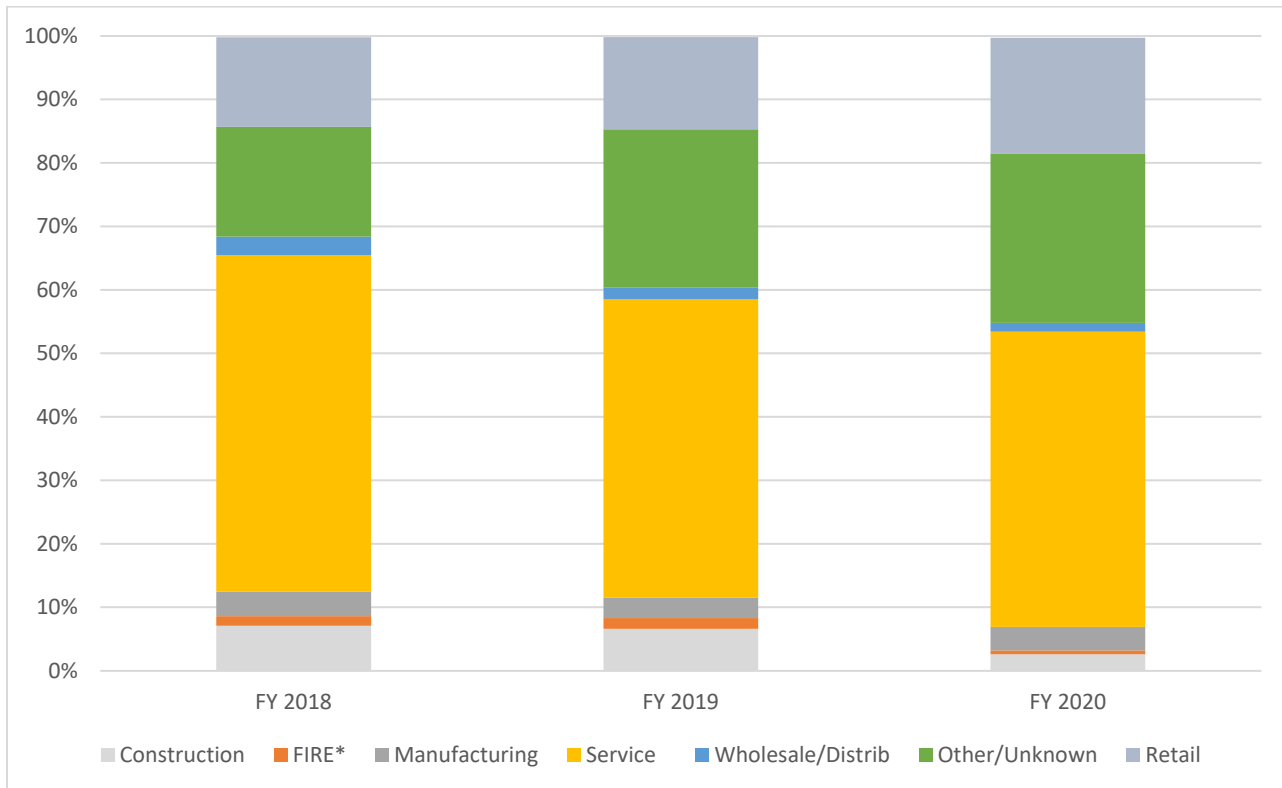
Source: Client Characteristics by center, FY 2018, FY 2019

<sup>6</sup> U.S. Census Bureau. 2017-2021 Five-Year American Community Survey.

## 2.2 Client Industry Characteristics

Shown in Figure 2-7, the distribution of EAC clients across the program’s seven industry categories (see Figure 2-7) was uneven; more than half of the State’s clients were clustered in the service industry group in FY 2018 (53%), followed by the other/unknown industry category (17%) and retail (15%) that includes clients with undetermined industry groups or industries that are not covered in the other six classifications. The remainder were in the industries of manufacturing (4%), construction (7%), finance/insurance/real estate (FIRE) services (2%) and wholesale trade/distribution (3%). FY 2019 and FY 2020 followed a similar trend illustrated below.

**Figure 2-7: Share of EAC Clients by Industry Group, NYS & ESD Regions, FY 2018, 2019 and 2020**



Notes: FIRE: Finance/Insurance/Real Estate Services

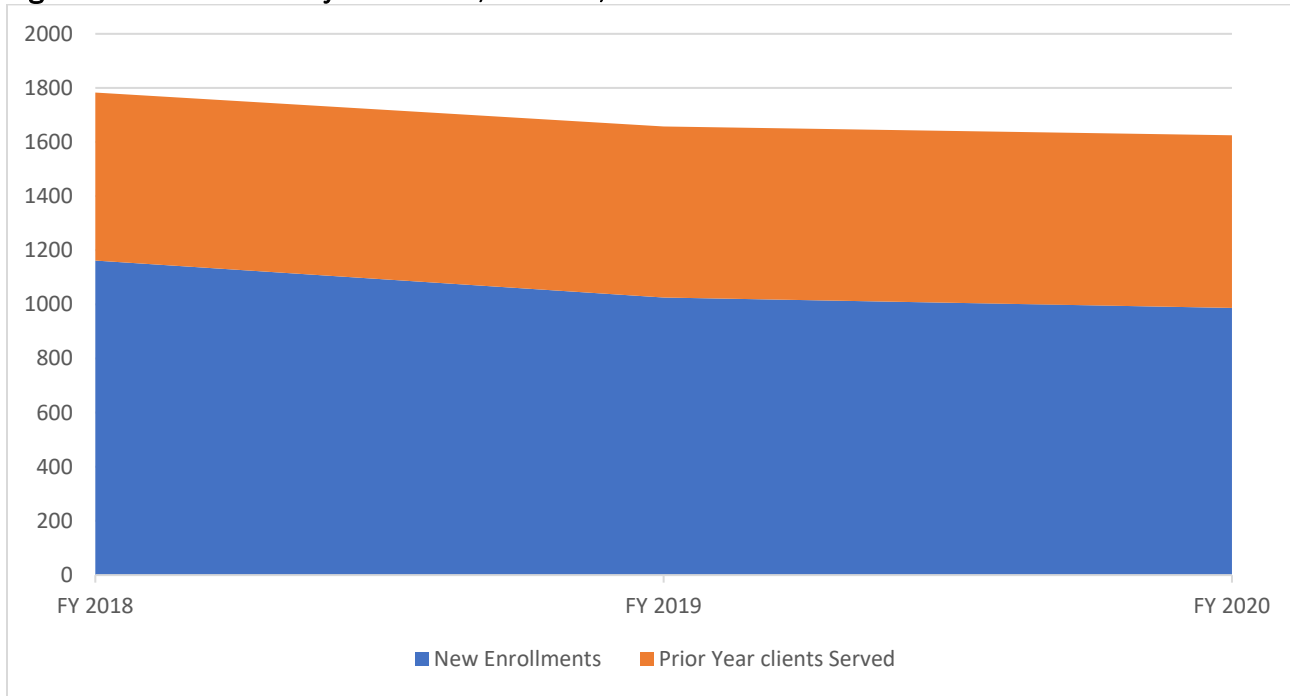
Source: Client Characteristics by center, FY 2018, FY 2019 and FY 2020

## 2.3 EAC Performance Characteristics

The total number of EAC clients (see Figure 2-8) decreased over the course of the audit period, from 1,783 in FY 2018 to 1,625 in FY 2020, a loss of 158 clients or 9%. Since FY 2018 new enrollments have dropped from 1,162 to 987, a decrease of 175 new enrollments.

Several factors have contributed to the decreasing number of new enrollments. This includes the COVID-19 pandemic in FY 2020 and the Centers who were unable to renew their EAC contract due to their inability to meet grant and goal requisite requirements.

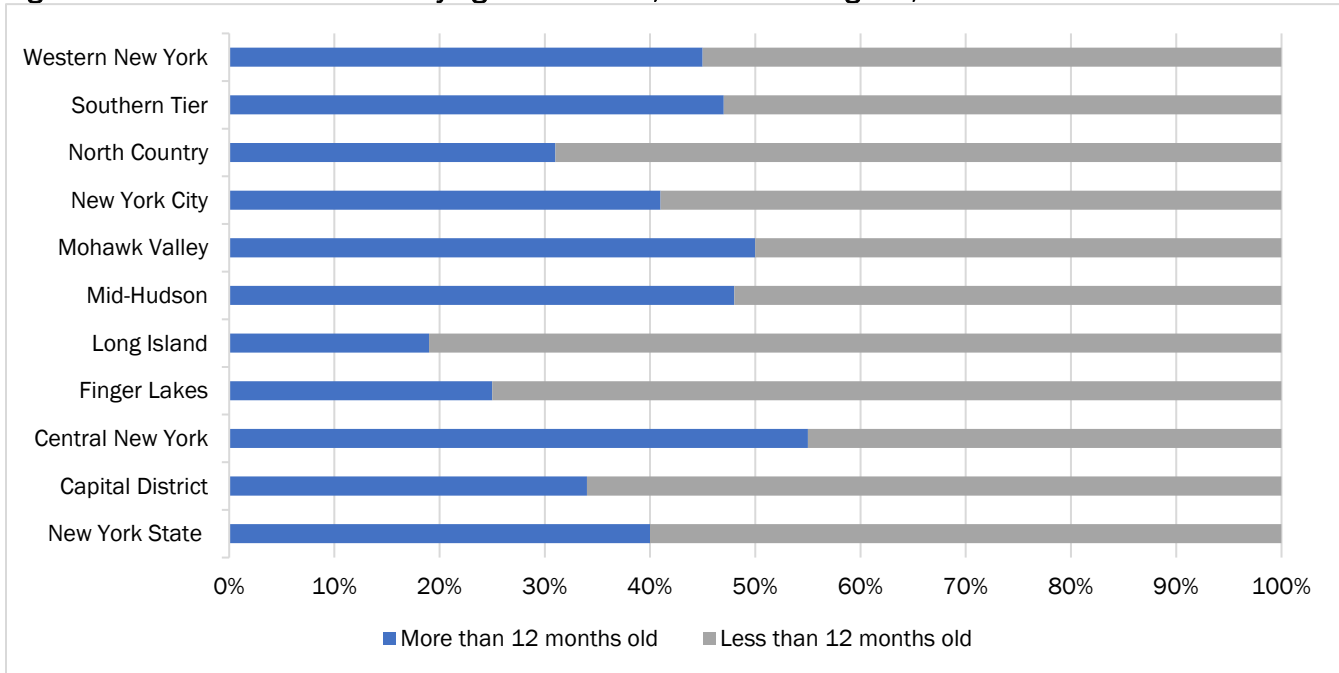
**Figure 2-8: Total Clients by Enrollment, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

Among clients in FY 2020 defined as those that received EAC services at some point during the fiscal year, about 40% were established more than one year prior to the fiscal year, while 60% were less than one year old (see Figure 2-9). A larger concentration of older firms was present in the Mohawk Valley and Southern Tier regions where 50% and 47% of firms, respectively, were older than one year, while more than 75% of businesses in the Long Island and Finger Lakes regions were less than one year old. A number of factors may explain the larger concentration of younger firms in particular regions: local EAC recruiting efforts, client satisfaction and local economic conditions are just a few relevant factors.

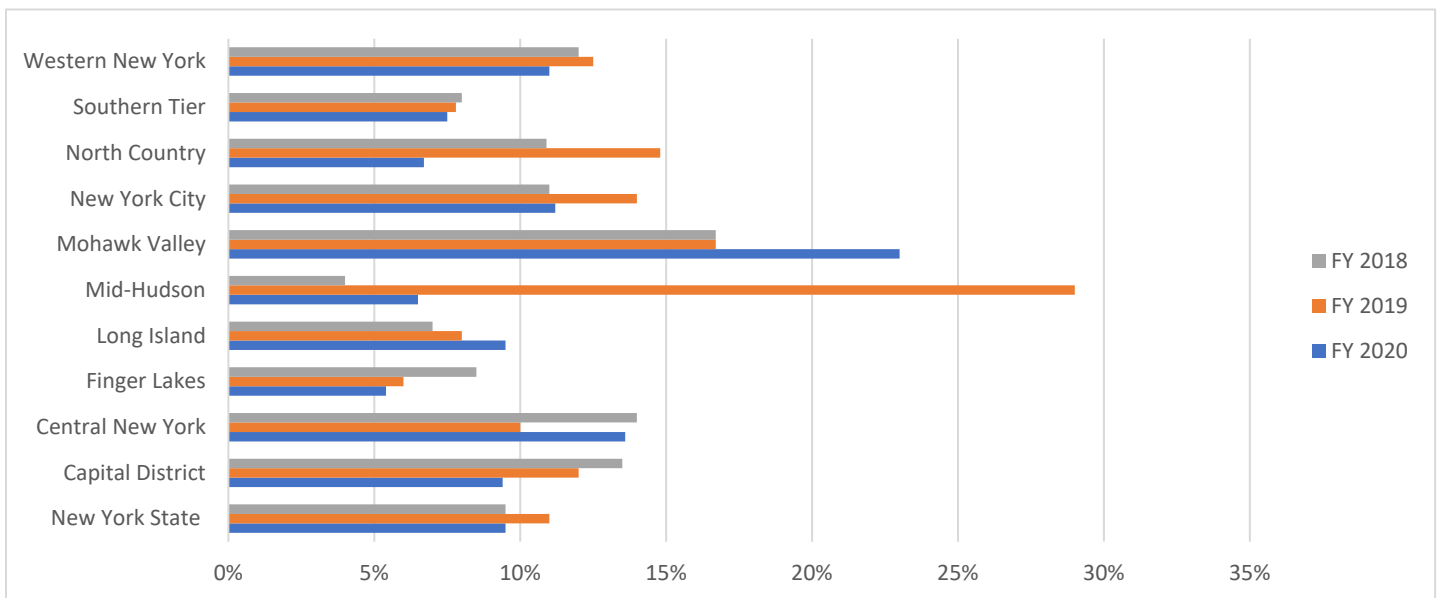
**Figure 2-9: Distribution of Clients by Age of Business, NYS & ESD Regions, FY 2020**



Source: EAC goals FY 2020- 13 months as of 8.21.20

Figure 2-10 shows the number of businesses started as a share of clients that received services from FY 2018, 2019, and 2020. Approximately 10% of statewide clients had established businesses, while over twice that share (23%) had established firms in the Mohawk Valley region in FY 2020. In the most recent year fewer than 7% of clients in each region had established businesses in the North Country and Finger Lakes regions. These trends are generally less an indicator of EAC performance than a sign of the needs of clients. Regions with smaller shares of clients with established businesses also had smaller shares of older firms in their programs and therefore need to dedicate more services to 60+ hour entrepreneurial training courses and market analysis assistance, whereas regions with higher shares of established businesses must dedicate more resources to MWBE certification and loan assistance.

**Figure 2-10: Business Started as a Share of Total Clients, NYS & ESD Regions, FY 2018, 2019 and 2020**

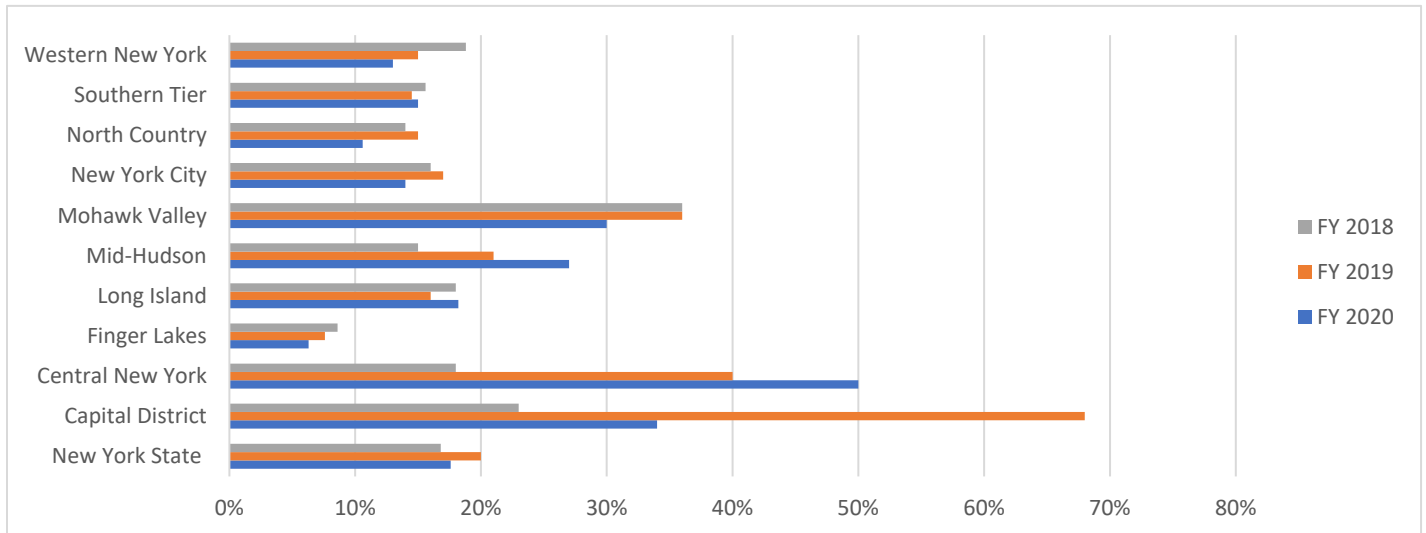


Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20



The share of clients with developed business plans from FY 2018, 2019 and 2020 is illustrated in Figure 2-11. In the most recent year, the Central New York region, with its larger concentration of clients with older businesses, also had the highest share of clients with a business plan at 50%, almost three times the statewide rate of 18%. It is notable that the Mohawk Valley, Mid-Hudson, Capital District, and Central New York regions all had more than a quarter of clients with a developed business plan. It can also be noted in FY 2019 that nearly 70% of clients in the Capital District had developed business plans.

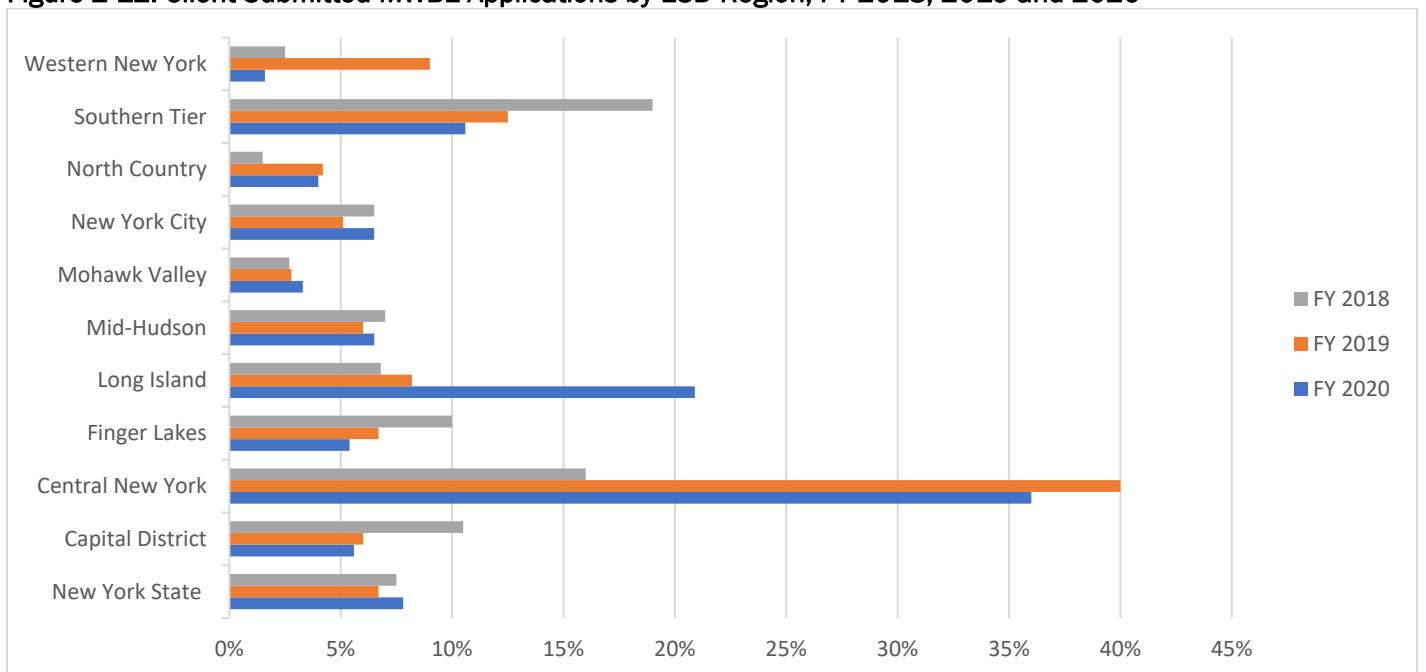
**Figure 2-11: Business Plans Developed as a Share of Total Clients, NYS & ESD Regions, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

Shown in Figure 2-12, the number of EAC clients that submitted applications to the MWBE Certification program was the highest for the Central New York Region. After Central New York, the largest concentration of clients that submitted applications to the MWBE Certification program was in the Long Island region (21%) followed by Southern Tier region (11%). This may reflect more on the performance of the Centers in these areas than on the demographics of the regions.

**Figure 2-12: Client Submitted MWBE Applications by ESD Region, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

Over the period of FY 2018 to FY 2020, the amount of financing secured by EAC clients increased from \$6,915,983 to \$13,860,334, a gain of \$6,944,351 or approximately 100% (see Figure 2-13).

Figure 2-13, describes the number of financial loan or grant packages developed and the total value of financing secured among clients in FY 2020. In New York City, where over 40% of EAC clients are located, 80 loans were developed accounting for approximately 45% of total packages developed statewide, and \$6.75 million in funding was secured. This is roughly half of the funding secured for the entire EAC program in that fiscal year. Relative to its number of clients, the Central New York region developed a high number of financial packages, almost one package for every two clients.

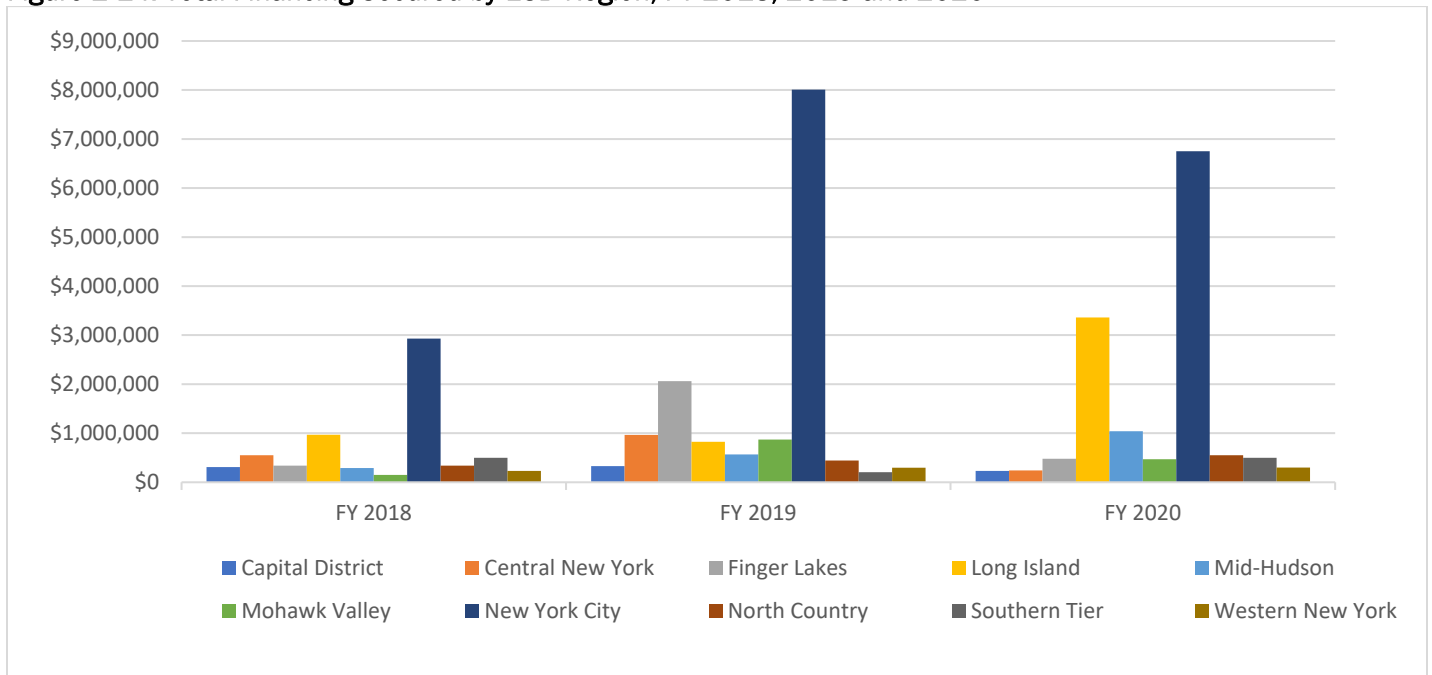
The average size financing package secured per client was \$77,430 in New York State and \$84,375 in New York City. The region with the largest average secured financial package was Mid-Hudson (\$148,570) followed by Mohawk Valley (\$78,333). At the low end of the range, clients that secured financing in Western New York and the North Country received less than \$25,000 on average.

**Figure 2-13: Financial Packages Developed & Financing Secured, NYS & ESD Regions, FY 2020**

	Financial Packages Developed	Total Financing Secured	Financing Secured per Package Developed
New York State	179	\$13.9M	\$77.4K
Capital District	8	\$0.2M	\$28.7K
Central New York	9	\$0.2M	\$26.6K
Finger Lakes	7	\$0.5M	\$68.5K
Long Island	21	\$3.4M	\$116.0K
Mid-Hudson	7	\$1.0M	\$148.5K
Mohawk Valley	6	\$0.5M	\$78.3K
New York City	80	\$6.8M	\$84.4K
North Country	23	\$0.6M	\$23.9K
Southern Tier	10	\$0.5M	\$50.0K
Western New York	14	\$0.3M	\$21.4K

Source: EAC goals FY 2020- 13 months as of 8.21.20

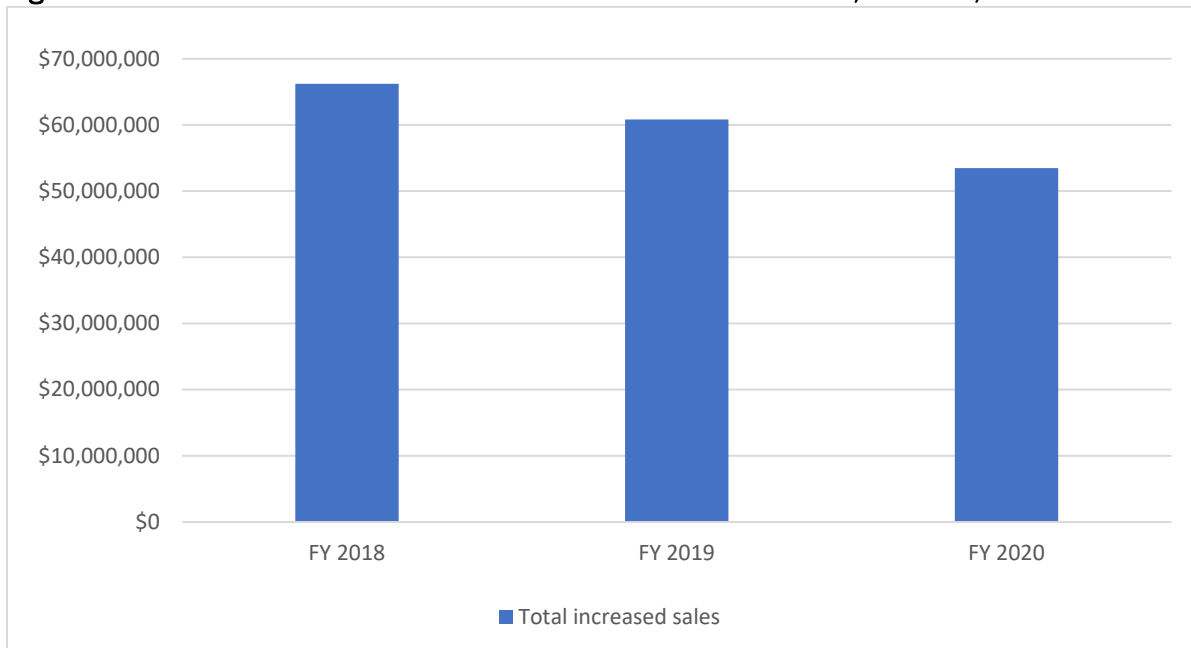
**Figure 2-14: Total Financing Secured by ESD Region, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

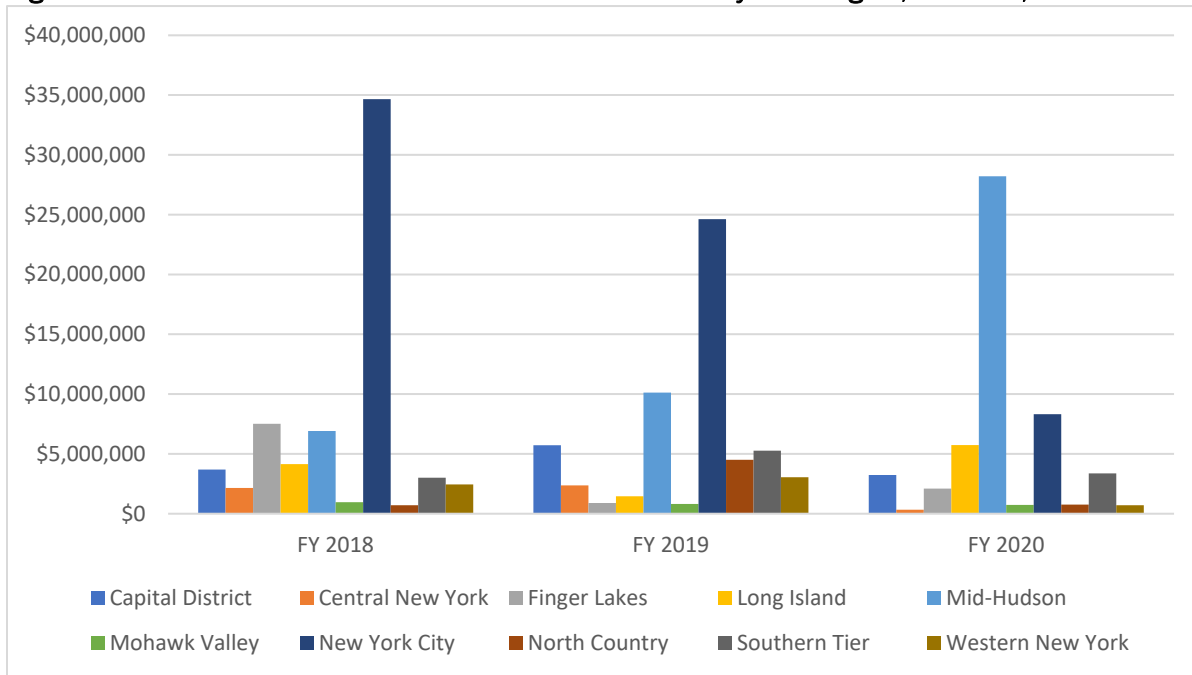
From FY 2018 to FY 2020 increased annual sales declined by \$12.7 million (see Figure 2-15), primarily due to the effects of COVID-19 during this period. Increased annual sales observed were \$66.2M, \$60.8M and \$53.5M in FY 2018, FY2019 and FY 2020, respectively.

**Figure 2-15: Total Increased Year-Over-Year Annual Sales All Centers, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

**Figure 2-16: Total Increased Year-Over-Year Annual Sales by ESD Region, FY 2018, 2019 and 2020**



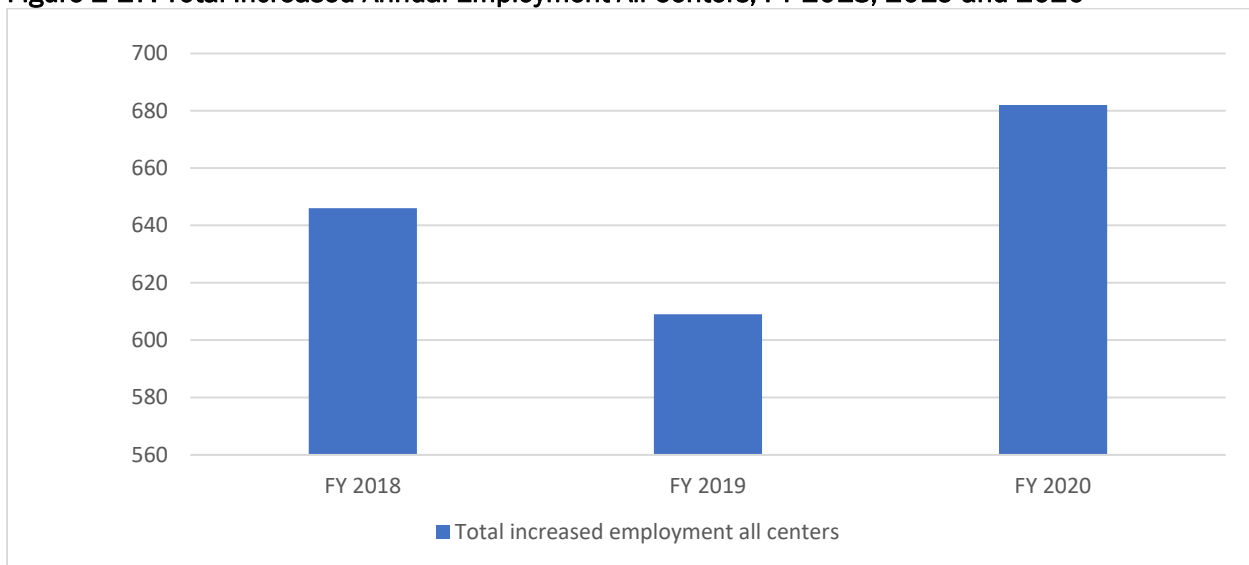
Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

The following table corresponds to Figure 2-16, and presents the total increased year-over-year annual sales by ESD region for FY 2018, 2019 and 2020. As illustrated, the New York City region accounted for a significant amount of the year-over-year annual sales for FY 2018 and 2019, approximating 52% and 40%, respectively. In FY 2020, the Mid-Hudson region accounted for the most significant amount of year-over-year annual sales, approximating 53%.

Fiscal Year	Capital District	Central New York	Finger Lakes	Long Island	Mid-Hudson	Mohawk Valley	New York City	North Country	Southern Tier	Western New York
FY 2018	\$3.7M	\$2.2M	\$7.5M	\$4.1M	\$6.9M	\$0.9M	\$34.6M	\$0.7M	\$3.0M	\$2.4M
FY 2019	\$5.7M	\$2.4M	\$0.9M	\$1.5M	\$10.1M	\$0.8M	\$24.3M	\$4.5M	\$7.3M	\$3.1M
FY-2020	\$3.3M	\$0.3M	\$2.1M	\$5.7M	\$28.2M	\$0.7M	\$8.3M	\$0.7M	\$3.4M	\$0.7M

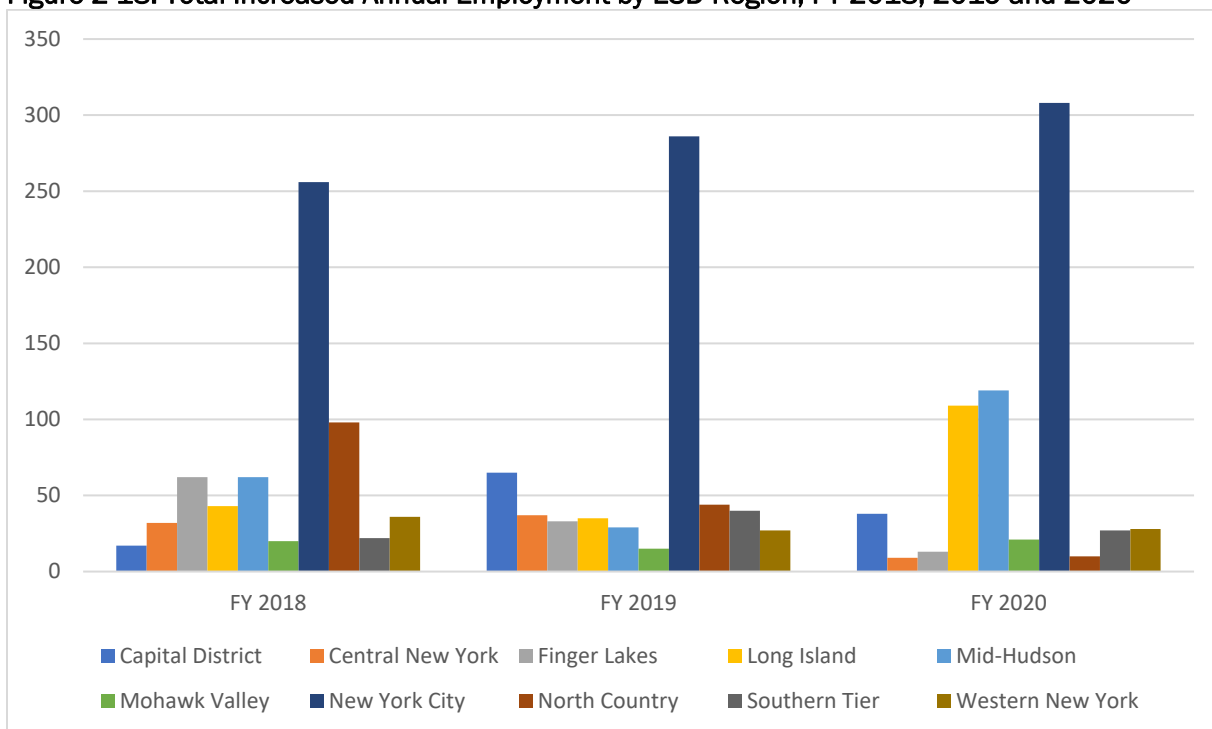
Annual increased employment among EAC clients (see Figure 2-17) increased from 646 to 682 from FY 2018 to FY 2020, a gain of 36 workers (approximately 6%). Figure 2-18 shows the annual increased employment by ESD Region. As illustrated, New York City increased employment by 52 workers, a gain of 20% over the three year period. The Long Island and Mid-Hudson experienced significant increased employment as well, showing gains of 153% and 92%, respectively.

**Figure 2-17: Total Increased Annual Employment All Centers, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

**Figure 2-18: Total Increased Annual Employment by ESD Region, FY 2018, 2019 and 2020**



Source: EAC FINAL GOALS FY 2018 as of 10.15.18, EAC Goals FY 2019 and EAC goals FY 2020- 13 months as of 8.21.20

### 3 Client Survey Analysis

EFPR designed and administered a 56-question survey for to be completed by participants for services provided for the period June 1, 2017 through June 30, 2020. The survey instrument was launched via SurveyMonkey and translated into four languages: English, Spanish, Haitian Creole, and Mandarin (Chinese Simplified) based on need as identified by the program's Center managers. Hard copies of the survey were also available in all four translations at the Centers.

On March 3, 2022 an email was sent from EFPR directly to the Centers' program managers which included:

- A transmittal Word document in four languages with information about why the survey is necessary. This document included a link to the online survey with instructions on how to select the appropriate viewing language.
- A contact list of participants from June 1, 2017 through June 30, 2020.
- PDF's of the survey in each of the four languages: English, Spanish, Mandarin (Chinese Simplified), and Haitian Creole. The Centers were asked to mail these hard copies of the survey to those participants without a listed email address to gather as many responses as possible.

The survey was closed on April 30, 2022 and the results were analyzed based on program satisfaction, general business concerns and services received. The 55-question survey was broken down into six sections:

- Primary Owner/Operator Information,
- Business Information,
- EAC Services Received,
- Program Experience,
- Business Performance, and
- General Business Concerns

No hard-copy survey responses were received, but a total of 219 online surveys were completed. The survey was sent to 3,474 program clients, of which 2,982 had email and 492 did not. At the time when the survey was sent, ESD had not renewed the contracts of four of the six centers whose clients did not submit responses. Also, the audit survey targeted clients that had been served five years after their initial contact with the Centers and at the onset of the pandemic. The EAC client survey result of 6% sample (response) rate, is in line with the average response rate for email surveys in 2021, according to Qualtrics.<sup>7</sup> However, it's worth noting that completion rates can vary widely depending on factors such as the number and complexity of the survey questions. For example, surveys with fewer questions have higher completion rates, while more complex surveys with more questions have lower completion rates.<sup>8</sup>

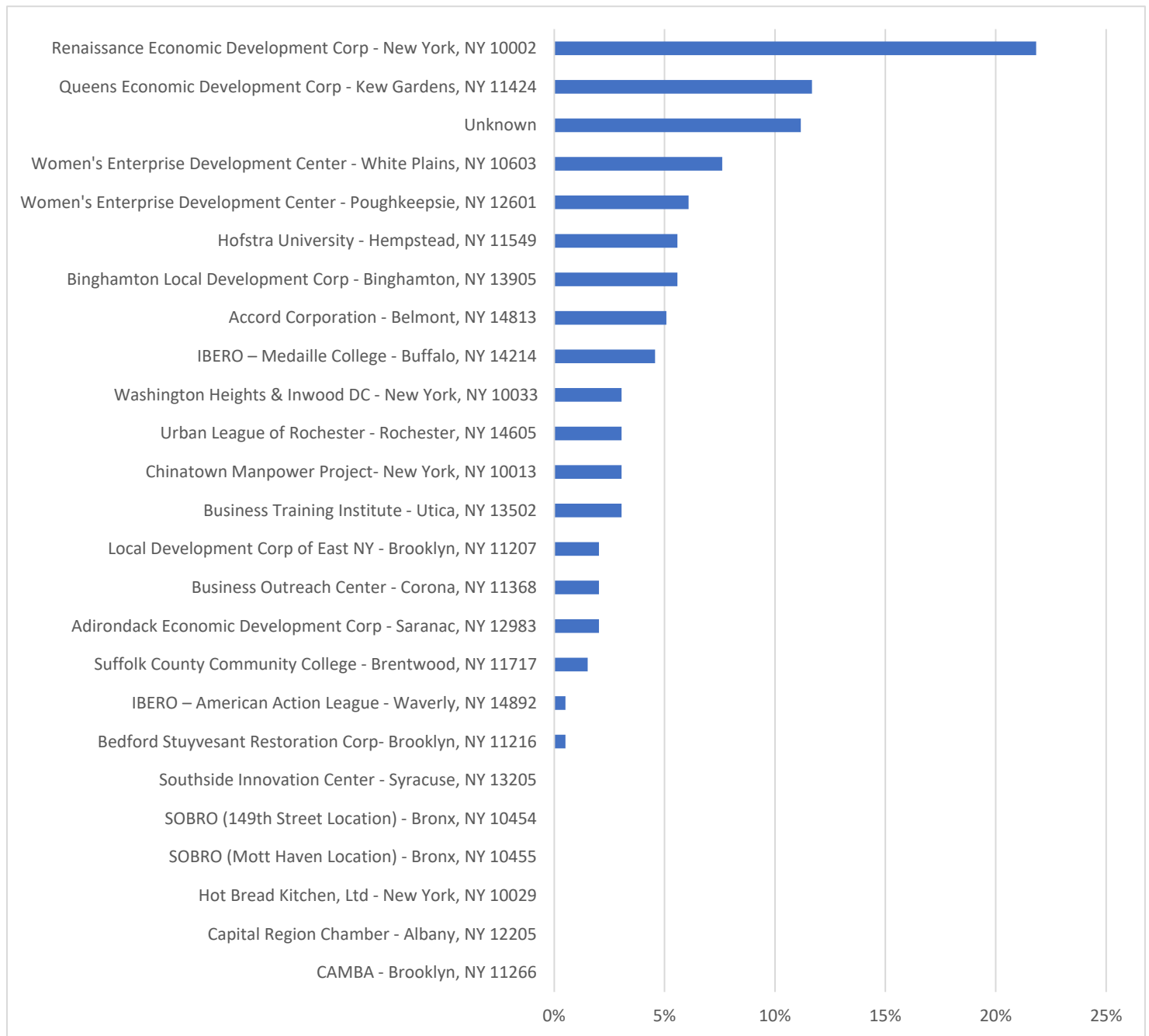
The survey signified a high level of client satisfaction with EAC; according to the surveys 62% of respondents reported that they were very satisfied with the program overall.

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<sup>7</sup> Delighted by Qualtrics, 2022. Retrieved from <https://delighted.com/blog/average-survey-response-rate/> on the date of 2/15/2023.

<sup>8</sup> SurveyMonkey. Retrieved from <https://help.surveymonkey.com/en/surveymonkey/solutions/response-rate/> on the date of 2/15/2023.

**Figure 3-0: EAC Client Response Rate**



Completion Rate: 90%

Of those who did respond to the questions:

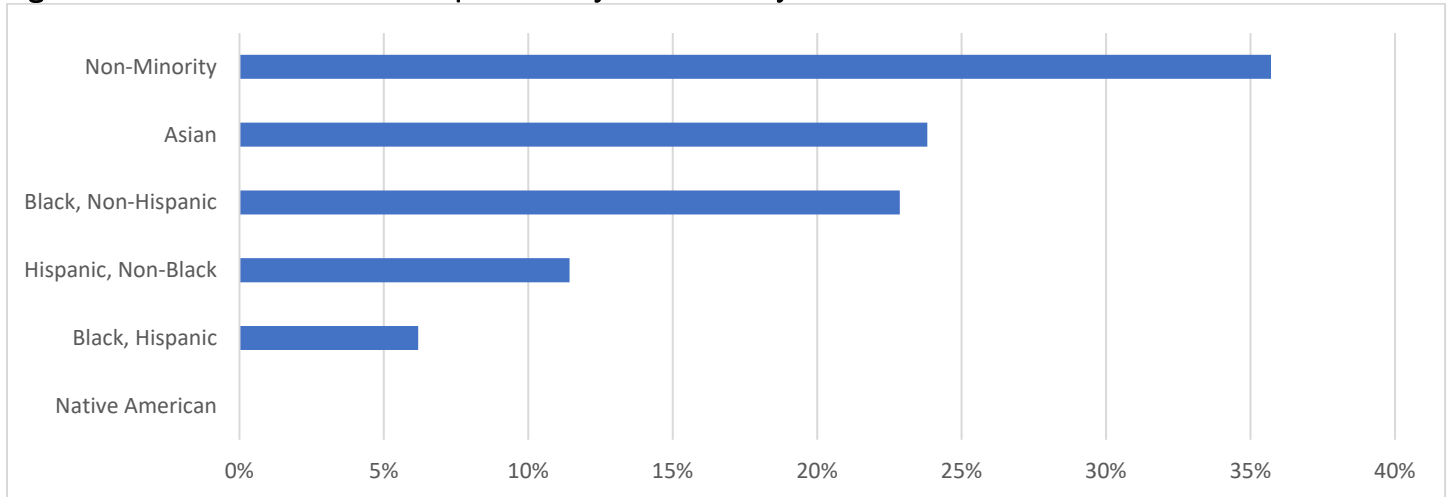
- 70% were female
- 64% self-identified as minorities
- 43% were self-employed full-time
- 42% had formed a business between FY 2017 to 2020
- 33% of clients with businesses were in the services sector
- 81% had annual business income of \$1 or more
- 61% had annual business income of \$25,000 or more

### 3.1 Primary Owner/Operator Information

#### Race-Ethnicity

Shown in Figure 3-1, the majority of survey respondents identified themselves as a Non-Minority (36%), the second largest share of respondents identified as Asian (24%), closely followed by Black, Non-Hispanic (23%) with Hispanic, Non-Black trailing next (11%) and Black, Hispanic last (6%).

**Figure 3-1: Distribution of Client Respondents by Race-Ethnicity**

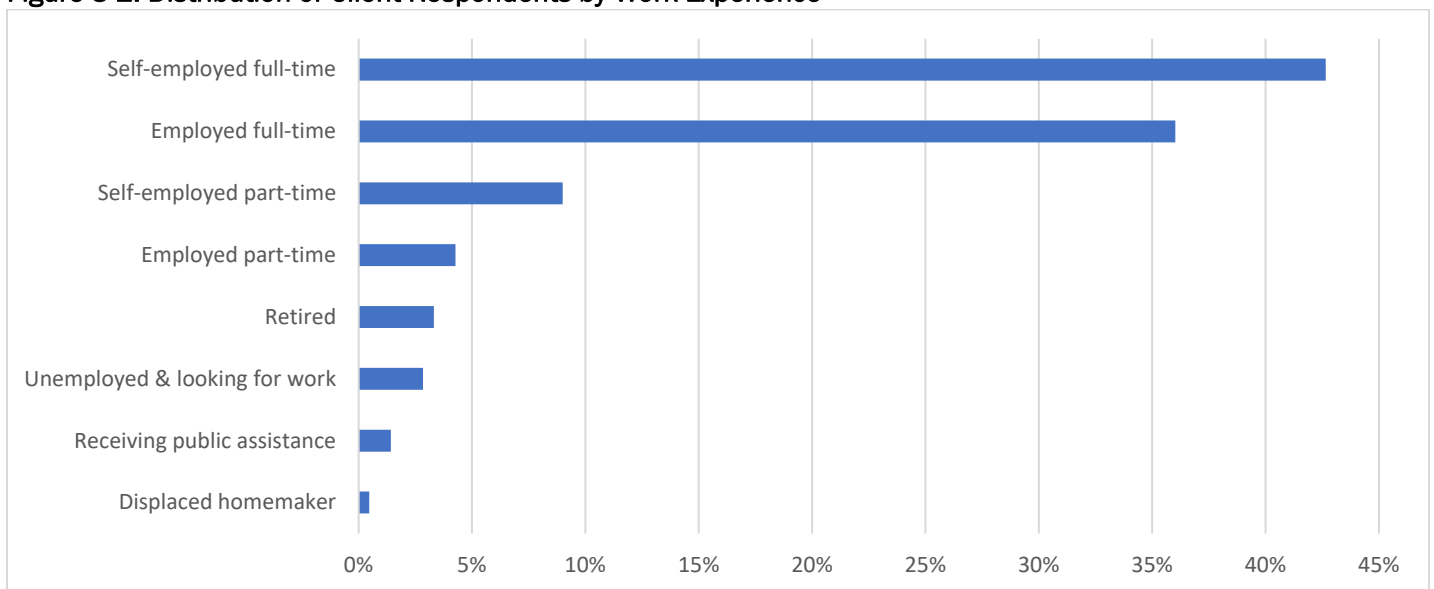


Completion Rate: 96%

#### Work Experience

Illustrated in Figure 3-2, under half of survey respondents (40%) indicated they were employed by another establishment while a little over half (52%) reported self-employment. Less than 1% identified as displaced homemaker, while 3% selected unemployed and looking for work, with 1% receiving public assistance.

**Figure 3-2: Distribution of Client Respondents by Work Experience**



Completion Rate: 96%

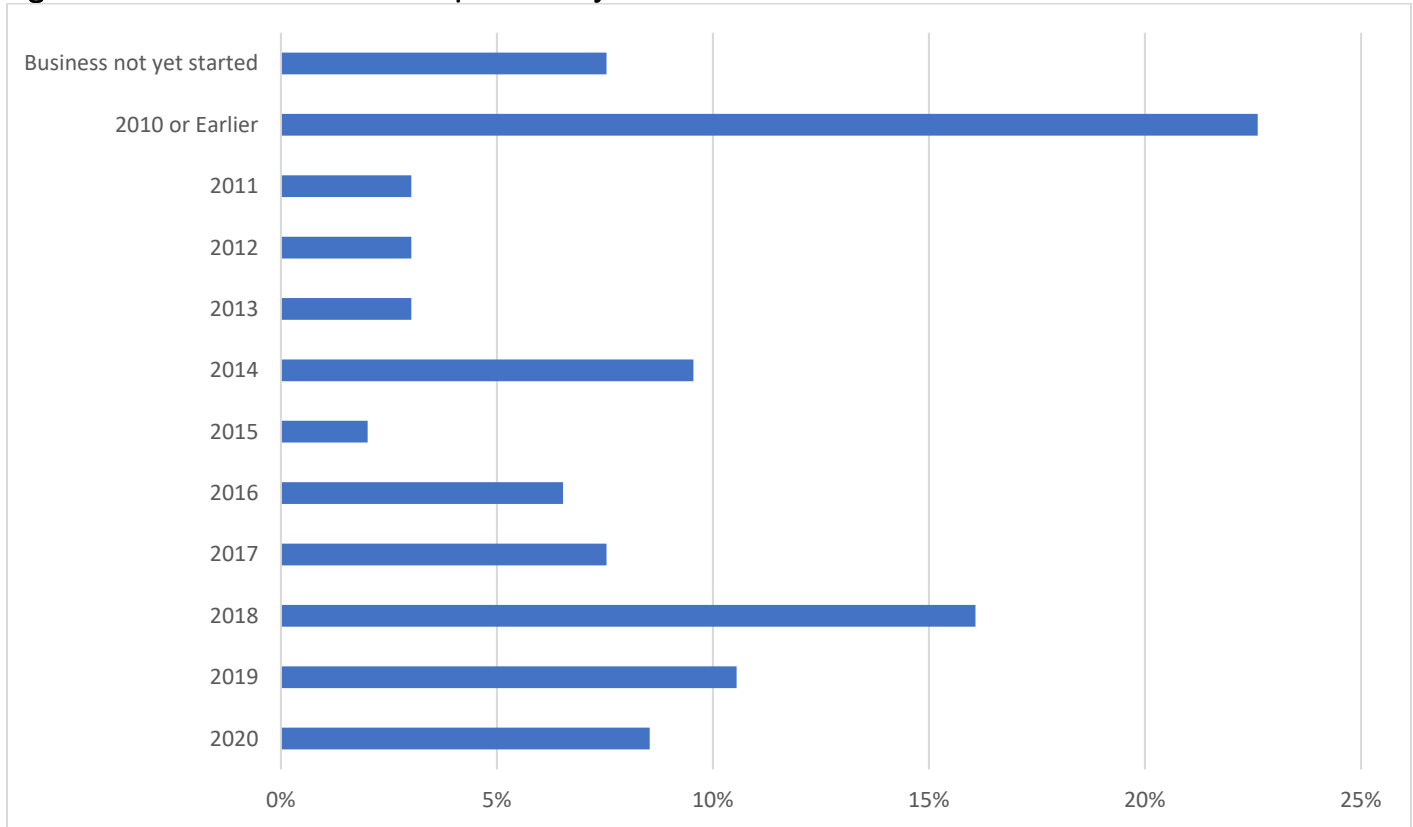


## 3.2 Business Information

### Year Business Formed

Survey requests were distributed to clients that received EAC services in the period June 1, 2017 through June 30, 2020. See figure 3-3: 36% of the survey respondents formed their business within 2018, 2019 and 2020 while 36% formed their business between 2011-2017, 23% from 2010 or earlier and 8% has not yet started their business.

**Figure 3-3: Distribution of Client Respondents by Year Business Formed**



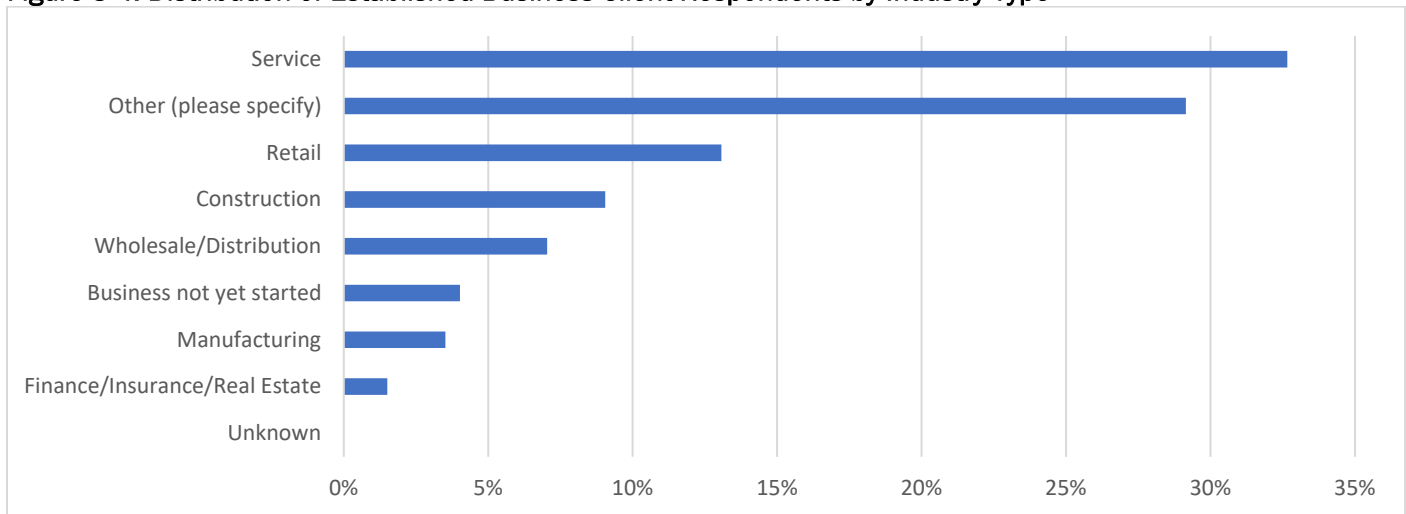
Completion Rate: 91%

### Business Sector

33% of survey respondents indicated that their business was in the service sector (see Figure 3-4), followed by other industries (29%). A review of responses by companies self-identified as belonging to “other industries”, suggests that respondents had difficulty identifying their company’s industry group. It is important to note that the respondents in the “other” category listed health & wellness, food & beverage, and daycare several times. This may indicate a growing sector in the community.

The industry of retail trade accounted for 13% of respondents, followed by construction (9%), then wholesale/distribution (7%) with finance/insurance/real estate (2%). Manufacturing and Business Not Yet Started each received 4%.

**Figure 3-4: Distribution of Established Business Client Respondents by Industry Type**

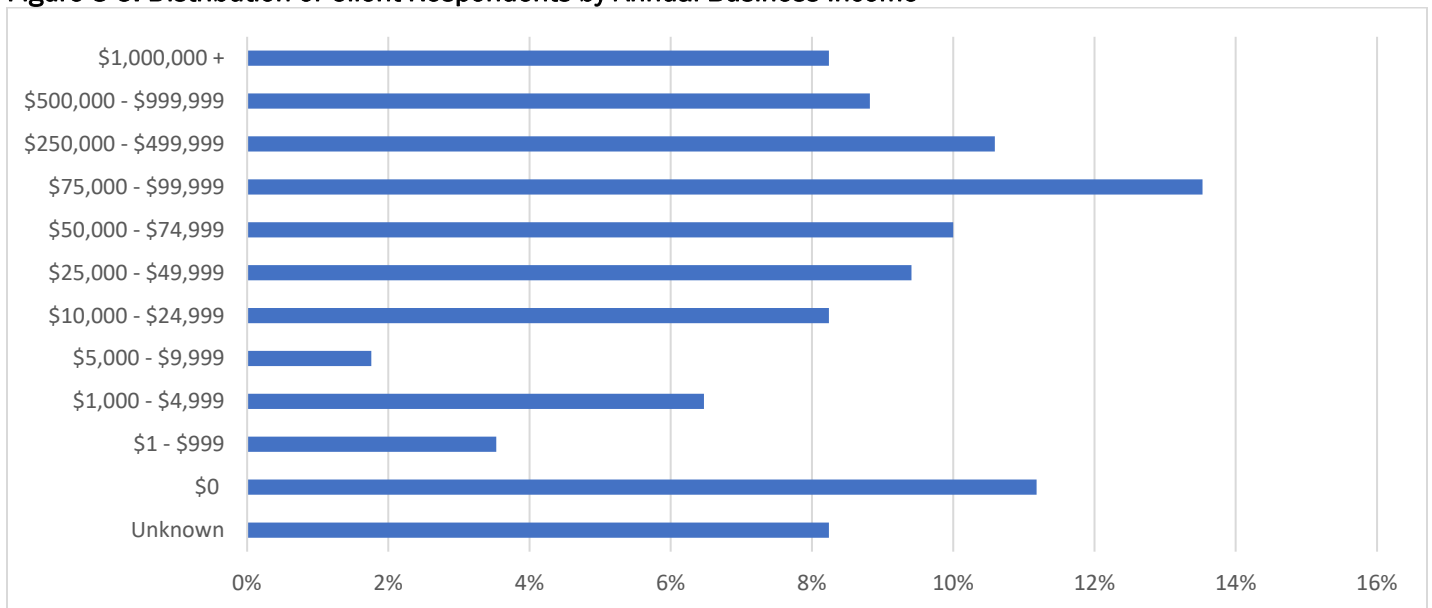


Completion Rate: 91%

Annual Business Income

Shown in Figure 3-5, 52% of respondents made over \$50,000 in annual business income, while 8% did not know how much they made and 11% had no business revenue. The remaining 29% earned less than \$50,000. Among businesses with known income and/or business operations, 52% generated \$50,000 or more in annual business income while 23% earned less than \$10,000, highlighting the fact that the majority of businesses in the EAC program are growing in size (excluding those responses that were unknown). Additionally, it should be noted that 65% of respondents considered their business as their primary source of income, while 35% considered it to be supplemental to personal income.

**Figure 3-5: Distribution of Client Respondents by Annual Business Income**

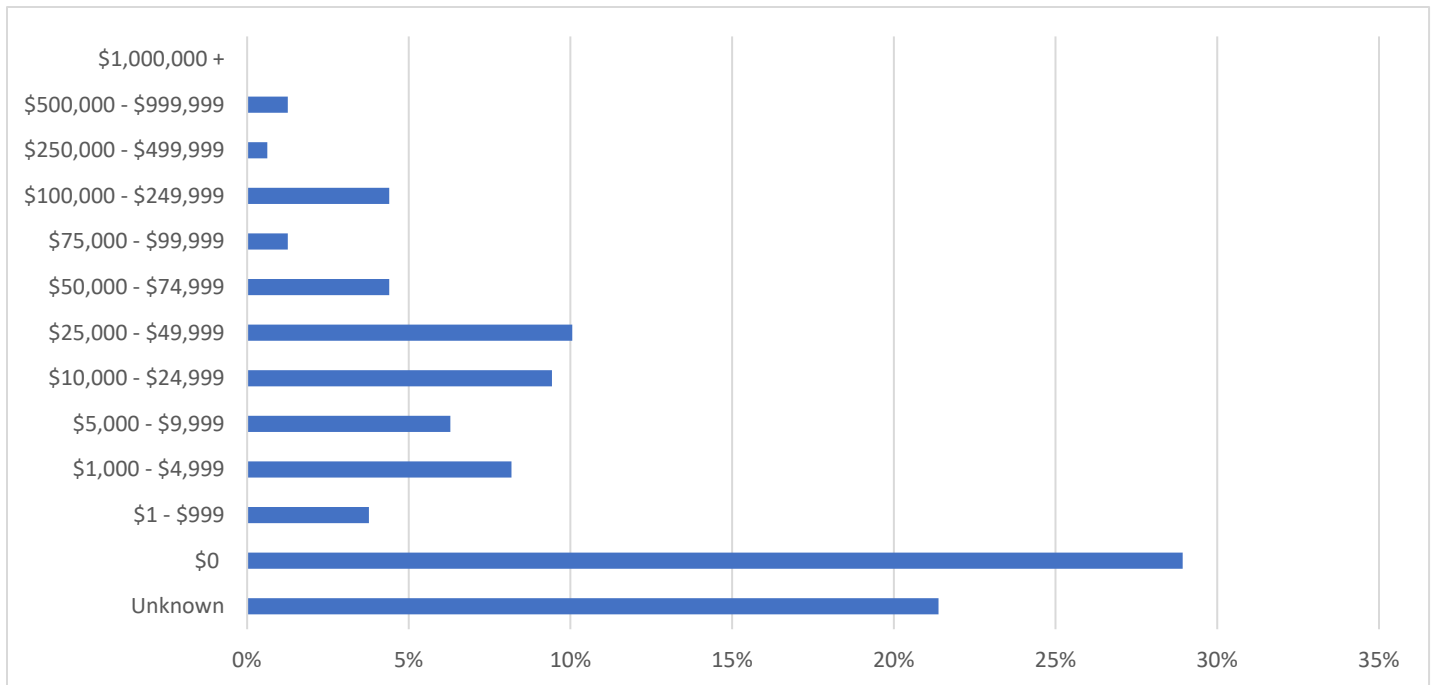


Completion Rate: 78%

2020 Annual Profitability

Figure 3-6 illustrates client profitability (income after expenses) in FY 2020. 29% of respondents reported that they made no profits and another 21% indicated that their profits were unknown. 37% reported profits of under \$50,000 (excluding unknown and no profits) and 11% had profits of \$50,000 or more.

**Figure 3-6: Distribution of Client Respondents by Annual Profitability from FY 2020**

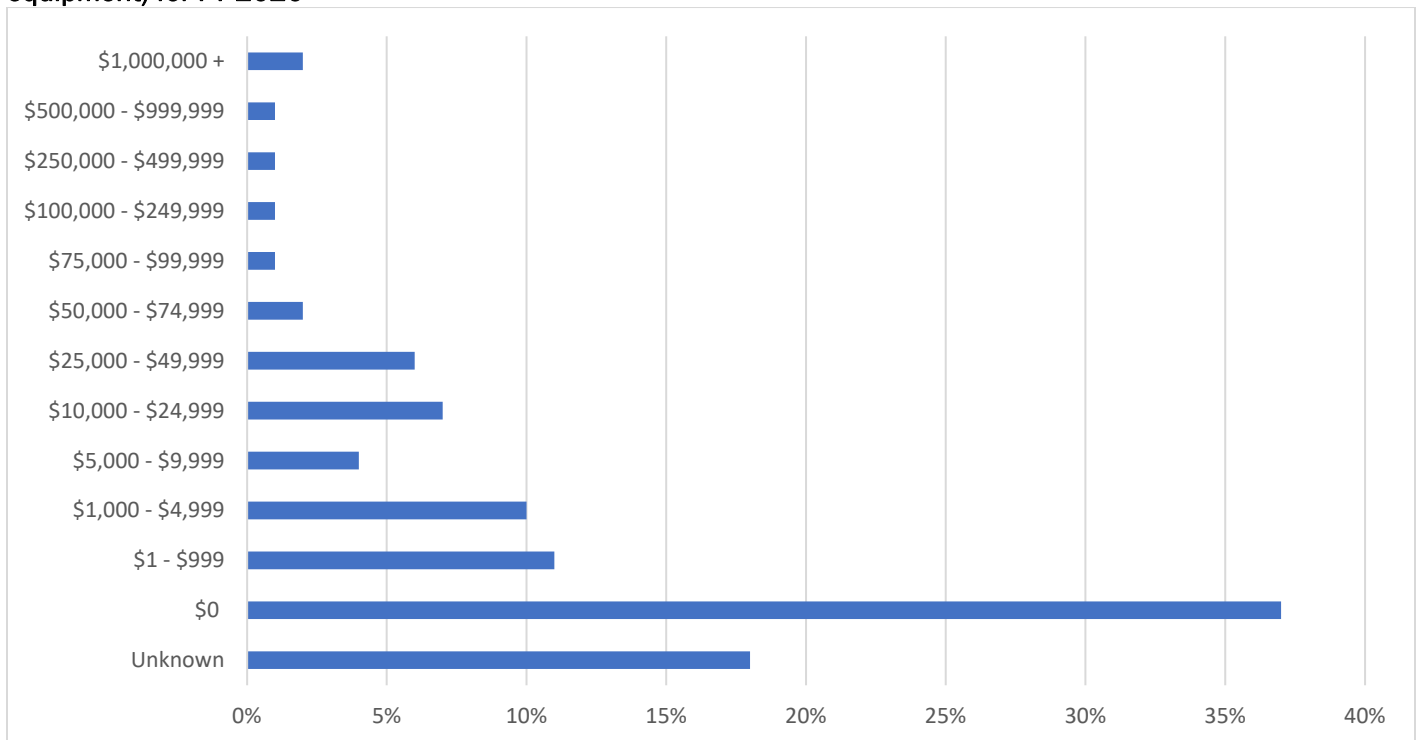


Completion Rate: 94%

**FY 2020 Capital Costs**

Similar to the trend of profitability, 37% of respondents indicated that they had no capital costs in the past year (see Figure 3-7) and 18% reported that their capital costs were unknown. Among respondents with capital costs, 25% spent less than \$10,000, 15% spent \$10,000 to \$99,999 and 5% spent \$100,000 or more.

**Figure 3-7: Distribution of Client Respondents by Capital Costs (purchases of land, buildings, construction, or equipment) for FY 2020**

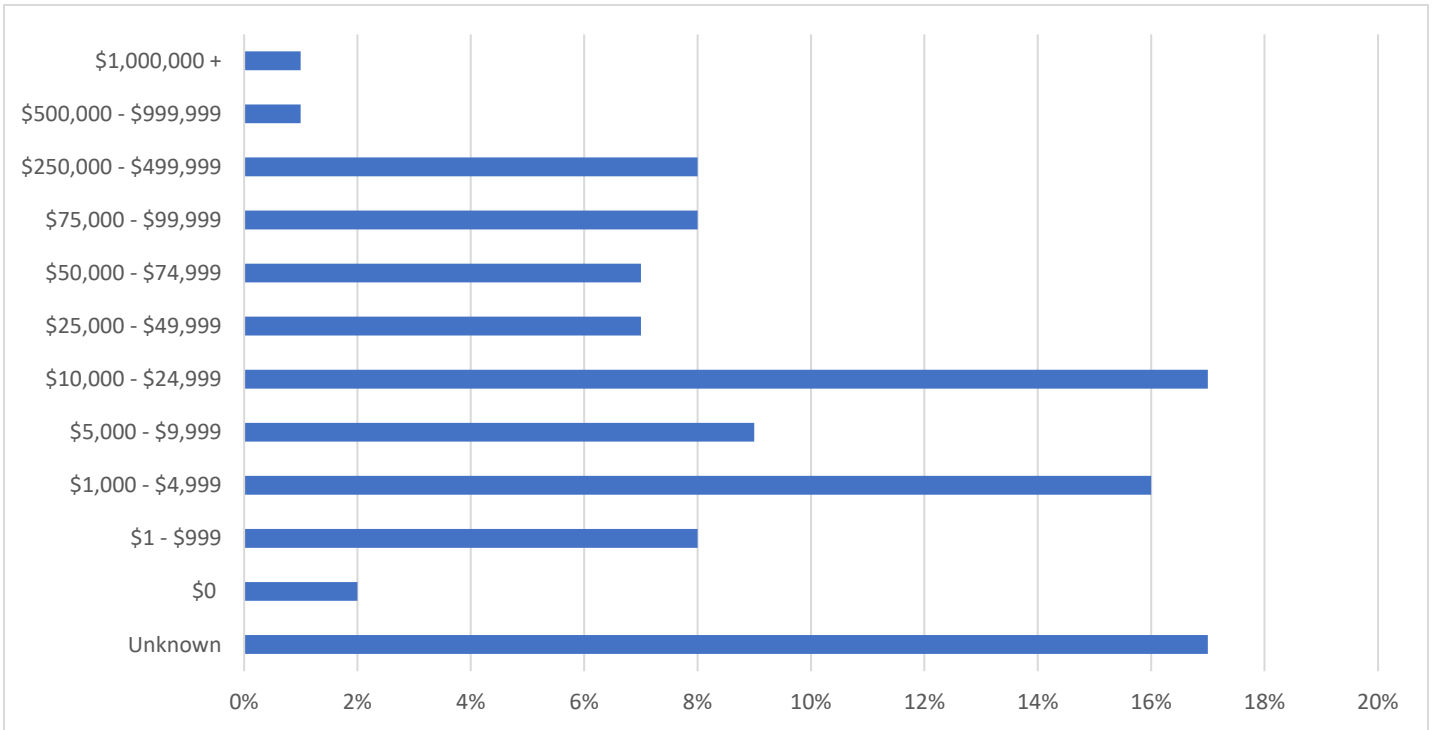


Completion Rate: 75%

Business Startup Costs

Of known startup costs, 35% reported that business startup costs totaled less than \$10,000 (see Figure 3-8). 39% reported startup costs of \$10,000 to \$99,999, and another 10% reported costs \$250,000 or more. 16% indicated there were unknown business startup costs.

**Figure 3-8: Distribution of Client Respondents by Business Startup Costs**

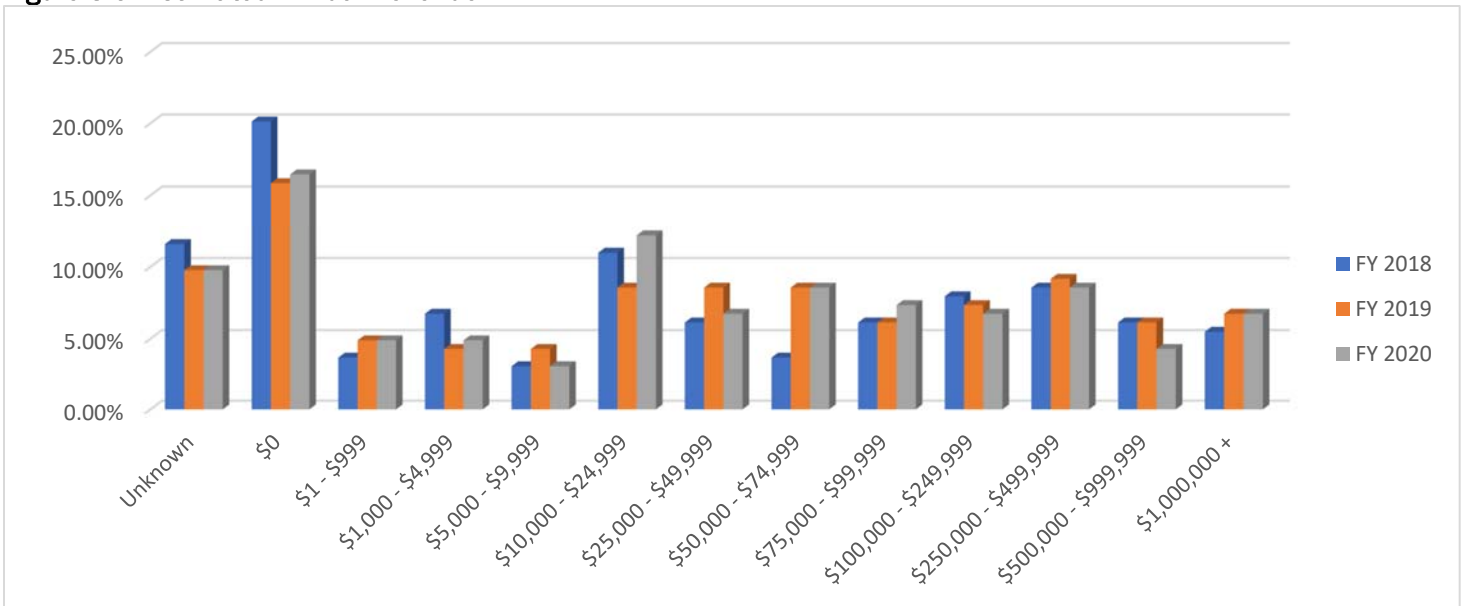


Completion Rate: 78%

Estimated Fiscal Revenue for FY 2018, 2019 & 2020

27% of respondents indicated unknown or did not report annual revenue during FY 2018, 2019 and 2020. 28% of respondents averaged over \$100,000 in revenue for FY 2018, 2019 and 2020 years, with 6% having average revenue over \$1 million.

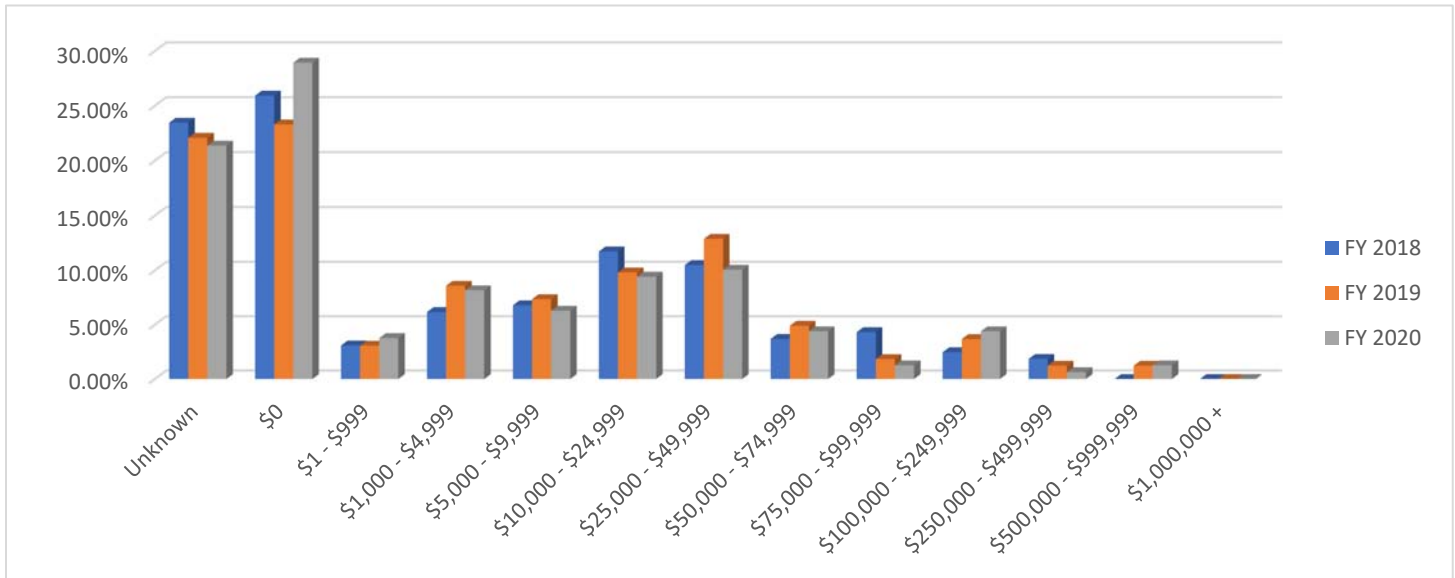
**Figure 3-9: Estimated Annual Revenue**



Estimated Annual Profitability for FY 2018, 2019 & 2020

Almost half of the respondents ( 48%) indicated that their profitability was unknown or zero for FY 2018, 2019 and 2020. 22% indicated that their profits ranged between \$25,000 and \$75,000 for FY 2018, 2019 and 2020 years. 4% indicated their profits averaged \$100,000 to \$250,000 for FY 2018, 2019 and 2020.

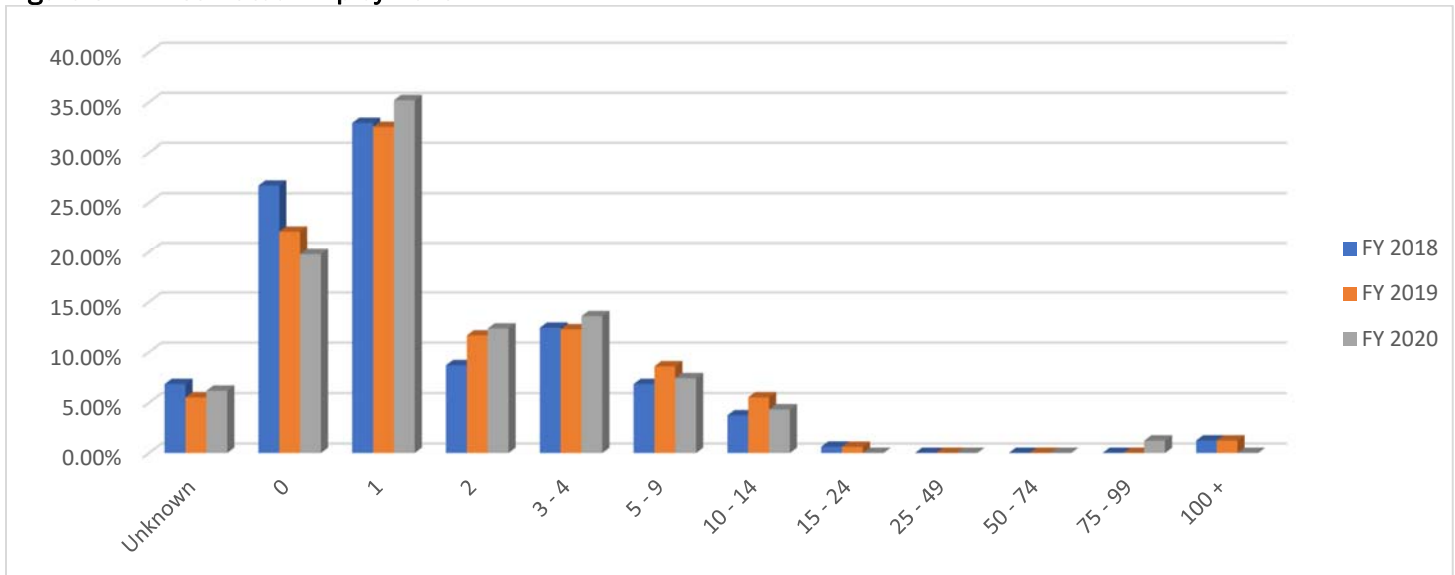
**Figure 3-10: Estimated Annual Profitability**



Estimated Employment for FY 2018, 2019 & 2020

34% of respondents indicated that only one person was on the payroll for FY 2018, 2019 and 2020. 23% of respondents indicated no employees were on payroll during that same period. Respondents with 25 or more employees represented only 2% of participants who responded.

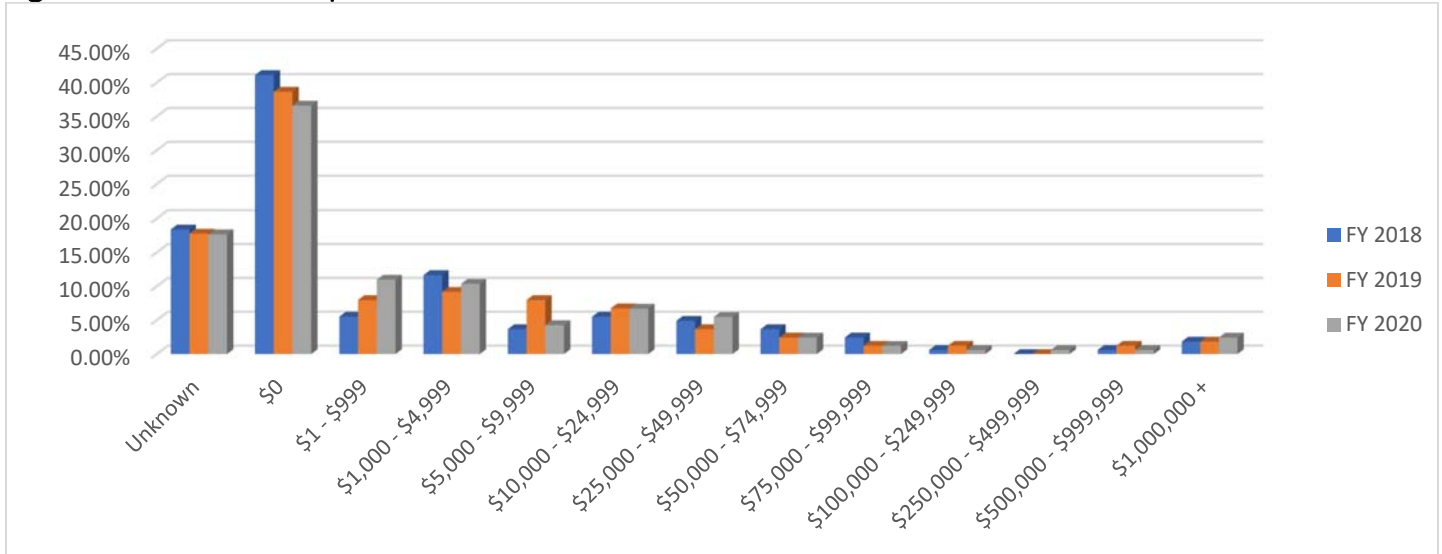
**Figure 3-11: Estimated Employment**



**Capital Costs for FY 2018, 2019 & 2020**

For FY 2018 through FY 2020, 18% of respondents indicated that their capital costs were unknown. 10% indicated that they spent up to \$4,999 on their capital costs as an average for FY 2018, 2019 and 2020. 9% indicated that they did not incur capital costs during FY 2018, 2019 and 2020, probably indicative that the business started before this time period. 2% of the respondents indicated that they spent over \$1 million during FY 2018, 2019 and 2020.

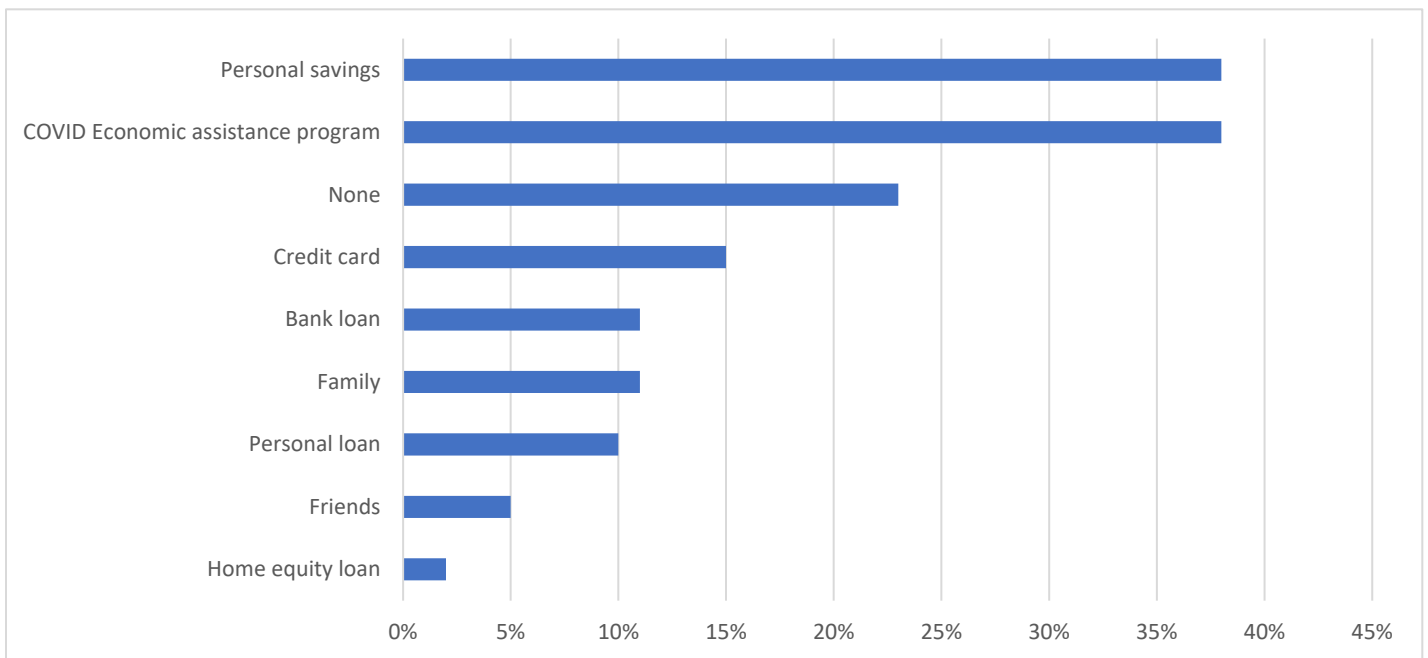
**Figure 3-12: Estimated Capital Costs**



**Business Funding**

In Figure 3-13 the top two funding sources were COVID Economic Assistance Program (38%) and personal savings (38%). After COVID Economic Assistance Program and personal savings, credit cards (15%), bank loans (11%) and family (11%). Personal loans was 10% and friends was 5% with home equity loans (2%) being last. 23% of respondents indicated they received no loans.

**Figure 3-13: Client Respondents by Source of Capital Infusion Over the Past Year**

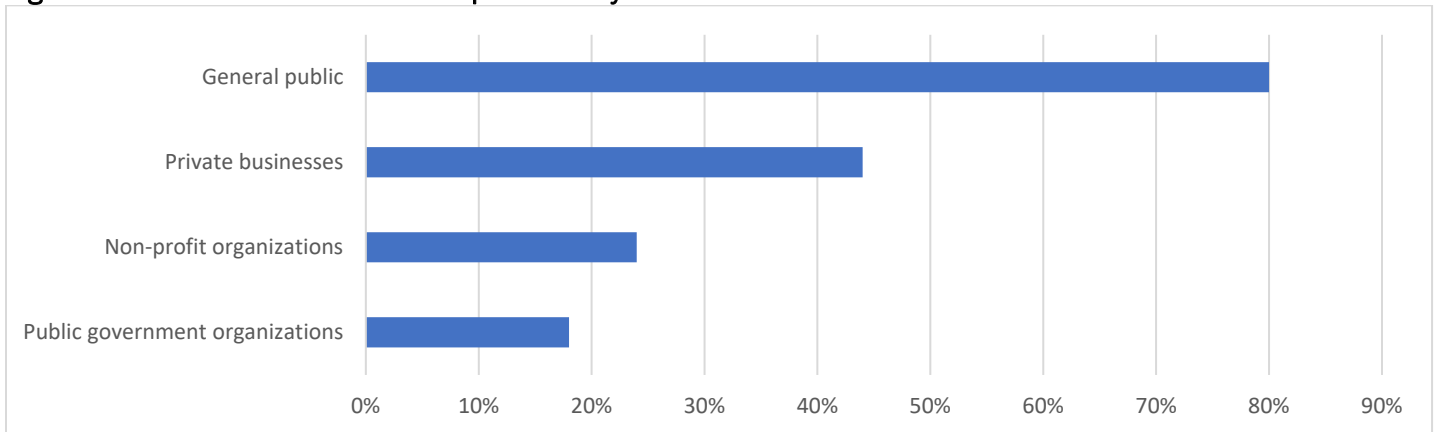


Completion Rate: 80%

### Business Clients & Customers

Shown in Figure 3-14, the majority of survey respondents reported that their clients and customers included the general public (80%) followed by business-to-business sales (44%), then non-profit (24%) and lastly, government (18%).

**Figure 3-14: Distribution of Client Respondents by Business Clients & Customers**

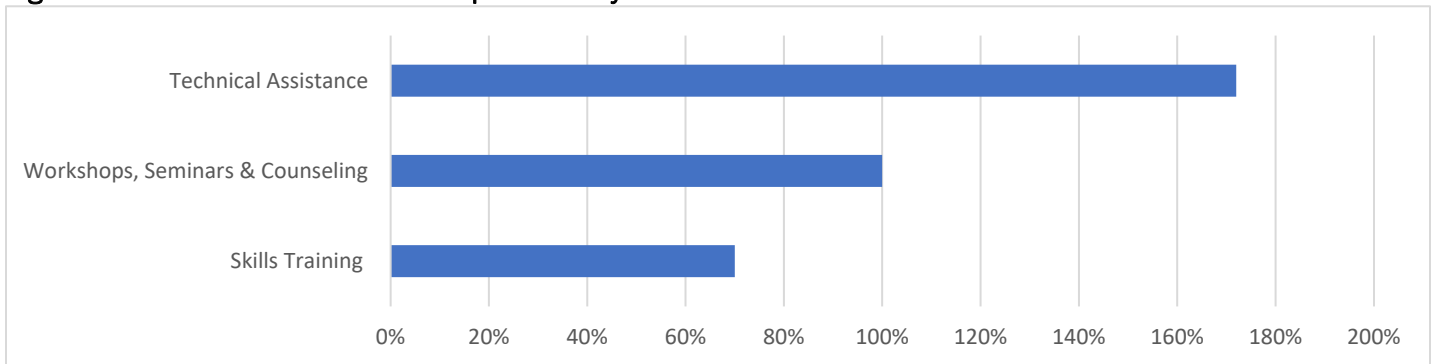


Completion Rate: 75%

### 3.3 EAC Services Received

Figure 3-15 illustrates the share of survey respondents that have received specific EAC services grouped into general service categories: workshops, seminars & counseling; technical assistance; and skills training. Among these, the vast majority of clients received technical assistance (172%)\*, followed by workshops, seminars & counseling (100%) and skills training (70%).

**Figure 3-15: Distribution of Client Respondents by Assistance Services Received**



Completion Rate: 87%

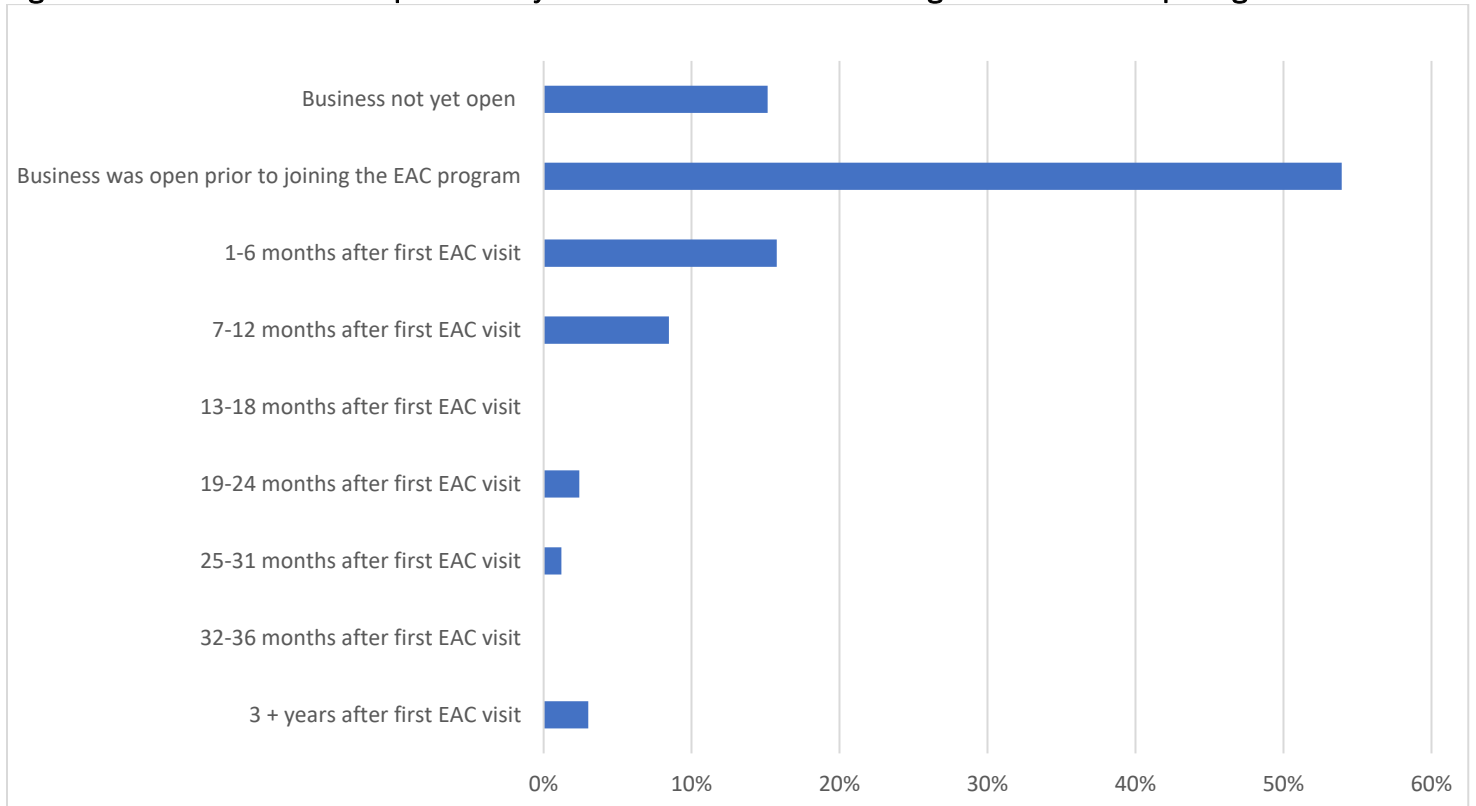
\*Please note that the respondents were encouraged to select all that applied, therefore the totals may be higher than 100%.

### 3.4 EAC Program Experience

#### Time Period Between Receiving Services and Opening Business

EAC primarily serves entrepreneurs seeking to establish a business and those with existing businesses less than five years old. Nearly half of survey respondents (54%) reported that their business was open prior to receiving EAC services while 15% indicated that their business was not yet open at the time of the survey (see Figure 3-16). The remainder established their business after receiving EAC services; the largest group being 1 – 6 months after first EAC visit (16%) followed by 7-12 months after joining the program (8%), 3% of respondents started a business between 1 – 3 years of services with 3% of survey participants starting their business three years after their first EAC visit.

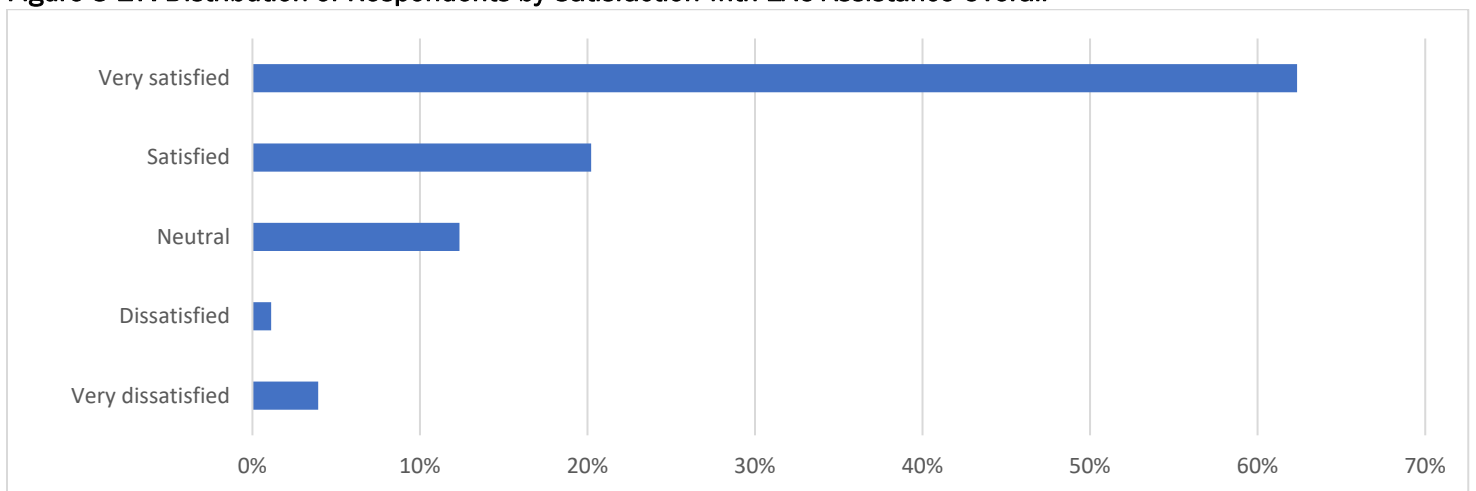
**Figure 3-16: Distribution of Respondents by Time Period Between Receiving EAC Services & Opening of Business**



Completion Rate: 75%

Overall, 82% of respondents reported that they were either satisfied or very satisfied with EAC services while just 5% of respondents were dissatisfied or very dissatisfied and 12% reported a neutral opinion of satisfaction (see Figure 3-17).

**Figure 3-17: Distribution of Respondents by Satisfaction with EAC Assistance Overall**



Completion Rate: 81%



## Satisfaction Trends

Figure 3-18 identifies the highest shares of satisfied client groups. In several such groups, all clients (100%) reported satisfaction with the program including those with annual business income of \$500,000 – \$1,000,000+, \$50,000 - \$74,999 in commercial loans, business startup costs between \$75,000 - \$999,999 and between 5-9 employees in 2020.

**Figure 3-18: Client Groups Satisfied or Very Satisfied with EAC Assistance Overall**

	Share of Satisfied Respondents	Number of Satisfied Respondents
EAC counseling services assistance with the Office of New Americans (ONA) business formation resources & counseling: very satisfied	100%	27
EAC business assistance satisfaction for disabled veteran business enterprise certification application preparation: very satisfied	100%	20
Annual business income: \$500,000 - \$999,999	100%	15
Annual business income: \$1,000,000+	100%	14
Total value of commercial loans received by business: \$50,000 - \$74,999	100%	14
Business startup costs: \$75,000 - \$99,999	100%	13
Employment for 2020: Employees	100%	12
Concerns with company's general management: succession planning	100%	12
Annual revenue for 2019: \$1,000,000+	100%	11
Annual revenue for 2020: \$1,000,000+	100%	11
Employment for FY 2018: Employees	100%	11
Total value of governmental loans received by your business: \$50,000 - \$74,999	100%	10
Annual revenue for 2018: \$500,000 - \$999,999	100%	10
Annual revenue for 2019: \$500,000 - \$999,999	100%	10
Annual profitability for FY 2020: \$5,000 - \$9,999	100%	10
EAC counseling services assistance with identifying stage and needs of business development: very satisfied	96%	78
EAC business planning assistance satisfaction with operations plan: very satisfied	96%	76
EAC counseling services assistance with business ownership assessment: very satisfied	96%	70
EAC business planning services satisfaction with sales strategy: very satisfied	96%	69
EAC business planning satisfaction with industry research: very satisfied	96%	66
EAC business assistance satisfaction for mentorship assistance with finding a mentor: very satisfied	96%	46
EAC counseling services assistance with impact of 9/11 counseling: very satisfied	96%	22
Preferred format for receiving EAC assistance: seminar	96%	22
EAC business planning services satisfaction with marketing plan: very satisfied	95%	77
To what extent was EAC assistance in incorporating new business operation tools: very helpful	95%	70
To what extent was EAC assistance in increasing your company's profitability: very helpful	95%	54
No problems with financial health	95%	19
EAC business assistance satisfaction for Business entity registration: very satisfied	94%	74
To what extent was EAC in expanding your company's market area or access to customers & clients: very helpful	94%	65
EAC business planning assistance satisfaction with financial projections: very satisfied	94%	60
EAC business assistance satisfaction for Business Mentor NY program application preparation: very satisfied	94%	48
To what extent was EAC assistance in reducing your company's operating costs: very helpful	94%	47
EAC business assistance for COVID-19 Economic Assistance Applications: very satisfied	94%	46
Personnel management concerns: motivating employees	94%	32
Construction Business Sector	94%	17
Concerns with company general management: inventory control	94%	17
Type of assistance received: advertising assistance	94%	16
Total value of personal loans received by your business: unknown	94%	15
EAC counseling services assistance with identification and referral to business resources: very satisfied	93%	84
To what extent did EAC help in starting your business: very helpful	93%	76

	Share of Satisfied Respondents	Number of Satisfied Respondents
EAC business planning satisfaction with executive summary and capabilities statement: very satisfied	93%	67
To what extent was EAC assistance in increasing your company's productivity or efficiency: very helpful	93%	58
To what extent was EAC in resolving your company's business operations problems: very satisfied	93%	54
No problems with marketing	93%	25
To what extent did EAC help in starting your business: very unhelpful	93%	14
Annual revenue for 2019: \$250,000 - \$499,999	93%	14
Annual revenue for 2018: \$250,000 - \$499,999	93%	13
Annual revenue for 2020: \$50,000 - \$74,999	93%	13
Annual revenue for 2020: \$250,000 - \$499,999	93%	13
EAC business assistance satisfaction for MWBE certification application preparation: very satisfied	92%	68
Concerns with company general management: pricing	92%	47
Business Opened 1-6 months after first EAC visit	92%	24
Type of assistance received: website development	92%	13
Annual revenue for 2018: \$100,000 - \$249,999	92%	12
Type of assistance received: insurance assistance	92%	11
Total value of governmental loans received by your business: \$100,000 - \$249,999	92%	11
Annual revenue 2019: \$100,000 - \$249,999	92%	11
If capital money were not an issue, what would make running your business easier: increased staffing	91%	43
EAC counseling services assistance with dislocated worker counseling: very satisfied	91%	21
Type of assistance received: business location analysis	91%	10
Type of assistance received: business entity registration	91%	10
Total value of commercial loans received by business: \$25,000 - \$49,999	91%	10
Annual revenue for 2020: \$25,000 - \$49,999	91%	10
Capital costs 2020:\$10,000 - \$24,999	91%	10
Concerns about company's international trade program: export working capital	91%	10
Hours a week spent on business development activities: 0-4	90%	54
No problems with technology	90%	36
To what extent was EAC in incorporating new business operation tools: somewhat helpful	90%	27
Personnel management concerns: employee handbooks	90%	27
Hours a week spent on business development activities: 20+	90%	26
Hours a week spent on business development activities: 10-14	85%	28

Note: Client groups were omitted with less than 10 responses to the question of overall satisfaction with EAC assistance.

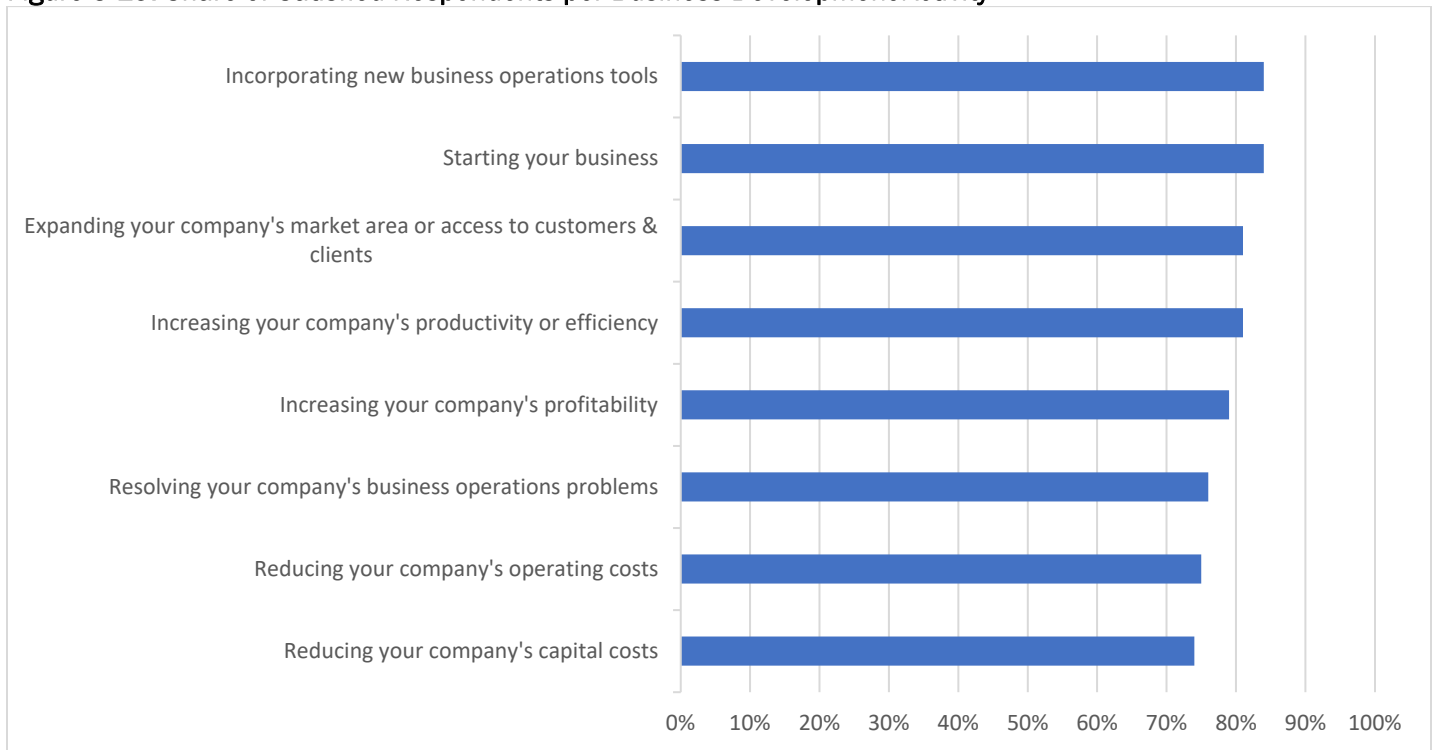
The following figures illustrate the share of satisfied or very satisfied survey respondents among all those that expressed an opinion of services received.

### Business Development Activities

In Figure 3-19, respondents reported higher levels of satisfaction with the EAC program's most popular business development activities which include "Incorporating new business operations tools", "Starting your business", "Expanding your company's market area or access to customers & clients" and "Increasing you company's productivity or efficiency".

Less commonly provided services related to reducing the company's operating costs and capital costs were ranked lower.

**Figure 3-19: Share of Satisfied Respondents per Business Development Activity**

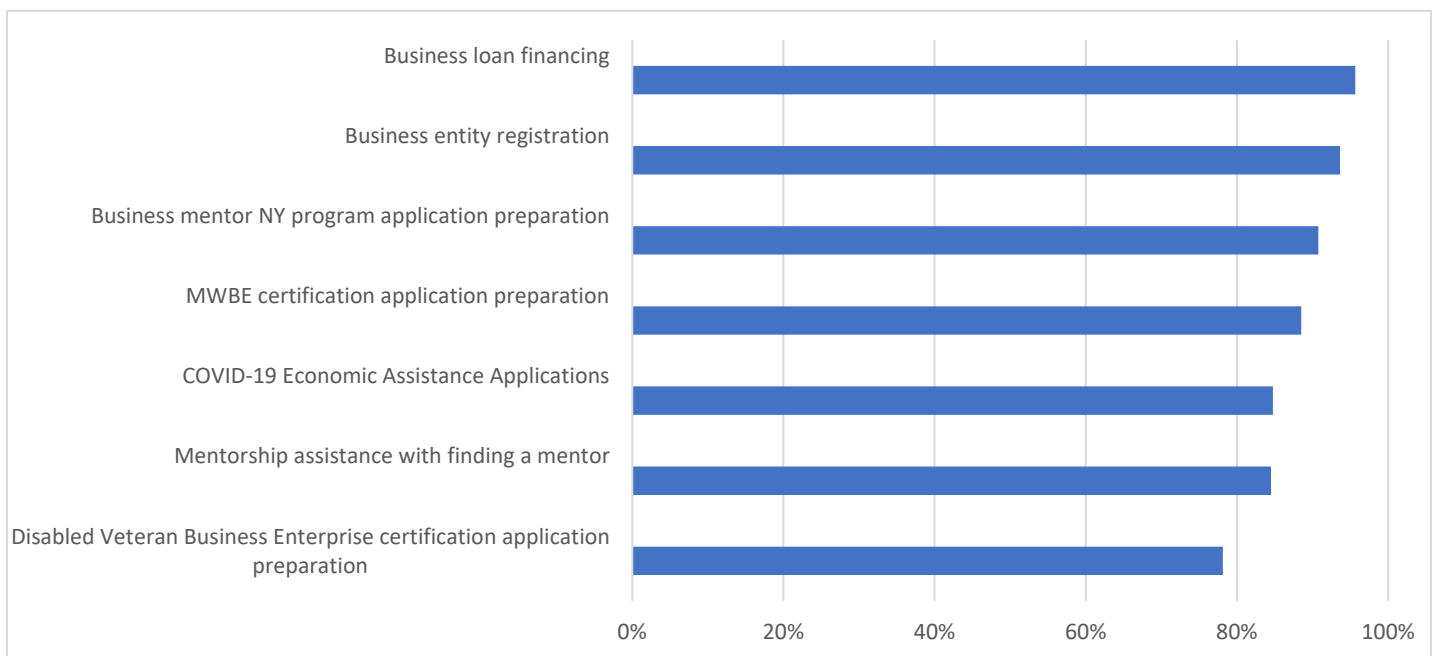


Note: Excludes clients that responded "No opinion or not applicable."

**Business Assistance Programs**

Figure 3-20 identified satisfaction among specific business assistance programs. Respondents were most satisfied with assistance for business loan financing (96%), business entity registration (94%), and Business Mentor NY program application preparation (91%) rated in the 90<sup>th</sup> percentile. MWBE certification application prep was just below, at 89%. The least was Disabled Veteran Business Enterprise certification application preparation (78%).

**Figure 3-20: Share of Satisfied Respondents per Business Assistance Programs**



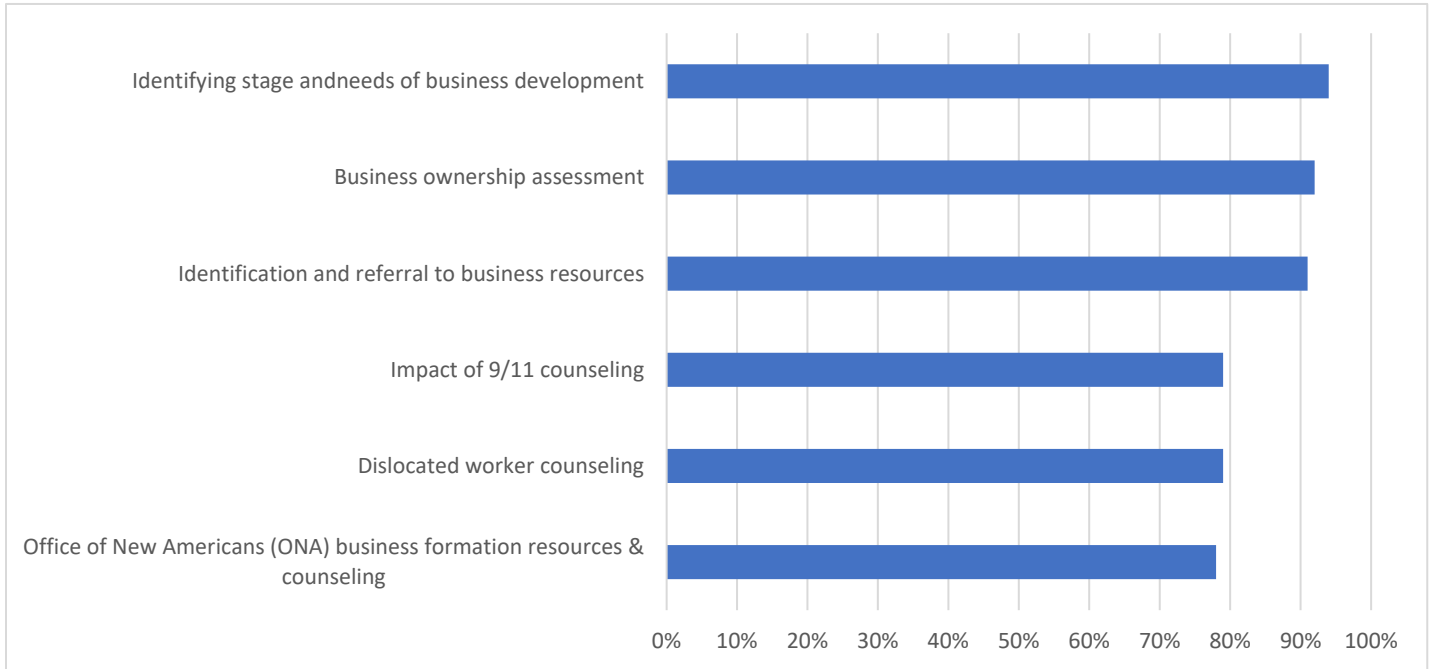
Completion Rate: 97%

Note: Excludes clients that responded "No opinion or not applicable."

### Business Counseling Services

In general, EAC counseling activities (see Figure 3-21) were rated favorably with a large share of satisfied respondents among all activities popular with clients. “Identifying business stage and needs of business development”, “Business ownership assessment”, and “Identification and referral to business resources” scored within 90% of respondents, while “Dislocated worker counseling”, “Impact of 9/11 counseling” and “ONA business formation resources & counseling” scored in the high 70’s.

**Figure 3-21: Share of Satisfied Respondents per EAC Counseling Activity**



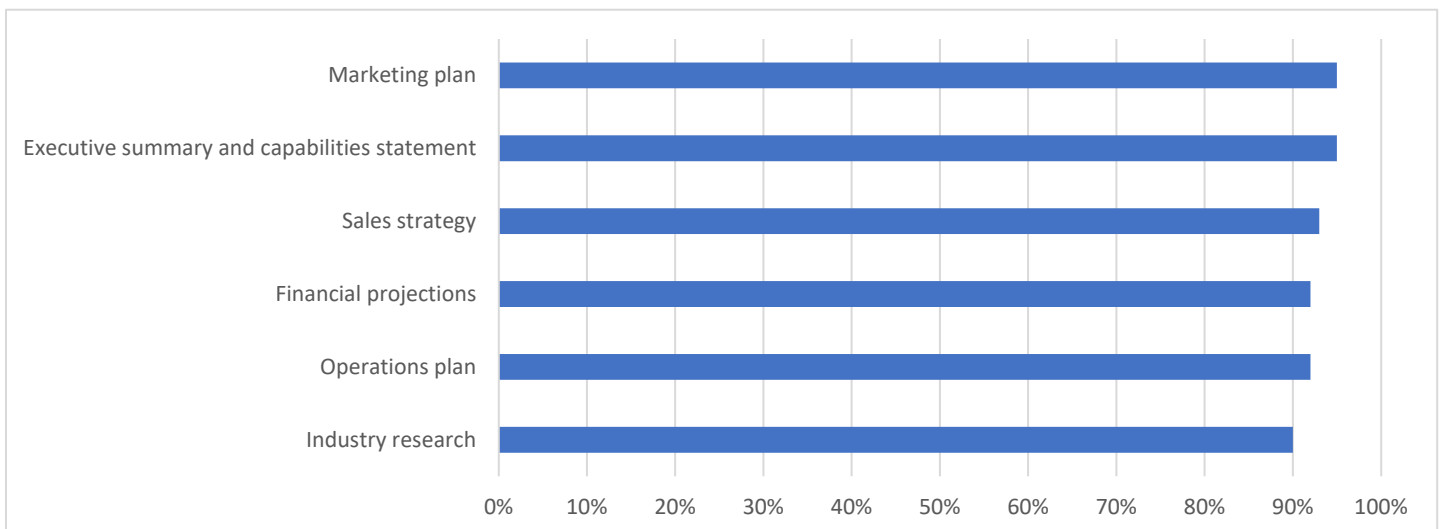
Completion Rate: 97%

Note: Excludes clients that responded "No opinion or not applicable"

### Business Development Planning Services

A large majority of survey respondents were satisfied with EAC business planning activities (see Figure 3-22). Marketing plan, executive summary and capability statement activities were considered the most satisfying.

**Figure 3-22: Share of Satisfied Respondents per EAC Business Planning Services**



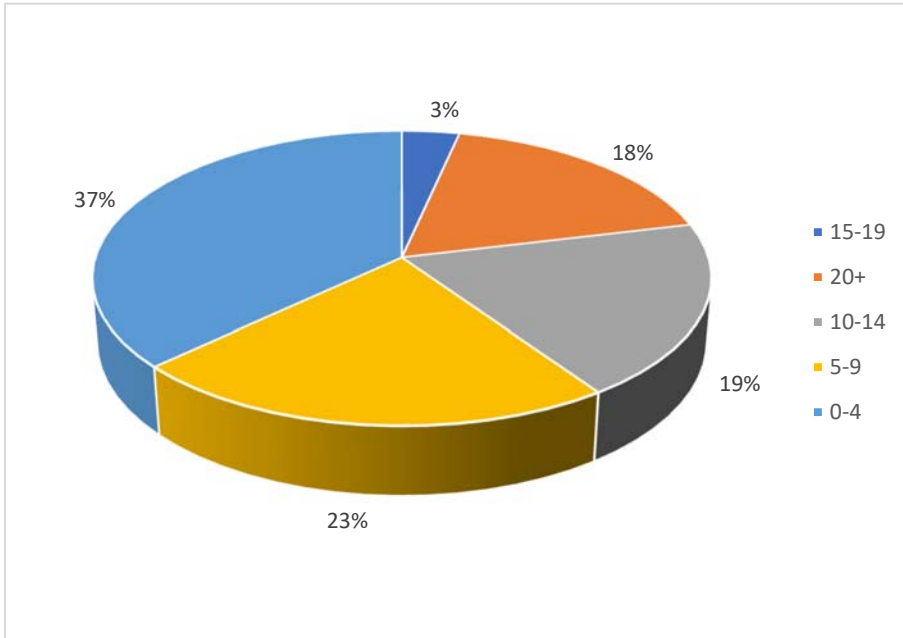
Completion Rate: 97%

Note: Excludes clients that responded "No opinion or not applicable"

### Business Development Hours

3% of respondents spend between 15-19 hours on business development activities, while 18% spend over 20 hours a week. 19% spend between 10-14 hours, 23% spend 5-9 hours and 37% spend 0-4 hours per week on business development activities. (see Figure 3-23).

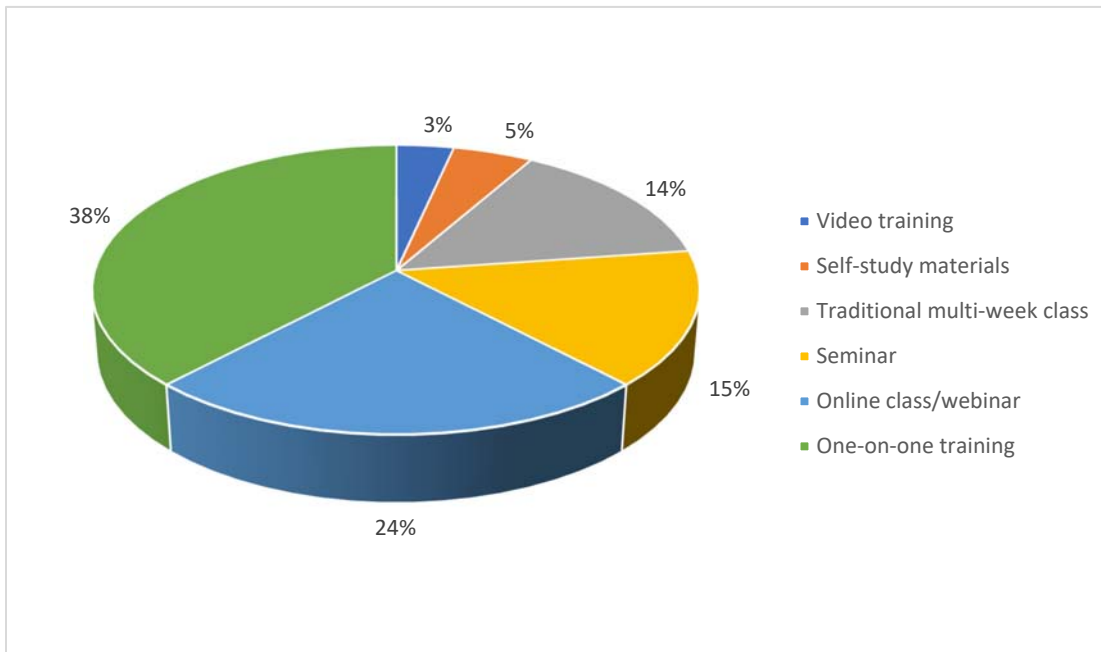
**Figure 3-23: Distribution of Respondents by Hours Spent on Business Development Activities**



Completion Rate: 99%

Figure 3-24 displays the responses of preferred format for training services. Respondents expressed a preference for EAC training services either one-on-one training (38%) and online class/webinars (24%). Next were seminars (15%) and traditional multi-week classes (14%). The lowest preferred formats were self-study materials (5%) and video training (3%).

**Figure 3-24: Distribution of Respondents by Preferred Format for Receiving EAC Training**



Completion Rate: 99%

Following responses are from all participants, not just those who rated the programs satisfying.

### Established Businesses Operational

Among respondents with established businesses, 85% reported that their businesses were still operational following EAC assistance. Among those that were still operational, 58% reported that they still participated in the EAC program.

### EAC Questionnaire Responses

We requested each center to respond to a questionnaire regarding their ranking of the ESD EAC program, client industries, their services offered and fees charged to their participants in the program, and a “Wants” column for additional services that can be provided by ESD. (Exhibit A-1-1).

**Figure 3-25: EAC Questionnaire Responses**

EAC Program Rank	Responses from Questionnaire	Services Offered	Wants
Highly effective	Capital Region Chamber Foundation - Mostly to women-owned businesses and veterans.	Has partnered with Chambers of Commerce and has 3 locations. Works with Schenectady County Community College. Provides a 60 hour entrepreneur program twice a year. Fee of \$550.	Increased ESD funding, has not increased in five years
Highly effective	South Side Innovation Center / Syracuse University – Also operates as a small business incubator. Mostly to the food service and construction industries	Clients do not pay for services.	Nothing specific
Highly effective	IBERO – American Action League (Waverly) – Focuses on marketing services and webinars with leveraging its business incubator partners. No specific industry targeted, 25% of clients are in the food industry.	Fee for 60 hour entrepreneur program ranges \$30-\$100.	Expansion of its revolving loan fund program
Highly effective	Urban League of Rochester – All industries accepted	Implemented Rising Tide Capital’s Community Business Academy 12 week cohort course Charge for the Rising Tide course has a maximum charge of \$350	Nothing specific
Highly effective	Hofstra University – All industries accepted	Developed the Business Model/Lean LaunchPad which will be available to all Centers provides a 60 hour entrepreneur program. Fee of \$550. Forms of ownership and taxes are presented in its workshops.	Clients seeking loan/grant assistance programs
Highly effective	Suffolk County Community College – Has partnered with Suffolk County, La Fuerza Unida Community Development, CITI Foundation, Nassau County Office of Minority Affairs	All industries accepted. Provides a 60 hour entrepreneur program. Fee of \$300, with scholarship offered. Veterans can take course free. A MWBE webinar series has been implemented.	More lending programs
Highly effective	Women’s Enterprise Development Center, Inc. – Poughkeepsie. Industries are micro-manufacturers, food-based, service-based, retail/online businesses	Partners with Think Dutchess and Wells Fargo. Refers financing to Pursuit or Community Capital. . MWBE Counseling and extensive COVID training provided. Provides a 60 hour entrepreneur program. Fee of \$60.	Develop Product Relationships with QuickBooks, LivePlan and Google Classroom
Highly effective	Women’s Enterprise Development Center, Inc.- Westchester County. Service- based business targeted. Also childcare, food fashion, beauty salons, cleaning and construction companies	Partners with Wells Fargo, MasterCard, HSBC, Cities of Yonkers, New Rochelle and Mount Vernon, Catholic Charities . Provides a 60 hour entrepreneur program. Fee of \$60.	Expansion of technology bootcamps

Highly effective	Chinatown Manpower Project - Diverse clients served include food services, beauty and nail services, retail, import-export, e-commerce, and child care.	Partners with Chase, Bank of America, TD Bank, Woori America Bank. Also with Small Business Administration, NYC Small Business Services, Chinatown Partnership, Business Improvement District, and Business Outreach Center Network. This Center charges \$100 for the 60-hour business course.	Programs to assist small businesses to learn about technology and to the new business environment
Highly Effective	Business Training Institute, Inc. - Targeted businesses are retail, food and catering and technology	Local consultants partner for training classes and mentoring. The Center does not charge for its services.	Nothing specific
Highly effective	Washington Heights & Inwood Development Corporation- Assists local child care providers,	Partners with Neighborhood Trust FCU, Ascendus, Spring Bank, Hanover Bank, NYC Business Solutions. The Center charges \$425 for the Childcare Means Business Program. Once program is completed, the Health and Safety (15hrs) and Child Development and Best Business Practices (30hrs) are provided.	All year coaching and peer advisory for both staff and executives
Highly effective	ACCORD Corporation - majority of participants are in the retail or construction fields. Sponsor a collegiate business plan competition amongst local colleges.	Partners with Greater Allegany Chamber of Commerce, Allegany County, Allegany County Industrial Development Agency, Cuba Chamber of Commerce, and Wellsville Chamber of Commerce. The Center charges \$100 for the 60hr training course and \$50 for a 30hr course.	Additional funding for technical assistance . Staffing increase due to pandemic assistance, it will be difficult to reduce services to only EAC participants. Create a partnership with NYS Digital Initiative.
Highly effective	Adirondack Economic Development Corporation - Many of AEDC's client work in retail or service businesses	Partners with local colleges such as Paul Smith's College, the Canton SBDC, numerous chambers of commerce such as Ticonderoga Area Chamber, Saranac Lake Chamber and the North County Chamber. AEDC offers the annual 60hr business plan course free of charge.	Nothing specific
Highly effective	Queens Economic Development Corp. - assists the local businesses in the food manufacturing, local artisans and crafts, and construction	Partners with many local organizations including BlaQue Resource Network, Business Outreach Center, Center for the Women of New York, Greater Jamaica Development Corporation, Flushing Town Hall, Latin Women in Action, and Made in NYC. The 60-hr Business Course fees range from \$299 to \$399.	More funding to cover certain fees for clients, and more hands-on mentorship in specific areas such as marketing, finance and technology
Highly effective	South Bronx Overall Economic Development Corporation (SOBRO)	Partners with many community based organizations including Bronx Chamber of Commerce, Bronx Community College, Bronx Overall Economic Corp, Lincoln Hospital, and Hostos College. Clients do not pay for services.	Nothing specific
Highly effective	SOBRO Venture - a separate grant is issued, but same management,	See above.	See above

Moderately to highly effective	IBERO & Medaille College of Buffalo – All industries accepted	Partners with Small Business Development Center, SCORE, Westminster Development Initiative, Erie County Industrial Development Agency and others. The Center charges \$30 for the 60hr training course.	Training the “trainer” such as How to set up a 1 page website Clearer directions on payment of taxes 3 Marketing tools every business should have BMC/LLP (Business Model Canvas, Lean Launch Pad)
Moderately effective	Renaissance Economic Development Corporation – Primarily serves clients in the food service, personal service, retail and wholesale sectors	Partners with local, state, and federal governments. The SBA and NYC Department of Small Business Services are key partners. Also, CITI and Capital One banks participate in the programs. This Center charges \$100 for the 60-hour business course.	Increase language capacity in EAC offerings. EAC consider shortening the 60-hour course, perhaps in an abbreviated timeframe
No longer participating	Hot Bread Kitchen, Ltd – dropped from the EAC program in 2021	NA	NA
No longer participating	Local Development Corporation of East New York – Primary industry is retail based businesses	NA	NA
Did not respond	Bedford Stuyvesant Restoration Corp. did not respond to request.	NA	NA
Did not respond	CAMBA – did not respond to questionnaire.	NA	NA
Did not respond	Business Outreach Center Network, Inc.- Did not respond to survey.	NA	NA
Did not respond	Binghamton Local Development Corporation. Did not respond to Survey.	NA	NA



## 4. Case Study Analysis

The following two case studies provide further insight into the client experience with the EAC program. Clients were selected to be case studies based on their willingness to provide additional survey feedback and their geographic location, gender, age, educational attainment and history with the program in an effort to represent a diverse cross-section of EAC clients. Case study interviews were performed by email response in the Summer of 2022.

### **Washington Heights EAC Creating Healing Art Through Education and Music**

#### **ExcelleAerobics LLC**

Niyirrah El has a passion for uplifting the human spirit through music, dance and communication. It is because of this, she began ExcelleAerobics, LLC. ExcelleAerobics brings cultural education and healing through drums and dance. Uniting the human family is her mission: one love, one heartbeat.

Niyirrah started her business in 2012 and began attending Washington Heights EAC in 2018 for help with her MWBE certification. She remarks that the Center assisted her every step of the way, from educating her on the ins and outs of applying to recertification. She believes the services being free is an invaluable service to the community it serves. If there was any feedback, in the way of improvements, she'd recommend more classes on maintaining and keeping books in order because one of her business concerns is making sure all her paperwork is complete and up-to-date with all requirements. She's found the Washington Heights EAC employees supportive and "they encourage you to go for your dreams".

ExcelleAerobic's largest struggle was the Pandemic when everything shut down and Niyirrah had to exhaust her credit. Today she is focused on building a business website. Her goal is to expand the business so she can hire employees in her neighborhood.

Niyirrah and ExcelleAerobics has received an Honorary Citation from Bronx Borough President Vanessa Gibson and was an Honoree for Power Women of the Bronx.

## **Women's Enterprise Development Center (WEDC) - Westchester Coaching Business Professionals to Success**

### **Change Your Story**

Rachael Gatling is the Founder, Chief Executive Officer and Trainer of Change Your Story, a professional development coaching company. She has been a corporate leader for over 30 years and saw a need to help people be more comfortable being successful by leveraging their unique strengths.

In almost six years, Change Your Story has obtained a corporate contract to teach global employees, was featured at the Westchester Economic Business Center event, and was nominated for the Entrepreneur Annual Recognition by SCORE. The Company's current goal is to build an online presence for increased reach through marketing, and to obtain more corporate or organizational clients for increased revenue. Rachael would like to ultimately have Change Your Story as her full-time business, be MWBE certified for government contracts, and expand her reach of clients throughout New York State and even beyond.

Change Your Story had startup costs less than \$5,000 and the net profit in 2021 was -\$2,234. Rachael is currently not able to quit her full-time job but hopes to eventually focus entirely on growing the Company.

In the Summer of 2018, Rachael participated in the 60+ Hour Entrepreneurial program offered through the WEDC and has continued to use those services on and off to this day. She states the Program taught her how to properly run the business, and avoid a trial and error process.

She found the subject matter expert seminars and guest speaking/teaching sessions to be helpful. Rachael also found the printed resources given through the 60+ Hour Entrepreneurial Program, which allowed for brainstorming ideas, to be helpful. In addition, she believes the overall plethora of workshops that support business and professional growth have been valuable.

Rachael believes the WEDC charges a very reasonable fee; provided the knowledge of how to properly think about and run a business for success; as well as provide an interactive forum with support from the facilitator, guest presenters, and other like-minded entrepreneurs. Ways to continue to support businesses include continuing workshops and seminars to increase business knowledge and supporting the entrepreneur overall. She started her MWBE certification in August 2022 and WEDC is guiding her through this process, as well as holding her accountable.

Overall, Rachael is pleased with the services provided by WEDC and her business has benefited from the workshops. She looks forward to the new program launching this Fall.

## Appendix A: EAC Service Areas & Profiles by State, Region & Centers

Centers generally either provide client services to particular geographic areas made up of counties or neighborhoods, or to service language widely spoken throughout the State. The following pages contain two-page profiles of demographic, economic and EAC performance characteristics for New York State, its ten ESD Regions and 24 Centers. Analysis of demographic and economic characteristics for the profiles of the State's ESD Regions was based on the location of residents and establishments within each region's boundary as defined by ESD (see Figure 2-1). EAC performance characteristics of ESD Regions was evaluated in accordance with the location of Centers within ESD Regions and clients were associated with local Centers by EAC staff based on obtained services. It should be noted that on March 15, 2020 (during the last quarter of FY 2019-2020), NYS issued mandatory stay-at-home orders. All centers immediately shifted their training and technical assistance for remote access. ESD anticipates learning in the next 24 months the ability for the EACs to extend their reach beyond the physical boundaries and provide assistance to all who reached out to them, or refer them to the EAC that had their local resources.

Centers are strategically located to cover the entire state where they can represent the populations with the greatest economic need within that area. As such, EAC service areas can range from multiple counties in rural areas to neighborhoods in New York City that are not contiguously circumscribed. This necessitates travel out of that Center's immediate area to meet clients in their local communities, with rural Centers having much longer travel distances. Added to this complexity is the unavailability of economic data specific to the client bases of Centers that specialize in service languages other than English make meaningful comparison of local conditions of EAC service areas challenging. Given these parameters, EAC program staff agreed to conduct the analysis of local demographic and economic conditions based on travel time of local residents to Centers that would more significantly evaluate each Center's immediate customer base. To this end, analysis of local demographic and economic conditions were prepared for geographic areas determined by a 30-minute walking distance to Centers in New York City and a 30-minute driving distance for all other Centers except for the Adirondack Economic Development Corporation (AEDC) Center. For AEDC a 60 minute driving distance capture area was used due to the region's considerably more rural character where EAC staff locate their workshops each year in a different location to capture the 14 counties that make up their catchment

### Census sources

The Radius and Regional reports used data which included the following sources:

- ESRI Business Summary: *ESRI Total Residential Population forecasts for 2021*<sup>9</sup>.
- ESRI Demographic and Income Profile: *U.S. Census Bureau, Census 2010 Summary File 1. ESRI forecasts for 2021 and 2026.*
- ESRI Market Profile: *U.S. Census Bureau, Census 2010 Summary File 1. ESRI forecasts for 2021 and 2026 ESRI converted Census 2000 data into 2010 geography.*
- ESRI ACS Key Population & Household Facts: *U.S. Census Bureau, 2015-2019 American Community Survey*
- ESRI ACS Population Summary: *U.S. Census Bureau, 2015-2019 American Community Survey*
- Decennial 2020 Race: *Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171)*
- ACS Demographic and Housing Estimates: *Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*
- ACS Selected Social Characteristics in the United States, *Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*
- ACS Selected Economic Characteristics; *Source: ACS 5-Year Estimates Data Profiles*
- ACS Poverty Status in the Past 12 Months; *Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates*
- ACS Selected Economic Characteristics \*population 16 years and over in labor force\*; *Source: ACS 5-Year Estimates Data Profiles*
- 2020 County Business Patterns; *Source: U.S. Census Bureau, 2020 County Business Patterns*

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<sup>9</sup> Complete data for 2020 was not available. Therefore, 2021 was utilized.

## EAC Geographic Service Areas & Service Languages

Region	Organization	Service Area	Service Languages
Capital	Capital Region Chamber Foundation- Provides Majority of its services to women-owned businesses and entrepreneurs	Rensselaer, Schenectady, Columbia, Greene, Saratoga, Montgomery, Fulton & Albany Counties	English
Central New York	South Side Innovation Center / Syracuse University	Onondaga, Oswego, Syracuse, Madison & Cortland Counties	English
Finger Lakes	IBERO – American Action League (Waverly)	Ontario, Wayne, Seneca, Steuben, Yates, Cayuga, Schuyler, Tioga & Chemung Counties	English
	Urban League of Rochester	Monroe, Wayne, Ontario, Erie & Genesee Counties	English & Spanish with access to translating services
Long Island	Hofstra University	Nassau & Suffolk Counties	English
	Suffolk County Community College	Suffolk County	Spanish and English
Mid-Hudson	Women’s Enterprise Development Center, Inc.	Dutchess, Orange, Putnam, Sullivan & Ulster Counties	English & Spanish (In 2018)
	Women’s Enterprise Development Center, Inc.	Westchester County	English & Spanish
Mohawk Valley	Business Training Institute, Inc.	Oneida, Madison & Herkimer Counties	English & other languages upon request
New York City	Chinatown Manpower Project /Business Outreach Center	Chinatown & other immigrant communities throughout New York City	English, Mandarin & Cantonese
	Hot Bread Kitchen, Ltd	East Harlem & surrounding neighborhoods	English
	Renaissance Economic Development Corporation	Manhattan, Queens & Brooklyn	English, Mandarin, Cantonese, Korean & Spanish
	Washington Heights & Inwood Development Corporation	Upper Manhattan & the Western Bronx	English & Spanish
	Bedford Stuyvesant Restoration Corp.	Kings County (Brooklyn)	English & Spanish
	CAMBA	Kings County	English, Spanish & Haitian Creole
	Local Development Corporation of East New York	East Brooklyn & surrounding Brooklyn neighborhoods	English, Spanish, Haitian Creole & French
	South Bronx Overall Economic Development Corporation (SOBRO)	Bronx County	English & Spanish
	SOBRO Venture	Bronx County	English & Spanish
	Queens Economic Development Corp.	Queens County	English, Spanish, Hindi, Haitian Creole & Chinese
	Business Outreach Center Network, Inc.	Queens County; primarily neighborhoods of Corona & Jamaica	English, Spanish & Russian
North Country	Adirondack Economic Development Corporation	Clinton, Essex, Franklin, Fulton, Hamilton, Herkimer, Jefferson, Lewis, Oneida, Oswego, Saratoga, St. Lawrence, Warren & Washington Counties	English & French upon request
Southern Tier	Binghamton Local Development Corporation	Binghamton, Broome, Tioga, Chenango & Delaware Counties	English
Western New York	ACCORD Corporation	Allegany, Steuben & Cattaraugus Counties	English
	IBERO & Medaille College of Buffalo	Erie County & Niagara Counties	English & Spanish

Sources: ESD EAC Program & EFPR Interviews with EAC's June 2022

# New York State

**Summary:** 24 regional and neighborhood Centers targeting customers in a range of languages (including Spanish, Chinese, and Haitian Creole), industry groups (including construction, retail services, food manufacturing, child-care, pet-care, transportation, and technology) and population groups such as veterans, disabled, dislocated workers, women and recent immigrants.

**Geographic Area:** State of New York

Area Demographics	Number		% of Population	
Population	20,201,249		100.0%	
Population Aged 44 or Younger	11,160,007		55.2%	
Minority Group	9,057,900		44.8%	
Population Aged 25+ w/ HS Diploma or Less	5,218,279		25.8%	
Population Aged 25+ w/ 4+ Year Degree	5,112,792		25.3%	
Veteran Population	676,295		3.3%	
<b>Area Income</b>				
Mean Household Income	\$105,304		N/A	
Per Capita Income	\$40,898		N/A	
Population in Poverty	2,581,048		12.78%	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	10,032,721		49.66%	
Unemployment Rate	N/A		5.70%	
<b>Businesses &amp; Employment</b>	<b>NYS Firms</b>		<b>NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>537,369</b>	<b>100%</b>	<b>8,617,513</b>	<b>100%</b>
Retail	73,794	14%	917,212	11%
Construction	49,602	9%	383,683	4%
Manufacturing	14,257	3%	407,390	5%
Transportation & Warehousing	13,649	3%	280,892	3%
Finance & Insurance	25,981	5%	547,123	6%
Health Care & Social Assistance	58,767	11%	1,789,810	21%
Accommodations & Food Services	53,198	10%	792,730	9%
Educational Services	8,546	2%	432,033	5%
Professional, Scientific & Tech Services	61,739	11%	677,347	8%
Other Services	57,289	11%	389,669	5%
Other Industries	120,547	21%	1,999,624	23%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# New York State

EAC Performance	FY 2017-2018		FY 2018-2019		FY 2019-2020	
	Number	% of NYS Clients	Number	% of NYS Clients	Number	% of NYS Clients
Centers	24	N/A	24	N/A	24	N/A
Clients	1,783	N/A	1,657	N/A	1,625	N/A
Existing Businesses Enrolled	621	35.3%	632	38.1%	638	39.3%
New Clients Enrolled	1,162	64.7%	1,025	61.9%	987	60.7%
Businesses Started	170	9.7%	184	11.1%	155	9.5%
Business Plans Developed	297	16.9%	331	20.0%	285	17.5%
Firms w/ Increased Sales	494	20.0%	457	27.6%	403	24.8%
Total Increased Sales (\$Millions)	\$66.2	N/A	\$60.8	N/A	\$53.5	N/A
Firms w/ New Employment	232	13.0%	226	13.6%	186	11.5%
Total New Employees	646	N/A	609	N/A	682	N/A
Start Up Firms: Increased Sales (\$Millions)	\$3.5	N/A	\$5.7	N/A	\$2.5	N/A
Start Up Firms: New Employees	163	9.1%	191	11.5%	141	8.7%
Financial Packages Developed	150	N/A	147	N/A	179	N/A
Total Financing Secured (\$Millions)	\$6.9	N/A	\$14.1	N/A	\$13.9	N/A
New Mentees Enrolled	296	16.6%	267	16.1%	209	13.5%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS Clients</b>	<b>Number</b>	<b>% of NYS Clients</b>	<b>Number</b>	<b>% of NYS Clients</b>
Submitted MWBE Application	133	7.5%	112	6.8%	126	7.8%
MWBE Certified	83	4.7%	45	2.7%	59	3.7%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>
Clients w/ a HS diploma or less	546	47.0%	520	50.7%	505	51.2%
Clients w/ a 4+ Year College Degree	616	53.0%	505	49.3%	482	48.8%
Veterans Assisted (Clients Enrolled)	86	7.4%	64	6.2%	50	5.1%
Female Clients	756	65.0%	654	63.8%	675	68.3%
Clients Age 40 or Younger	506	43.5%	480	46.8%	503	45.8%

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

# Region 1 Western New York

**Summary:** Two regional Centers serving clients in the construction, landscaping, food services, childcare, personal service retailers, transportation, and business consulting sectors.

**Geographic Area:** Western region consists of five counties – Allegany, Cattaraugus, Chautauqua, Erie and Niagara – surrounding the cities of Buffalo, Niagara Falls and Jamestown.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	1,418,057	100%	4/10**	
Population Aged 44 or Younger	747,137	53%	9/10	
Minority Group	328,657	23%	6/10	
Population Aged 25+ w/ HS Diploma or Less*	366,522	26%	6/10	
Population Aged 25+ w/ 4+ Year Degree *	304,146	21%	6/10	
Veteran Population**	81,795	6%	4/10	
<b>Area Income</b>				
Mean Household Income	\$69,432	N/A	10/10**	
Per Capita Income	\$29,340	N/A	10/10**	
Population in Poverty	189,265	13.3%	5/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	692,899	48.9%	7/10	
Unemployment Rate	N/A	5.3%	3/10	
<b>Businesses &amp; Employment</b>	<b>Western NY vs NYS Firms</b>		<b>Western NY vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>31,889</b>	<b>5.9%</b>	<b>557,021</b>	<b>6.5%</b>
Retail	4,707	6.4%	73,751	8.0%
Construction	3,047	6.1%	22,528	5.9%
Manufacturing	1,463	10.3%	65,692	16.1%
Transportation & Warehousing	961	7.0%	19,829	7.1%
Finance & Insurance	1,651	6.4%	35,150	6.4%
Health Care & Social Assistance	3,593	6.1%	103,444	5.8%
Accommodations & Food Services	3,445	6.5%	64,341	8.1%
Educational Services	413	4.8%	19,038	4.4%
Professional, Scientific & Tech Services	2,815	4.6%	30,473	4.5%
Other Services	3,583	6.3%	24,119	6.2%
Other Industries	6,211	5.2%	98,656	4.9%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 1 Western New York

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	2	4.2%	N/A	2	8.3%	N/A	2	8.3%	N/A
Clients	117	6.6%	N/A	106	6.4%	N/A	121	7.5%	N/A
Existing Clients	37	6.0%	31.6%	49	7.8%	46.2%	54	8.5%	44.6%
New Clients Enrolled	80	6.9%	68.4%	57	5.5%	53.8%	67	6.9%	55.4%
Businesses Started	14	8.2%	12.0%	13	7.1%	12.3%	13	8.4%	10.7%
Business Plans Developed	22	7.4%	18.8%	16	4.8%	15.0%	16	5.6%	13.2%
Firms w/ Increased Sales	17	3.4%	14.5%	23	5.0%	21.7%	19	4.7%	15.7%
Total Increased Sales (\$Millions)	\$2.45	3.8%	N/A	\$3.0	5.0%	N/A	\$0.70	1.3%	N/A
Firms w/ New Employment	13	5.6%	11.1%	12	5.3%	11.3%	12	6.5%	9.9%
Total New Employees	36	5.6%	N/A	27	4.4%	N/A	28	4.1%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.06	1.6%	N/A	\$0.06	1.0%	N/A	\$0.41	16.4%	N/A
Start Up Firms: New Employees	6	3.7%	5.1%	3	1.6%	2.8%	9	6.4%	7.4%
Financial Packages Developed	13	8.7%	N/A	13	8.8%	N/A	14	7.8%	N/A
Total Financing Secured (\$Millions)	\$0.23	3.3%	N/A	\$0.29	2.1%	N/A	\$0.30	2.1%	N/A
New Mentees Enrolled	25	8.4%	21.4%	43	16.1%	40.6%	30	14.4%	24.8%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	3	2.3%	2.6%	10	8.8%	9.4%	2	1.6%	1.7%
MWBE Certified	1	1.2%	0.9%	3	6.7%	2.8%	3	5.1%	2.5%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	52	9.5%	65.0%	34	6.5%	59.6%	Not available by center	N/A	N/A
Clients w/ a 4+ Year College Degree	28	4.5%	35.0%	23	4.6%	40.4%	Not available by center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	5.0%	6	9.4%	10.5%	6	12.0%	5.0%
Female Clients	47	6.2%	58.7%	31	4.7%	54.4%	Not available by center	N/A	N/A
Clients Age 40 or Younger	22	45.7%	36.3%	16	3.3%	28.1%	Not available by center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# ACCORD Corporation Allegany Business Center

**Summary:** One regional EAC providing services to rural businesses primarily serving clients in the construction, landscaping, food services and food manufacturing sectors.

**Geographic Area:** 30-minute driving distance from the EAC's office in Belmont, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	57.8	N/A	21/24**	
Population	41,740	N/A	24/24**	
Population Aged 40 or Younger	21,417	51%	13/24	
Minorities	3,976	10%	24/24	
Population Aged 25+ w/ HS Diploma or Less	12,268	29%	9/24	
Population Aged 25+ w/ 4+ Year Degree	6,218	15%	22/24	
Veteran Population	3,117	7%	1/24	
<b>Area Income</b>				
Median Household Income	\$62,013	N/A	12/24**	
Median Net Worth	\$110,834	N/A	12/24**	
Per Capita Income	\$23,774	N/A	20/24**	
Population in Poverty	2,667	6%	9/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	25,671	62%	1/24	
Population Unemployed	1,643	4%	19/24	
Unemployment Rate	N/A	6.4%	20/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>1,417</b>	<b>100%</b>	<b>18,292</b>	<b>100%</b>
Retail	328	23%	3,309	18%
Construction	57	4%	372	2%
Manufacturing	38	3%	1,163	6%
Transport/Wholesale/Distribution	77	5%	77	0%
Finance/Insurance/Real Estate	98	7%	547	3%
Other Services	294	21%	2,193	12%
All Other Industries	525	37%	10,631	58%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# ACCORD Corporation Allegany Business Center

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	58	3.3%	N/A	49	3.0%	N/A	59	3.6%	N/A
Existing Businesses Enrolled	19	3.1%	32.8%	22	3.5%	44.9%	24	3.8%	40.7%
New Clients Enrolled	39	3.4%	67.2%	27	2.7%	55.1%	35	3.6%	59.3%
Businesses Started	8	4.7%	13.8%	6	3.3%	12.2%	7	4.5%	11.9%
Business Plans Developed	11	3.7%	19.0%	8	2.4%	16.3%	7	2.5%	11.9%
Firms w/ Increased Sales	5	1.4%	8.6%	12	2.6%	24.5%	10	2.5%	11.9%
Total Increased Sales (\$Millions)	\$1.9	3.0%	N/A	\$0.10	0.2%	N/A	\$0.07	0.1%	N/A
Firms w/ New Employment	4	2.6%	6.9%	7	3.1%	14.2%	7	3.8%	8.5%
Total New Employees	21	4.3%	N/A	11	1.8%	N/A	14	2.0%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.01	0.3%	N/A	\$0.01	0.2%	N/A	\$0.003	0.1%	N/A
Start Up Firms: New Employees	4	2.5%	6.9%	1	0.5%	2%	3	2.1%	5.1%
Financial Packages Developed	6	4.0%	N/A	6	4.1%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.1	1.4%	N/A	\$0.05	0.3%	N/A	\$0.14	1.0%	N/A
New Mentees Enrolled	20	6.7%	34.5%	21	7.9%	42.9%	7	3.2%	11.9%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	1.7%	8	7.1%	16.3%	0	0.0%	0.0%
MWBE Certified	0	0.0%	0.0%	2	4.4%	4.1%	2	3.4%	3.4%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	28	5.1%	71.7%	15	1.1%	55.6%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	11	1.8%	28.2%	12	2.4%	44.4%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	2	2.3%	3.4%	4	6.3%	14.8%	5	10.0%	14.3%
Female Clients	22	2.9%	56.4%	11	1.7%	40.7%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	17	3.4%	43.5%	6	1.3%	22.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# IBERO - Buffalo at Medaille College

**Summary:** One regional EAC serving a range of businesses including childcare, personal service retailers, caterers, transportation and business consulting firms.

**Geographic Area:** 30-minute driving distance from the EAC's office in Buffalo, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	57.8	N/A	22/24**	
Population	969,672	N/A	4/24**	
Population Aged 40 or Younger	472,593	49%	20/24	
Minorities	345,370	36%	16/24	
Population Aged 25+ w/ HS Diploma or Less	243,149	25%	12/24	
Population Aged 25+ w/ 4+ Year Degree	247,437	26%	13/24	
Veteran Population	54,988	6%	6/24	
<b>Area Income</b>				
Median Household Income	\$57,471	N/A	17/24**	
Median Net Worth	\$121,831	N/A	11/24**	
Per Capita Income	\$33,869	N/A	13/24**	
Population in Poverty	60,124	6%	11/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	512,793	53%	8/24	
Population Unemployed	38,869	4%	16/24	
Unemployment Rate	N/A	7.6%	14/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>30,876</b>	<b>100%</b>	<b>526,135</b>	<b>100%</b>
Retail	6,920	22%	104,238	20%
Construction	1,665	5%	16,072	3%
Manufacturing	1,187	4%	43,992	8%
Transport/Wholesale/Distribution	1,833	6%	37,513	7%
Finance/Insurance/Real Estate	2,671	9%	42,357	8%
Other Services	7,181	23%	94,615	18%
All Other Industries	9,419	31%	187,348	36%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# IBERO - Buffalo at Medaille College

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	59	3.3%	N/A	57	3.4%	N/A	62	3.8%	N/A
Existing Businesses Enrolled	18	2.9%	30.5%	27	4.3%	47.3%	30	4.7%	48.4%
New Clients Enrolled	41	3.5%	69.5%	30	2.9%	52.3%	32	3.3%	51.6%
Businesses Started	6	3.5%	10.2%	7	3.8%	12.3%	6	3.9%	9.7%
Business Plans Developed	11	3.7%	18.6%	8	2.4%	14.0%	9	3.2%	14.5%
Firms w/ Increased Sales	8	1.6%	13.6%	11	2.4%	19.3%	9	2.2%	14.5%
Total Increased Sales (\$Millions)	\$0.56	0.8%	N/A	\$2.9	4.8%	N/A	\$0.63	1.2%	N/A
Firms w/ New Employment	6	2.6%	10.2%	5	2.2%	8.8%	5	2.7%	8.0%
Total New Employees	11	1.7%	N/A	16	2.5%	N/A	14	2.0%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.04	1.2%	N/A	\$0.05	1.3%	N/A	\$0.41	16.4%	N/A
Start Up Firms: New Employees	2	1.2%	3.4%	2	1.0%	3.5%	6	4.3%	9.7%
Financial Packages Developed	7	4.7%	N/A	7	4.7%	N/A	8	4.5%	N/A
Total Financing Secured (\$Millions)	\$0.16	2.3%	N/A	\$0.24	1.6%	N/A	\$0.16	1.2%	N/A
New Mentees Enrolled	5	1.7%	8.5%	22	8.2%	38.6%	23	10.5%	37.1%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	2	1.5%	3.3%	2	1.8%	3.5%	2	1.6%	3.2%
MWBE Certified	1	1.2%	1.7%	1	2.2%	1.8%	1	1.7%	1.6%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	24	4.4%	58.5%	19	3.7%	63.3%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	17	2.8%	41.4%	11	2.2%	36.7%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	2	2.3%	4.9%	2	3.1%	6.7%	1	2.0%	3.1%
Female Clients	25	3.3%	60.9%	20	3.1%	66.7%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	12	42.3%	29.3%	10	2.1%	33.3%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 2 Finger Lakes

**Summary:** Two regional Centers offering targeted services for veterans and serving clients in the personal services, childcare, restaurant, retail, rental services, and construction sectors.

**Geographic Area:** Nine county region surrounding the cities of Rochester and Batavia.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	1,222,868	100%	5/10**	
Population Aged 44 or Younger	658,126	53%	5/10	
Minority Group	291,712	23%	5/10	
Population Aged 25+ w/ HS Diploma or Less*	305,497	26%	7/10	
Population Aged 25+ w/ 4+ Year Degree *	285,141	21%	5/10	
Veteran Population**	62,894	6%	7/10	
<b>Area Income</b>				
Mean Household Income	\$76,125	N/A	7/10**	
Per Capita Income	\$31,066	N/A	7/10**	
Population in Poverty	149,469	13.3%	5/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	617,311	48.9%	3/10	
Unemployment Rate	N/A	5.3%	7/10	
<b>Businesses &amp; Employment</b>	<b>Finger Lakes vs NYS Firms</b>		<b>Finger Lakes vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>27,021</b>	<b>5.0%</b>	<b>482,608</b>	<b>5.6%</b>
Retail	3,823	5.2%	63,532	6.9%
Construction	2,863	5.8%	22,295	5.8%
Manufacturing	1,435	10.1%	61,386	15.1%
Transportation & Warehousing	704	5.2%	11,771	4.2%
Finance & Insurance	1,383	5.3%	15,482	2.8%
Health Care & Social Assistance	2,837	4.8%	94,972	5.3%
Accommodations & Food Services	2,687	5.1%	42,077	5.3%
Educational Services	388	4.5%	36,349	8.4%
Professional, Scientific & Tech Services	2,556	4.1%	29,008	4.3%
Other Services	2,835	4.9%	15,966	4.1%
Other Industries	5,510	4.6%	89,770	4.5%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 2 Finger Lakes

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	2	8.3%	N/A	2	8.3%	N/A	2	8.3%	N/A
Clients	128	7.2%	N/A	118	7.1%	N/A	111	6.8	N/A
Existing Businesses Enrolled	35	5.6%	27.3%	45	7.1%	38.1%	28	4.4%	25.2%
New Clients Enrolled	93	8.0%	72.7%	73	7.1%	61.9%	83	8.4%	74.8%
Businesses Started	11	6.5%	8.6%	7	3.8%	5.9%	6	3.9%	5.4%
Business Plans Developed	11	3.7%	8.6%	21	6.3%	17.8%	7	2.5%	6.3%
Firms w/ Increased Sales	29	5.9%	22.3%	27	5.9%	22.9%	11	2.7%	9.9%
Total Increased Sales (\$Millions)	\$7.5	11.4%	N/A	\$0.89	1.5%	N/A	\$2.1	3.9%	N/A
Firms w/ New Employment	17	7.3%	13.3%	15	6.6%	12.7%	7	3.8%	6.3%
Total New Employees	62	9.5%	N/A	33	5.3%	N/A	13	1.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.10	2.7%	N/A	\$0.08	1.5%	N/A	\$0.23	9.1%	N/A
Start Up Firms: New Employees	4	2.2%	2.7%	2	1.0%	1.7%	6	4.3%	5.4%
Financial Packages Developed	10	6.7%	N/A	6	4.1%	N/A	7	3.9%	N/A
Total Financing Secured (\$Millions)	\$0.34	4.9%	N/A	\$1.5	11.0%	N/A	\$0.48	3.4%	N/A
New Mentees Enrolled	15	5.1%	11.7%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	13	9.8%	10.1%	8	7.1%	6.8%	6	4.8%	5.4%
MWBE Certified	8	9.6%	6.3%	4	8.9%	3.4%	1	1.7%	0.9%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	65	11.9%	69.9%	51	9.8%	69.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	28	4.5%	30.1%	22	4.4%	30.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	9	10.5%	9.7%	5	7.8%	6.9%	5	10.0%	6.0%
Female Clients	62	8.2%	66.7%	45	6.9%	61.6%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	42	8.3%	45.2%	39	8.1%	53.4%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# IBERO - American Action League

**Summary:** One regional Center serving a range of businesses including childcare, personal service retailers, caterers, transportation and business consulting firms.

**Geographic Area:** 30-minute driving distance from the EAC's office in Buffalo, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	154.7	N/A	20/24**	
Population	139,435	N/A	22/24**	
Population Aged 40 or Younger	66,171	47%	23/24	
Minorities	21,383	15%	23/24	
Population Aged 25+ w/ HS Diploma or Less	46,648	33%	6/24	
Population Aged 25+ w/ 4+ Year Degree	24,463	18%	19/24	
Veteran Population	10,385	7%	2/24	
<b>Area Income</b>				
Median Household Income	\$55,735	N/A	19/24**	
Median Net Worth	\$130,737	N/A	10/24**	
Per Capita Income	\$29,279	N/A	17/24**	
Population in Poverty	7,957	6%	13/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	67,808	49%	19/24	
Population Unemployed	4,171	3%	23/24	
Unemployment Rate	N/A	6.2%	22/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>5,048</b>	<b>100%</b>	<b>139,435</b>	<b>100%</b>
Retail	1,111	22%	12,776	9%
Construction	261	5%	2,691	2%
Manufacturing	191	4%	12,035	9%
Transport/Wholesale/Distribution	318	6%	4,442	3%
Finance/Insurance/Real Estate	383	8%	2,868	2%
Other Services	1,017	20%	11,747	8%
All Other Industries	1,767	35%	92,876	67%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# IBERO - American Action League

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	24	1.4%	N/A	35	2.1%	N/A	28	1.7%	N/A
Existing Businesses Enrolled	12	1.9%	48.0%	17	2.7%	48.6%	13	2.0%	46.4%
New Clients Enrolled	13	1.1%	52.0%	18	1.8%	51.4%	15	1.5%	53.6%
Businesses Started	6	3.5%	24.0%	3	1.6%	8.6%	6	3.9%	21.4%
Business Plans Developed	2	0.7%	8.0%	8	2.4%	22.9%	4	1.4%	14.3%
Firms w/ Increased Sales	13	2.6%	52.0%	10	2.2%	28.6%	9	2.2%	32.1%
Total Increased Sales (\$Millions)	\$0.33	0.5%	N/A	\$0.2	0.4%	N/A	\$1.9	3.7%	N/A
Firms w/ New Employment	7	3.0%	28.0%	6	2.7%	17.1%	6	3.2%	21.4%
Total New Employees	9	1.2%	N/A	9	1.5%	N/A	12	1.8%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.08	2.3%	N/A	\$0.04	0.8%	N/A	\$0.13	5.0%	N/A
Start Up Firms: New Employees	3	1.5%	10.0%	2	1.0%	5.7%	6	4.3%	21.4%
Financial Packages Developed	6	4.0%	N/A	6	4.1%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.16	2.3%	N/A	\$0.34	2.5%	N/A	\$0.46	3.3%	N/A
New Mentees Enrolled	0	0.0%	0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	2	1.5%	8.0%	2	1.8%	5.7%	4	3.2%	14.3%
MWBE Certified	1	1.2%	4.0%	1	2.2%	2.9%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	9	1.6%	69.2%	8	1.5%	44.4%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	4	0.6%	30.8%	10	2.0%	55.6%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	30.8%	3	4.7%	16.7%	3	6.0%	20.0%
Female Clients	7	0.9%	53.9%	13	2.0%	72.2%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	5	1.0%	38.5%	10	2.1%	55.5%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# Urban League of Rochester

**Summary:** One regional Center serving clients in the personal services, childcare, restaurant, retail, and construction sectors.

**Geographic Area:** 30-minute driving distance from the Center's office in Rochester, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	57.8	N/A	23/24**	
Population	805,394	N/A	5/24**	
Population Aged 40 or Younger	408,975	51%	15/24	
Minorities	351,734	44%	13/24	
Population Aged 25+ w/ HS Diploma or Less	176,016	22%	21/24	
Population Aged 25+ w/ 4+ Year Degree	229,118	28%	10/24	
Veteran Population	37,475	5%	8/24	
<b>Area Income</b>				
Median Household Income	\$63,117	N/A	17/24**	
Median Net Worth	\$135,970	N/A	11/24**	
Per Capita Income	\$35,092	N/A	13/24**	
Population in Poverty	42,346	5%	16/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	426,715	53%	7/24	
Population Unemployed	32,808	4%	14/24	
Unemployment Rate	N/A	7.7%	13/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>27,728</b>	<b>100%</b>	<b>512,591</b>	<b>100%</b>
Retail	5,755	21%	77,548	15%
Construction	1,679	6%	15,876	3%
Manufacturing	1,085	4%	39,438	8%
Transport/Wholesale/Distribution	1,565	6%	37,281	7%
Finance/Insurance/Real Estate	2,579	9%	27,371	5%
Other Services	6,550	24%	116,165	23%
All Other Industries	8,515	31%	198,912	39%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Urban League of Rochester

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	103	5.8%	N/A	83	5.0%	N/A	83	5.1%	N/A
Existing Businesses Enrolled	23	3.7%	22.3%	28	4.4%	33.7%	15	2.4%	18.1%
New Clients Enrolled	80	6.8%	77.7%	55	5.4%	66.3%	68	7.0%	81.9%
Businesses Started	5	2.9%	4.9%	4	2.2%	4.8%	0	0.0%	0.0%
Business Plans Developed	9	3.0%	8.7%	13	3.9%	15.7%	3	1.1%	3.6%
Firms w/ Increased Sales	16	3.2%	15.5%	17	3.7%	20.5%	2	0.5%	2.4%
Total Increased Sales (\$Millions)	\$7.2	10.9%	N/A	\$0.65	1.1%	N/A	\$0.11	0.2%	N/A
Firms w/ New Employment	10	4.3%	9.7%	9	3.9%	10.8%	1	0.5%	1.2%
Total New Employees	53	8.2%	N/A	24	3.9%	N/A	1	0.2%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.02	0.6%	N/A	\$0.04	1.0%	N/A	\$0.10	4.0%	N/A
Start Up Firms: New Employees	1	0.6%	1.0%	0	0.0%	0.0%	0	0.0%	0.0%
Financial Packages Developed	4	2.7%	N/A	0	0.0%	N/A	1	0.6%	N/A
Total Financing Secured (\$Millions)	\$0.18	2.6%	N/A	\$1.2	8.6%	N/A	\$0.02	0.1%	N/A
New Mentees Enrolled	15	5.1%	14.6%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	11	8.3%	10.7%	6	5.3%	7.2%	2	1.6%	2.4%
MWBE Certified	7	8.4%	6.8%	3	6.7%	3.6%	1	1.7%	1.2%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	56	10.2%	70.0%	43	8.2%	78.2%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	24	3.9%	30.0%	12	2.4%	21.8%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	6.3%	2	3.1%	3.6%	2	4.0%	2.9%
Female Clients	55	7.3%	68.7%	32	4.9%	58.1%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	37	7.3%	46.2%	29	6.0%	52.7%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 3 Southern Tier

**Summary:** One regional Center housed in SUNY Broome’s new Collaboration Lab technology incubator featuring Mastermind entrepreneurial problem solving group meetings and serving clients in the construction, retail services, and food services sectors.

**Geographic Area:** Eight county region surrounding the cities of Ithaca, Elmira and Binghamton.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	640,036	100%	8/10**	
Population Aged 44 or Younger	344,382	54%	6/10	
Minority Group	102,985	16%	9/10	
Population Aged 25+ w/ HS Diploma or Less*	178,075	28%	3/10	
Population Aged 25+ w/ 4+ Year Degree *	125,150	20%	8/10	
Veteran Population**	39,668	6%	3/10	
<b>Area Income</b>				
Mean Household Income	\$72,193	N/A	9/10	
Per Capita Income	\$30,347	N/A	8/10	
Population in Poverty	93,179	14.6%	2/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	306,316	47.9%	9/10	
Unemployment Rate	N/A	3.3%	9/10	
<b>Businesses &amp; Employment</b>	<b>Southern Tier vs NYS Firms</b>		<b>Southern Tier vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>12,740</b>	<b>2.4%</b>	<b>211,869</b>	<b>2.5%</b>
Retail	2,086	2.8%	29,247	3.2%
Construction	1,163	2.3%	7,299	1.9%
Manufacturing	576	4.0%	27,341	6.7%
Transportation & Warehousing	326	0.1%	5,268	1.9%
Finance & Insurance	583	0.1%	6,779	1.2%
Health Care & Social Assistance	1,539	0.3%	42,321	2.4%
Accommodations & Food Services	1,582	0.3%	21,501	2.7%
Educational Services	118	0.0%	20,744	4.8%
Professional, Scientific & Tech Services	968	0.2%	11,558	1.7%
Other Services	1,506	0.3%	7,887	2.0%
Other Industries	2,293	0.4%	31,924	1.6%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 3 Southern Tier

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	84	4.7%	N/A	64	3.9%	N/A	66	4.1%	N/A
Existing Businesses Enrolled	38	6.1%	45.2%	30	4.8%	46.9%	31	4.9%	47.0%
New Clients Enrolled	46	4.0%	54.8%	34	3.3%	53.1%	35	3.6%	53.0%
Businesses Started	7	4.1%	8.3%	5	2.7%	7.8%	5	3.2%	7.6%
Business Plans Developed	13	3.7%	15.5%	9	2.7%	14.1%	10	3.5%	15.2%
Firms w/ Increased Sales	32	6.5%	38.1%	26	5.7%	40.6%	15	3.7%	22.7%
Total Increased Sales (\$Millions)	\$3.0	4.6%	N/A	\$7.3	11.9%	N/A	\$3.3	6.3%	N/A
Firms w/ New Employment	12	5.2%	14.3%	13	5.8%	20.3%	6	3.2%	9.1%
Total New Employees	22	3.3%	N/A	40	6.6%	N/A	27	3.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.16	4.6%	N/A	\$2.3	40.1%	N/A	\$0.04	1.8%	N/A
Start Up Firms: New Employees	6	3.7%	7.1%	4	1.8%	5.5%	1	0.7%	1.5%
Financial Packages Developed	3	2.0%	N/A	3	2.0%	N/A	10	5.6%	N/A
Total Financing Secured (\$Millions)	\$0.50	7.2%	N/A	\$0.20	1.5%	N/A	\$0.50	3.6%	N/A
New Mentees Enrolled	21	7.1%	25.0%	5	1.9%	7.8%	25	11.3%	37.9%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	16	12.0%	19.1%	8	7.1%	12.5%	7	5.6%	10.6%
MWBE Certified	7	8.4%	8.3%	4	8.9%	7.8%	8	13.6%	12.1%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	25	4.6%	54.3%	19	3.7%	55.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	21	3.4%	45.6%	15	3.0%	44.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	4.8%	4	6.3%	11.8%	5	10.0%	14.3%
Female Clients	33	4.4%	71.7%	20	3.1%	58.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	13	2.6%	28.3%	15	2.9%	41.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Binghamton LDC/SUNY Broome Community College

**Summary:** One regional Center housed in SUNY Broome’s new Collaboration Lab technology incubator featuring Mastermind entrepreneurial problem solving group meetings and other EAC services.

**Geographic Area:** 30-minute driving distance from the Center’s office in Binghamton, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	280.2	N/A	22/24**	
Population	215,329	N/A	4/24**	
Population Aged 40 or Younger	105,006	49%	20/24	
Minorities	51,272	24%	16/24	
Population Aged 25+ w/ HS Diploma or Less	60,186	28%	12/24	
Population Aged 25+ w/ 4+ Year Degree	46,141	21%	13/24	
Veteran Population	12,821	6%	5/24	
<b>Area Income</b>				
Median Household Income	\$53,212	N/A	17/24**	
Median Net Worth	\$106,542	N/A	11/24**	
Per Capita Income	\$29,445	N/A	13/24**	
Population in Poverty	13,727	6%	11/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	107,429	50%	17/24	
Population Unemployed	7,281	3%	20/24	
Unemployment Rate	N/A	6.8%	19/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>7,203</b>	<b>100%</b>	<b>128,352</b>	<b>100%</b>
Retail	1,611	22%	19,957	16%
Construction	488	7%	4,110	3%
Manufacturing	1,085	15%	11,051	9%
Transport/Wholesale/Distribution	417	6%	8,404	7%
Finance/Insurance/Real Estate	548	8%	4,740	4%
Other Services	1,572	22%	18,237	14%
All Other Industries	1,482	21%	61,853	48%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Binghamton LDC/SUNY Broome Community College

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	84	4.7%	N/A	64	3.9%	N/A	66	4.1%	N/A
Existing Businesses Enrolled	38	6.1%	45.2%	30	4.8%	46.9%	31	4.9%	47.0%
New Clients Enrolled	46	4.0%	54.8%	34	3.3%	53.1%	35	3.6%	53.0%
Businesses Started	7	4.1%	8.3%	5	2.7%	7.8%	5	3.2%	7.6%
Business Plans Developed	13	3.7%	15.5%	9	2.7%	14.1%	10	3.5%	15.2%
Firms w/ Increased Sales	32	6.5%	38.1%	26	5.7%	40.6%	15	3.7%	22.7%
Total Increased Sales (\$Millions)	\$3.0	4.6%	N/A	\$7.3	11.9%	N/A	\$3.3	6.3%	N/A
Firms w/ New Employment	12	5.2%	14.3%	13	5.8%	20.3%	6	3.2%	9.1%
Total New Employees	22	3.3%	N/A	40	6.6%	N/A	27	3.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.16	4.6%	N/A	\$2.3	40.1%	N/A	\$0.04	1.8%	N/A
Start Up Firms: New Employees	6	3.7%	7.1%	4	1.8%	5.5%	1	0.7%	1.5%
Financial Packages Developed	3	2.0%	N/A	3	2.0%	N/A	10	5.6%	N/A
Total Financing Secured (\$Millions)	\$0.50	7.2%	N/A	\$0.20	1.5%	N/A	\$0.50	3.6%	N/A
New Mentees Enrolled	21	7.1%	25.0%	5	1.9%	7.8%	25	11.3%	37.9%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	16	12.0%	19.1%	8	7.1%	12.5%	7	5.6%	10.6%
MWBE Certified	7	8.4%	8.3%	4	8.9%	7.8%	8	13.6%	12.1%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	25	4.6%	54.3%	19	3.7%	55.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	21	3.4%	45.6%	15	3.0%	44.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	4.8%	4	6.3%	11.8%	5	10.0%	14.3%
Female Clients	33	4.4%	71.7%	20	3.1%	58.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	13	2.6%	28.3%	15	2.9%	41.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 4 Central New York

**Summary:** One regional Center with a community-based microenterprise incubator serving clients in construction, food services, food-manufacturing, IT, nonprofit and educational services sectors.

**Geographic Area:** Five county region surrounding the cities of Syracuse, Oswego, Auburn, and Cortland.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	785,114	100%	7/10**	
Population Aged 44 or Younger	429,394	55%	3/10	
Minority Group	154,847	20%	8/10	
Population Aged 25+ w/ HS Diploma or Less*	204,107	26%	5/10	
Population Aged 25+ w/ 4+ Year Degree *	163,472	21%	7/10	
Veteran Population**	44,886	6%	5/10	
<b>Area Income</b>				
Mean Household Income	\$77,585	N/A	6/10**	
Per Capita Income	\$31,294	N/A	6/10**	
Population in Poverty	101,082	12.9%	6/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	390,553	49.7%	4/10	
Unemployment Rate	N/A	5%	2/10	
<b>Businesses &amp; Employment</b>	<b>Central NY vs NYS Firms</b>		<b>Central NY vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>17,268</b>	<b>3.2%</b>	<b>296,478</b>	<b>3.4%</b>
Retail	2,493	3.4%	40,270	4.4%
Construction	1,877	3.8%	13,152	3.4%
Manufacturing	670	4.7%	27,303	6.7%
Transportation & Warehousing	460	3.4%	11,766	4.2%
Finance & Insurance	926	3.6%	11,700	2.1%
Health Care & Social Assistance	1,935	3.3%	59,236	3.3%
Accommodations & Food Services	1,826	3.4%	30,098	3.8%
Educational Services	204	2.4%	16,558	3.8%
Professional, Scientific & Tech Services	1,545	2.5%	18,667	2.8%
Other Services	1,880	3.3%	11,657	3.0%
Other Industries	3,452	2.9%	56,071	2.8%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 4 Central New York

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	49	2.8%	N/A	20	1.2%	N/A	22	1.4%	N/A
Existing Businesses Enrolled	33	5.3%	67.3%	10	1.6%	50.0%	12	1.9%	54.5%
New Clients Enrolled	16	1.4%	32.7%	10	1.0%	50.0%	10	1.0%	45.5%
Businesses Started	8	4.7%	16.3%	2	1.1%	10.0%	3	1.9%	13.6%
Business Plans Developed	9	3.0%	18.4%	8	2.4%	40%	11	3.9%	50.0%
Firms w/ Increased Sales	18	3.6%	36.7%	15	3.3%	75%	13	2.6%	31.8%
Total Increased Sales (\$Millions)	\$2.1	3.3%	N/A	\$2.4	3.9%	N/A	\$0.33	0.6%	N/A
Firms w/ New Employment	10	4.3%	20.4%	12	5.3%	60.0%	6	3.3%	27.3%
Total New Employees	32	5.0%	N/A	37	6.1%	N/A	9	1.3%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.19	5.3%	N/A	\$0.12	2.1%	N/A	\$0.09	3.8%	N/A
Start Up Firms: New Employees	10	6.2%	20.4%	7	3.7%	35.0%	2	1.4%	9.1%
Financial Packages Developed	5	3.3%	N/A	6	4.0%	N/A	9	5.0%	N/A
Total Financing Secured (\$Millions)	\$0.55	7.9%	N/A	\$0.97	6.9%	N/A	\$0.24	1.7%	N/A
New Mentees Enrolled	1	0.3%	2.0%	4	1.5%	20.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	8	6.0%	16.3%	8	7.1%	40.0%	8	6.3%	36.4%
MWBE Certified	2	2.4%	4.1%	2	4.4%	10.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	12	2.2%	75.0%	6	1.2%	60.0%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	4	0.6%	25.0%	4	0.8%	40.0%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	25.0%	6	3.1%	30.0%	0	0.0%	0.0%
Female Clients	4	0.5%	25.0%	2	0.3%	20.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	8	1.5%	50.0%	5	1.0%	50.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# South Side Innovation Center / Syracuse University

**Summary:** One regional Center housed in the Whitman School at Syracuse University. The Center serves as a small-business resource center, hosting training programs, providing advice on business plans and offering access to mentors and professional contacts.

**Geographic Area:** 30-minute driving distance from the Center's office in Syracuse, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	546.7	N/A	17/24**	
Population	500,633	N/A	7/24**	
Population Aged 40 or Younger	253,938	51%	7/24	
Minorities	156,268	31%	17/24	
Population Aged 25+ w/ HS Diploma or Less	116,983	23%	18/24	
Population Aged 25+ w/ 4+ Year Degree	127,792	26%	12/24	
Veteran Population	27,216	5%	7/24	
<b>Area Income</b>				
Median Household Income	\$60,879	N/A	13/24**	
Median Net Worth	\$141,324	N/A	7/24**	
Per Capita Income	\$34,190	N/A	12/24**	
Population in Poverty	26,443	5%	15/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	261,068	52%	14/24	
Population Unemployed	\$19,187	4%	18/24	
Unemployment Rate	N/A	7.3%	17/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>17,502</b>	<b>100%</b>	<b>293,267</b>	<b>100%</b>
Retail	3,621	21%	54,376	19%
Construction	1,106	6%	10,537	4%
Manufacturing	535	3%	21,521	7%
Transport/Wholesale/Distribution	1,033	6%	18,506	6%
Finance/Insurance/Real Estate	1,659	9%	19,872	7%
Other Services	3,932	22%	44,824	15%
All Other Industries	5,616	32%	123,631	42%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# South Side Innovation Center / Syracuse University

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	49	2.8%	N/A	20	1.2%	N/A	22	1.4%	N/A
Existing Businesses Enrolled	33	5.3%	67.3%	10	1.6%	50.0%	12	1.9%	54.5%
New Clients Enrolled	16	1.4%	32.7%	10	1.0%	50.0%	10	1.0%	45.5%
Businesses Started	8	4.7%	16.3%	2	1.1%	10.0%	3	1.9%	13.6%
Business Plans Developed	9	3.0%	18.4%	8	2.4%	40%	11	3.9%	50.0%
Firms w/ Increased Sales	18	3.6%	36.7%	15	3.3%	75%	13	3.2%	59.1%
Total Increased Sales (\$Millions)	\$2.1	3.3%	N/A	\$2.4	3.9%	N/A	\$0.33	0.6%	N/A
Firms w/ New Employment	10	4.3%	20.4%	12	5.3%	60.0%	6	3.2%	27.3%
Total New Employees	32	5.0%	N/A	37	6.1%	N/A	9	1.3%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.19	5.3%	N/A	\$0.12	2.1%	N/A	\$0.09	3.8%	N/A
Start Up Firms: New Employees	10	6.2%	20.4%	7	3.7%	35.0%	2	1.4%	9.1%
Financial Packages Developed	5	3.3%	N/A	6	4.0%	N/A	9	5.0%	N/A
Total Financing Secured (\$Millions)	\$0.55	7.9%	N/A	\$0.97	6.9%	N/A	\$0.24	1.7%	N/A
New Mentees Enrolled	1	0.3%	2.0%	4	1.5%	20.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	8	6.0%	16.3%	8	7.1%	40.0%	8	6.3%	36.4%
MWBE Certified	2	2.4%	4.1%	2	4.4%	10.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	12	2.2%	75.0%	6	1.2%	60.0%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	4	0.6%	25.0%	4	0.8%	40.0%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	25.0%	6	3.1%	30.0%	0	0.0%	0.0%
Female Clients	4	0.5%	25.0%	2	0.3%	20.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	8	1.5%	50.0%	5	1.0%	50.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 5 North Country

**Summary:** One regional Center that specializes in the development of mom-and-pop microbusinesses in tourism-related service and retail industries as well as construction-related fields.

**Geographic Area:** Seven country region surrounding the cities of Watertown and Plattsburgh.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	421,694	100%	10/10**	
Population Aged 44 or Younger	238,612	57%	2/10	
Minority Group	54,734	13%	10/10	
Population Aged 25+ w/ HS Diploma or Less*	132,599	31%	1/10	
Population Aged 25+ w/ 4+ Year Degree *	66,307	16%	10/10	
Veteran Population**	30,164	7%	1/10	
<b>Area Income</b>				
Mean Household Income	\$83,649	N/A	5/10**	
Per Capita Income	\$33,679	N/A	5/10**	
Population in Poverty	56,308	13.4%	4/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	194,905	46.2%	10/10	
Unemployment Rate	N/A	3.2%	10/10	
<b>Businesses &amp; Employment</b>	<b>North Country vs NYS Firms</b>		<b>North Country vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>8,729</b>	<b>1.6%</b>	<b>106,166</b>	<b>1.2%</b>
Retail	1,594	2.2%	19,610	2.1%
Construction	946	1.9%	5,337	1.4%
Manufacturing	273	1.9%	11,046	2.7%
Transportation & Warehousing	286	2.1%	3,753	1.3%
Finance & Insurance	399	1.5%	2,469	0.5%
Health Care & Social Assistance	1,092	1.9%	26,153	1.5%
Accommodations & Food Services	1,130	2.1%	13,781	1.7%
Educational Services	74	0.9%	4,465	1.0%
Professional, Scientific & Tech Services	512	0.8%	2,681	0.4%
Other Services	887	1.5%	3,793	1.0%
Other Industries	1,536	1.3%	13,078	0.7%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 5 North Country

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	65	3.6%	N/A	47	2.8%	N/A	75	4.6%	N/A
Existing Businesses Enrolled	24	3.9%	36.9%	22	3.5%	46.8%	23	3.6%	30.7%
New Clients Enrolled	41	3.5%	63.1%	25	2.4%	53.2%	52	5.3%	69.3%
Businesses Started	7	4.1%	10.8%	7	3.8%	14.9%	5	3.2%	6.7%
Business Plans Developed	9	3.0%	13.9%	8	2.1%	14.9%	8	2.8%	10.7%
Firms w/ Increased Sales	11	2.3%	16.9%	12	2.6%	25.5%	6	1.5%	8.0%
Total Increased Sales (\$Millions)	\$0.71	1.1%	N/A	\$4.5	7.4%	N/A	\$0.75	1.4%	N/A
Firms w/ New Employment	8	3.5%	12.3%	9	4.0%	19.1%	5	2.7%	6.7%
Total New Employees	98	15.2%	N/A	44	7.1%	N/A	10	1.4%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.24	6.8%	N/A	\$0.08	1.5%	N/A	\$0.20	7.9%	N/A
Start Up Firms: New Employees	4	2.5%	6.2%	4	1.8%	7.5%	2	1.4%	2.7%
Financial Packages Developed	9	6.0%	N/A	14	9.5%	N/A	23	12.8%	N/A
Total Financing Secured (\$Millions)	\$0.34	4.9%	N/A	\$0.44	3.2%	N/A	\$0.55	3.9%	N/A
New Mentees Enrolled	0	0.0%	0%	0	0%	0.0%	20	9.1%	26.7%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	1.5%	2	1.8%	4.3%	3	2.4%	4.0%
MWBE Certified	3	3.6%	4.6%	0	0%	0.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	23	4.2%	56.1%	13	2.5%	52.0%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	18	2.9%	43.9%	12	2.4%	48.0%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	9.8%	1	1.6%	4.0%	4	8.0%	7.7%
Female Clients	23	3.0%	56.1%	13	2.0%	52.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	15	2.9%	36.6%	8	1.7%	32.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Adirondack EDC

**Summary:** One regional Center that specializes in the development of mom-and-pop microbusinesses in tourism-related service and retail industries as well as construction-related fields.

**Geographic Area:** 60-minute driving distance from the Center's office in Saranac Lake, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	49.7	N/A	24/24**	
Population	72,425	N/A	23/24**	
Population Aged 40 or Younger	34,326	47%	24/24	
Minorities	14,450	20%	22/24	
Population Aged 25+ w/ HS Diploma or Less	25,966	36%	4/24	
Population Aged 25+ w/ 4+ Year Degree	13,364	18%	18/24	
Veteran Population	4,476	6%	4/24	
<b>Area Income</b>				
Median Household Income	\$58,352	N/A	15/24**	
Median Net Worth	\$145,216	N/A	5/24**	
Per Capita Income	\$28,375	N/A	13/24**	
Population in Poverty	3,679	5%	17/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	33,264	46%	20/24	
Population Unemployed	1,878	3%	24/24	
Unemployment Rate	N/A	5.6%	24/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>3,097</b>	<b>100%</b>	<b>39,929</b>	<b>100%</b>
Retail	753	24%	8,002	20%
Construction	153	5%	775	2%
Manufacturing	75	2%	1,167	3%
Transport/Wholesale/Distribution	188	6%	1,797	5%
Finance/Insurance/Real Estate	236	8%	1,203	3%
Other Services	596	19%	4,785	12%
All Other Industries	1,096	35%	22,200	56%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Adirondack EDC

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	65	3.6%	N/A	47	2.8%	N/A	75	4.6%	N/A
Existing Businesses Enrolled	24	3.9%	36.9%	22	3.5%	46.8%	23	3.6%	30.7%
New Clients Enrolled	41	3.5%	63.1%	25	2.4%	53.2%	52	5.3%	69.3%
Businesses Started	7	4.1%	10.8%	7	3.8%	14.9%	5	3.2%	6.7%
Business Plans Developed	9	3.0%	13.9%	8	2.1%	14.9%	8	2.8%	10.7%
Firms w/ Increased Sales	11	2.3%	16.9%	12	2.6%	25.5%	6	1.5%	8.0%
Total Increased Sales (\$Millions)	\$0.71	1.1%	N/A	\$4.5	7.4%	N/A	\$0.75	1.4%	N/A
Firms w/ New Employment	8	3.5%	12.3%	9	4.0%	19.1%	5	2.7%	6.7%
Total New Employees	98	15.2%	N/A	44	7.1%	N/A	10	1.4%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.24	6.8%	N/A	\$0.08	1.5%	N/A	\$0.20	7.9%	N/A
Start Up Firms: New Employees	4	2.5%	6.2%	4	1.8%	7.5%	2	1.4%	2.7%
Financial Packages Developed	9	6.0%	N/A	14	9.5%	N/A	23	12.8%	N/A
Total Financing Secured (\$Millions)	\$0.34	4.9%	N/A	\$0.44	3.2%	N/A	\$0.55	3.9%	N/A
New Mentees Enrolled	0	0.0%	0%	0	0%	0.0%	20	9.1%	26.7%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	1.5%	2	1.8%	4.3%	3	2.4%	4.0%
MWBE Certified	3	3.6%	4.6%	0	0%	0.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	23	4.2%	56.1%	13	2.5%	52.0%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	18	2.9%	43.9%	12	2.4%	48.0%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	9.8%	1	1.6%	4.0%	4	8.0%	7.7%
Female Clients	23	3.0%	56.1%	13	2.0%	52.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	15	2.9%	36.6%	8	1.7%	32.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 6 Mohawk Valley

**Summary:** One regional Center targeting immigrant, refugee, veteran, dislocated, unemployed and disabled clients and serving clients in the photography, computer technology, food retail services, health care and pet care services sectors.

**Geographic Area:** Five county region surrounding the city of Utica.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	483,358	100%	9/10**	
Population Aged 44 or Younger	256,822	53%	7/10	
Minority Group	115,780	24%	4/10	
Population Aged 25+ w/ HS Diploma or Less*	146,548	30%	2/10	
Population Aged 25+ w/ 4+ Year Degree *	83,579	17%	9/10	
Veteran Population**	30,346	6%	2/10	
<b>Area Income</b>				
Mean Household Income	\$72,249	N/A	9/10**	
Per Capita Income	\$30,021	N/A	9/10**	
Population in Poverty	66,330	13.7%	3/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	233,542	48.3%	8/10	
Unemployment Rate	N/A	5.3%	4/10	
<b>Businesses &amp; Employment</b>	<b>Mohawk Valley vs NYS Firms</b>		<b>Mohawk Valley vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>9,879</b>	<b>1.8%</b>	<b>154,030</b>	<b>1.8%</b>
Retail	1,639	2.2%	22,666	0.3%
Construction	1,015	2.0%	4,686	0.1%
Manufacturing	487	3.4%	18,323	2.0%
Transportation & Warehousing	268	2.0%	9,101	2.4%
Finance & Insurance	478	1.8%	8,609	2.1%
Health Care & Social Assistance	1,264	2.2%	37,151	13.2%
Accommodations & Food Services	1,213	2.3%	18,883	3.5%
Educational Services	88	1.0%	4,342	0.2%
Professional, Scientific & Tech Services	702	1.1%	5,434	0.7%
Other Services	1,112	1.9%	9,192	2.1%
Other Industries	1,613	1.3%	15,643	2.3%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 6 Mohawk Valley

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	36	2.0%	N/A	36	2.2%	N/A	30	1.9%	N/A
Existing Businesses Enrolled	15	1.8%	41.7%	17	2.7%	47.2%	15	2.4%	50.0%
New Clients Enrolled	21	1.8%	58.3%	19	1.9%	52.8%	15	1.5%	50.0%
Businesses Started	6	3.5%	16.7%	6	3.3%	16.7%	7	4.5%	23.3%
Business Plans Developed	13	4.4%	36.1%	13	3.9%	36.1%	9	3.2%	30.0%
Firms w/ Increased Sales	17	3.4%	47.2%	11	2.4%	30.6%	15	3.7%	50.0%
Total Increased Sales (\$Millions)	\$0.96	1.5%	N/A	\$0.81	1.3%	N/A	\$0.73	1.4%	N/A
Firms w/ New Employment	8	3.5%	22.2%	9	3.9%	25.0%	9	4.8%	30.0%
Total New Employees	20	3.1%	N/A	15	2.5%	N/A	21	3.1%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.21	5.9%	N/A	\$0.04	0.7%	N/A	\$0.15	5.9%	N/A
Start Up Firms: New Employees	2	1.2%	5.6%	2	1.1%	5.6%	6	4.3%	20.0%
Financial Packages Developed	7	4.7%	N/A	7	4.8%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.15	2.2%	N/A	\$0.87	6.2%	N/A	\$0.47	3.4%	N/A
New Mentees Enrolled	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	2.8%	1	0.9%	2.8%	1	0.8%	3.3%
MWBE Certified	5	6.0%	13.9%	0	0.0%	0.0%	1	1.7%	3.3%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	12	2.2%	57.1%	16	3.1%	84.2%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	9	1.5%	42.9%	3	0.6%	15.8%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	1	1.2%	4.8%	0	0.0%	0.0%	0	0.0%	0.0%
Female Clients	15	2.0%	71.4%	14	2.1%	73.7%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	11	2.1%	52.3%	11	2.3%	57.9%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# Business Training Institute

**Summary:** One regional Center targeting immigrant, refugee, veteran, dislocated, unemployed, and disabled clients and serving clients in the photography, computer technology, food retail services, health care, and pet care services sectors.

**Geographic Area:** 30-minute driving distance from the Center's office in Utica, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	268	N/A	19/24**	
Population	246,670	N/A	18/24**	
Population Aged 40 or Younger	119,942	49%	20/24	
Minorities	72,409	29%	18/24	
Population Aged 25+ w/ HS Diploma or Less	73,523	30%	8/24	
Population Aged 25+ w/ 4+ Year Degree	48,723	20%	17/24	
Veteran Population	15,621	6%	3/24	
<b>Area Income</b>				
Median Household Income	\$56,312	N/A	18/24**	
Median Net Worth	\$134,151	N/A	9/24**	
Per Capita Income	\$30,204	N/A	15/24**	
Population in Poverty	13,937	6%	14/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	121,251	49%	18/24	
Population Unemployed	8,459	3%	21/24	
Unemployment Rate	N/A	7%	18/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>8,017</b>	<b>100%</b>	<b>127,360</b>	<b>100%</b>
Retail	1,791	22%	22,139	17%
Construction	479	6%	3,289	3%
Manufacturing	266	3%	10,609	8%
Transport/Wholesale/Distribution	477	6%	7,130	6%
Finance/Insurance/Real Estate	649	8%	7,149	6%
Other Services	1,753	22%	22,715	18%
All Other Industries	2,602	32%	54,329	43%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Business Training Institute

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	36	2.0%	N/A	36	2.2%	N/A	30	1.9%	N/A
Existing Businesses Enrolled	15	1.8%	41.7%	17	2.7%	47.2%	15	2.4%	50.0%
New Clients Enrolled	21	1.8%	58.3%	19	1.9%	52.8%	15	1.5%	50.0%
Businesses Started	6	3.5%	16.7%	6	3.3%	16.7%	7	4.5%	23.3%
Business Plans Developed	13	4.4%	36.1%	13	3.9%	36.1%	9	3.2%	30.0%
Firms w/ Increased Sales	17	3.4%	47.2%	11	2.4%	30.6%	15	3.7%	50.0%
Total Increased Sales (\$Millions)	\$0.96	1.5%	N/A	\$0.81	1.3%	N/A	\$0.73	1.4%	N/A
Firms w/ New Employment	8	3.5%	22.2%	9	3.9%	25.0%	9	4.8%	30.0%
Total New Employees	20	3.1%	N/A	15	2.5%	N/A	21	3.1%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.21	5.9%	N/A	\$0.04	0.7%	N/A	\$0.15	5.9%	N/A
Start Up Firms: New Employees	2	1.2%	5.6%	2	1.1%	5.6%	6	4.3%	20.0%
Financial Packages Developed	7	4.7%	N/A	7	4.8%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.15	2.2%	N/A	\$0.87	6.2%	N/A	\$0.47	3.4%	N/A
New Mentees Enrolled	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	2.8%	1	0.9%	2.8%	1	0.8%	3.3%
MWBE Certified	5	6.0%	13.9%	0	0.0%	0.0%	1	1.7%	3.3%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	12	2.2%	57.1%	16	3.1%	84.2%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	9	1.5%	42.9%	3	0.6%	15.8%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	1	1.2%	4.8%	0	0.0%	0.0%	0	0.0%	0.0%
Female Clients	15	2.0%	71.4%	14	2.1%	73.7%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	11	2.1%	52.3%	11	2.3%	57.9%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 7 Mid-Hudson

**Summary:** Two regional Centers serving clients in English & Spanish languages, as well as female entrepreneurs, victims of domestic violence and veterans in the sectors childcare, consulting services, micro-manufacturing, food, home-based and green businesses.

**Geographic Area:** Seven county region surrounding the cities of Yonkers, White Plains and Poughkeepsie.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	2,398,150	100%	3/10**	
Population Aged 44 or Younger	1,291,159	54%	4/10	
Minority Group	921,600	38%	3/10	
Population Aged 25+ w/ HS Diploma or Less*	536,387	22%	10/10	
Population Aged 25+ w/ 4+ Year Degree *	655,671	27%	2/10	
Veteran Population**	83,027	3%	8/10	
<b>Area Income</b>				
Mean Household Income	\$113,499	N/A	2/10**	
Per Capita Income	\$41,642	N/A	3/10**	
Population in Poverty	231,103	9.6%	8/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	1,188,401	49.6%	5/10	
Unemployment Rate	N/A	5.5%	1/10	
<b>Businesses &amp; Employment</b>	<b>Mid-Hudson vs NYS Firms</b>		<b>Mid-Hudson vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>68,091</b>	<b>12.7%</b>	<b>814,832</b>	<b>9.5%</b>
Retail	8,641	11.7%	112,509	12.3%
Construction	8,465	17.1%	54,748	14.3%
Manufacturing	1,507	10.6%	38,975	9.6%
Transportation & Warehousing	1,555	11.4%	27,295	9.7%
Finance & Insurance	3,144	12.1%	32,064	5.9%
Health Care & Social Assistance	7,506	12.8%	184,244	10.3%
Accommodations & Food Services	6,185	11.6%	75,571	9.5%
Educational Services	1,211	14.2%	41,736	9.7%
Professional, Scientific & Tech Services	8,126	13.2%	47,186	7.0%
Other Services	7,108	12.4%	42,154	10.8%
Other Industries	14,643	12.1%	158,350	7.9%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 7 Mid-Hudson

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	2	8.3%	N/A	2	8.3%	N/A	2	8.3%	N/A
Clients	341	19.1%	N/A	364	22.0%	N/A	321	19.8%	N/A
Existing Businesses Enrolled	138	22.2%	40.5%	153	24.4%	42.0%	153	24.0%	47.7%
New Clients Enrolled	203	17.5%	59.5%	211	20.6%	58.0%	168	17.0%	52.3%
Businesses Started	13	7.6%	3.8%	17	9.2%	4.7%	21	13.5%	6.5%
Business Plans Developed	52	17.5%	15.2%	77	23.3%	21.2%	86	30.2%	26.8%
Firms w/ Increased Sales	66	13.3%	19.3%	73	16.0%	20.1%	70	17.4%	21.8%
Total Increased Sales (\$Millions)	\$6.9	10.4%	N/A	\$10.1	16.7%	N/A	\$28.2	52.8%	N/A
Firms w/ New Employment	21	9.1%	6.1%	22	9.7%	6.0%	21	11.3%	6.5%
Total New Employees	62	9.5%	N/A	29	4.8%	N/A	119	17.5%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.36	10.2%	N/A	\$0.38	6.7%	N/A	\$0.27	11.0%	N/A
Start Up Firms: New Employees	4	2.2%	1.0%	3	1.3%	0.7%	9	6.0%	2.6%
Financial Packages Developed	2	1.3%	N/A	11	7.5%	N/A	1	0.6%	N/A
Total Financing Secured (\$Millions)	\$0.29	4.2%	N/A	\$0.67	4.8%	N/A	\$1.04	7.5%	N/A
New Mentees Enrolled	40	13.5%	11.7%	28	10.5%	7.7%	13	5.9%	4.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	24	18.0%	7.0%	22	19.6%	6.0%	21	16.7%	6.5%
MWBE Certified	10	12.0%	2.9%	9	20.0%	2.5%	15	25.4%	4.7%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	87	15.9%	42.9%	105	20.2%	49.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	116	18.8%	57.1%	106	21.2%	50.2%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	6	7.0%	3.0%	4	6.3%	1.9%	6	12.0%	3.6%
Female Clients	171	22.6%	84.2%	178	27.2%	84.3%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	80	15.8%	39.4%	85	17.7%	40.3%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

## Women's Enterprise Development Center - Mid-Hudson

**Summary:** One regional Center serving English and Spanish language clients as well as female entrepreneurs in the sectors of food manufacturing and services, consulting services and micro-manufacturing of clothing, beauty items, soaps, and jewelry.

**Geographic Area:** 30-minute driving distance from the Center's office in Poughkeepsie, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	710.4	N/A	16/24**	
Population	334,014	N/A	10/24**	
Population Aged 40 or Younger	171,944	51%	12/24	
Minorities	218,546	65%	9/24	
Population Aged 25+ w/ HS Diploma or Less	82,331	25%	14/24	
Population Aged 25+ w/ 4+ Year Degree	81,388	24%	14/24	
Veteran Population	14,757	4%	9/24	
<b>Area Income</b>				
Median Household Income	\$80,189	N/A	7/24**	
Median Net Worth	\$179,167	N/A	3/24**	
Per Capita Income	\$37,371	N/A	10/24**	
Population in Poverty	12,087	4%	22/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	175,579	53%	10/24	
Population Unemployed	13,375	4%	17/24	
Unemployment Rate	N/A	7.6%	15/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>12,198</b>	<b>100%</b>	<b>139,191</b>	<b>100%</b>
Retail	2,687	22%	29,258	21%
Construction	895	7%	5,321	4%
Manufacturing	276	2%	4,675	3%
Transport/Wholesale/Distribution	692	6%	9,784	7%
Finance/Insurance/Real Estate	988	8%	6,628	5%
Other Services	2,669	22%	20,271	15%
All Other Industries	3,991	33%	63,254	45%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

## Women's Enterprise Development Center - Mid-Hudson

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	178	10.0%	N/A	153	9.2%	N/A	151	9.3%	N/A
Existing Businesses Enrolled	56	9.0%	31.5%	54	8.5%	35.3%	62	9.7%	41.1%
New Clients Enrolled	122	10.5%	68.5%	99	9.7%	64.7%	89	9.0%	58.9%
Businesses Started	4	2.4%	2.3%	5	2.7%	3.3%	4	2.6%	2.7%
Business Plans Developed	26	8.8%	14.6%	9	2.7%	5.9%	27	9.5%	17.9%
Firms w/ Increased Sales	27	4.5%	15.2%	29	6.4%	18.9%	34	8.4%	22.5%
Total Increased Sales (\$Millions)	\$2.3	3.5%	N/A	\$0.52	0.9%	N/A	\$1.2	2.3%	N/A
Firms w/ New Employment	7	3.0%	3.9%	9	3.9%	5.9%	9	4.8%	6.0%
Total New Employees	31	4.8%	N/A	9	1.5%	N/A	13	1.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.19	5.4%	N/A	\$0.04	0.8%	N/A	\$0.05	2.1%	N/A
Start Up Firms: New Employees	2	0.9%	0.8%	1	0.3%	0.3%	3	2.1%	2.0%
Financial Packages Developed	1	0.7%	N/A	2	1.3%	N/A	0	0.0%	N/A
Total Financing Secured (\$Millions)	\$0.07	1.0%	N/A	\$0.17	1.2%	N/A	\$0.06	0.4%	N/A
New Mentees Enrolled	27	9.1%	15.1%	28	10.5%	18.3%	11	5.0%	7.3%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	11	8.3%	6.1%	9	8.0%	5.9%	6	4.8%	4.0%
MWBE Certified	5	6.0%	2.8%	3	6.7%	2.0%	3	5.1%	2.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	49	9.0%	40.2%	45	8.6%	45.5%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	73	11.9%	59.8%	54	10.7%	54.5%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	4.1%	3	4.7%	3.0%	3	6.0%	3.4%
Female Clients	102	13.5%	83.69%	86	13.1%	86.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	47	9.2%	38.5%	40	8.3%	40.4%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

## Women's Enterprise Development Center - Westchester

**Summary:** One regional Center serving English and Spanish language clients as well as female entrepreneurs in the sectors of food manufacturing and services, consulting services and micro-manufacturing of clothing, beauty items, soaps, and jewelry.

**Geographic Area:** 30-minute driving distance from the Center's office in White Plains, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	3,176.4	N/A	14/24**	
Population	1,758,082	N/A	3/24**	
Population Aged 40 or Younger	895,306	51%	14/24	
Minorities	1,353,212	77%	4/24	
Population Aged 25+ w/ HS Diploma or Less	413,824	24%	16/24	
Population Aged 25+ w/ 4+ Year Degree	552,625	31%	5/24	
Veteran Population	47,555	3%	12/24	
<b>Area Income</b>				
Median Household Income	\$84,030	N/A	5/24**	
Median Net Worth	\$142,508	N/A	6/24**	
Per Capita Income	\$49,447	N/A	5/24**	
Population in Poverty	78,445	4%	19/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	929,365	53%	10/24	
Population Unemployed	85,218	5%	10/24	
Unemployment Rate	N/A	9.2%	9/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>70,297</b>	<b>100%</b>	<b>797,971</b>	<b>100%</b>
Retail	14,038	20%	134,289	17%
Construction	5,083	7%	33,048	4%
Manufacturing	1,522	2%	38,746	5%
Transport/Wholesale/Distribution	3,703	5%	46,394	6%
Finance/Insurance/Real Estate	7,252	10%	71,785	9%
Other Services	16,509	23%	147,132	18%
All Other Industries	22,190	32%	326,577	41%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

## Women's Enterprise Development Center - Westchester

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	163	9.1%	N/A	211	12.7%	N/A	170	10.5%	N/A
Existing Businesses Enrolled	82	13.2%	50.3%	99	15.7%	46.9%	91	14.3%	53.5%
New Clients Enrolled	81	7.0%	49.7%	112	10.9%	53.1%	79	8.0%	46.5%
Businesses Started	9	5.3%	5.5%	12	6.5%	5.7%	17	11.0%	10.0%
Business Plans Developed	26	8.8%	16.0%	68	20.5%	32.2%	59	20.7%	34.7%
Firms w/ Increased Sales	39	7.9%	23.4%	44	9.6%	20.9%	36	8.9%	21.2%
Total Increased Sales (\$Millions)	\$4.6	6.9%	N/A	\$9.6	15.8%	N/A	\$26.9	50.5%	N/A
Firms w/ New Employment	14	6.0%	8.6%	13	5.8%	6.1%	12	6.5%	7.1%
Total New Employees	31	4.7%	N/A	20	3.3%	N/A	106	15.6%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.17	4.8%	N/A	\$0.34	6.0%	N/A	\$0.22	8.8%	N/A
Start Up Firms: New Employees	2	1.2%	1.2%	2	1.0%	1.0%	6	3.9%	3.2%
Financial Packages Developed	1	0.7%	N/A	9	6.1%	N/A	1	0.6%	N/A
Total Financing Secured (\$Millions)	\$0.22	3.2%	N/A	\$0.49	3.5%	N/A	\$0.99	7.1%	N/A
New Mentees Enrolled	13	4.4%	8.0%	0	0.0%	0.0%	2	1.0%	1.2%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	13	9.8%	8.0%	13	11.6%	6.2%	15	11.9%	8.8%
MWBE Certified	5	6.0%	6.1%	6	13.3%	2.8%	12	20.3%	7.1%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	38	7.0%	46.9%	60	11.5%	53.6%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	43	7.0%	53.1%	52	10.3%	46.4%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	1	1.2%	1.2%	1	1.0%	0.5%	3	6.0%	3.8%
Female Clients	69	9.1%	85.2%	92	14.1%	82.1%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	33	6.5%	40.7%	45	9.4%	40.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# Region 8 Capital District

**Summary:** One regional Center serving clients in English and Spanish languages in the retail, pet care, technology, construction, transportation, and manufacturing sectors.

**Geographic Area:** Eight county region surrounding the cities of Albany, Schenectady, and Saratoga Springs.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	1,106,088	100%	6/10**	
Population Aged 44 or Younger	584,648	53%	8/10	
Minority Group	242,897	22%	7/10	
Population Aged 25+ w/ HS Diploma or Less*	266,753	24%	8/10	
Population Aged 25+ w/ 4+ Year Degree *	279,450	25%	4/10	
Veteran Population**	61,415	6%	6/10	
<b>Area Income</b>				
Mean Household Income	\$87,475	N/A	4/10**	
Per Capita Income	\$36,726	N/A	4/10**	
Population in Poverty	104,880	9.5%	9/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	574,303	51.9%	1/10	
Unemployment Rate	N/A	4.88%	5/10	
<b>Businesses &amp; Employment</b>	<b>Capital District vs NYS Firms</b>		<b>Capital District vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>26,760</b>	<b>5.0%</b>	<b>422,008</b>	<b>4.9%</b>
Retail	3,818	5.2%	57,807	6.3%
Construction	2,895	5.8%	21,777	5.7%
Manufacturing	807	5.7%	34,362	8.4%
Transportation & Warehousing	621	4.5%	14,096	5.0%
Finance & Insurance	1,446	5.6%	20,143	3.7%
Health Care & Social Assistance	3,034	5.2%	85,008	4.7%
Accommodations & Food Services	3,116	5.9%	43,076	5.4%
Educational Services	361	4.2%	19,243	4.5%
Professional, Scientific & Tech Services	2,858	4.6%	33,376	4.9%
Other Services	2,694	4.7%	19,148	4.9%
Other Industries	5,110	4.2%	73,972	3.7%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 8 Capital District

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	95	5.3%	N/A	51	3.1%	N/A	53	3.3%	N/A
Existing Businesses Enrolled	36	5.8%	37.9%	6	1.0%	11.8%	18	2.8%	34.0%
New Clients Enrolled	59	5.1%	62.1%	45	4.4%	88.2%	35	3.6%	66.0%
Businesses Started	13	7.6%	13.7%	15	8.2%	29.4%	5	3.2%	9.4%
Business Plans Developed	22	7.4%	23.2%	35	10.6%	68.6%	18	6.3%	34.0%
Firms w/ Increased Sales	23	4.7%	24.2%	20	4.4%	39.2%	12	3.0%	22.6%
Total Increased Sales (\$Millions)	\$3.7	5.6%	N/A	\$5.7	9.4%	N/A	\$3.2	6.0%	N/A
Firms w/ New Employment	7	3.0%	7.4%	10	4.4%	19.6%	6	3.2%	11.3%
Total New Employees	17	2.6%	N/A	65	10.6%	N/A	38	5.6%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.04	1.2%	N/A	\$0.94	16.4%	N/A	\$0.12	4.6%	N/A
Start Up Firms: New Employees	2	1.2%	2.1%	30	15.5%	57.8%	6	4.3%	11.3%
Financial Packages Developed	15	10.0%	N/A	2	1.4%	N/A	8	4.5%	N/A
Total Financing Secured (\$Millions)	\$0.31	4.5%	N/A	\$0.33	2.3%	N/A	\$0.23	1.7%	N/A
New Mentees Enrolled	21	7.1%	22.1%	44	16.5%	86.3%	35	15.9%	66.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	10	7.5%	10.5%	3	2.7%	5.9%	3	2.4%	5.7%
MWBE Certified	4	4.8%	4.2%	0	0.0%	0.0%	1	1.7%	1.9%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	18	3.3%	30.5%	17	3.3%	37.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	41	6.7%	69.5%	28	5.5%	62.2%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	8.5%	6	9.4%	13.3%	3	6.0%	8.6%
Female Clients	45	6.0%	76.2%	28	4.3%	62.2%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	31	6.1%	52.5%	23	4.8%	51.1%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Capital Chamber Foundation

**Summary:** One regional Center serving clients in English and Spanish languages in the retail, pet care, technology, construction, transportation, and manufacturing sectors.

**Geographic Area:** 30-minute driving distance from the Center's office in Albany, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	960	N/A	16/24**	
Population	675,640	N/A	6/24**	
Population Aged 40 or Younger	338,852	50%	17/24	
Minorities	246,630	37%	16/24	
Population Aged 25+ w/ HS Diploma or Less	148,059	22%	20/24	
Population Aged 25+ w/ 4+ Year Degree	195,211	29%	9/24	
Veteran Population	N/A	N/A	24/24	
<b>Area Income</b>				
Median Household Income	\$71,692	N/A	8/24**	
Median Net Worth	\$145,712	N/A	4/24**	
Per Capita Income	\$38,643	N/A	8/24**	
Population in Poverty	28,349	4%	21/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	367,368	54%	4/24	
Population Unemployed	22,988	3%	22/24	
Unemployment Rate	N/A	6.3%	21/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>24,392</b>	<b>100%</b>	<b>447,969</b>	<b>100%</b>
Retail	5,020	21%	70,780	16%
Construction	1,488	6%	13,309	3%
Manufacturing	608	2%	22,069	5%
Transport/Wholesale/Distribution	1,326	5%	23,944	5%
Finance/Insurance/Real Estate	2,187	9%	28,932	6%
Other Services	5,999	25%	78,901	18%
All Other Industries	7,764	32%	210,034	47%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Capital Chamber Foundation

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	95	5.3%	N/A	51	3.1%	N/A	53	3.3%	N/A
Existing Businesses Enrolled	36	5.8%	37.9%	6	1.0%	11.8%	18	2.8%	34.0%
New Clients Enrolled	59	5.1%	62.1%	45	4.4%	88.2%	35	3.6%	66.0%
Businesses Started	13	7.6%	13.7%	15	8.2%	29.4%	5	3.2%	9.4%
Business Plans Developed	22	7.4%	23.2%	35	10.6%	68.6%	18	6.3%	34.0%
Firms w/ Increased Sales	23	4.7%	24.2%	20	4.4%	39.2%	12	3.0%	22.6%
Total Increased Sales (\$Millions)	\$3.7	5.6%	N/A	\$5.7	9.4%	N/A	\$3.2	6.0%	N/A
Firms w/ New Employment	7	3.0%	7.4%	10	4.4%	19.6%	6	3.2%	11.3%
Total New Employees	17	2.6%	N/A	65	10.6%	N/A	38	5.6%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.04	1.2%	N/A	\$0.94	16.4%	N/A	\$0.12	4.6%	N/A
Start Up Firms: New Employees	2	1.2%	2.1%	30	15.5%	57.8%	6	4.3%	11.3%
Financial Packages Developed	15	10.0%	N/A	2	1.4%	N/A	8	4.5%	N/A
Total Financing Secured (\$Millions)	\$0.31	4.5%	N/A	\$0.33	2.3%	N/A	\$0.23	1.7%	N/A
New Mentees Enrolled	21	7.1%	22.1%	44	16.5%	86.3%	35	15.9%	66.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	10	7.5%	10.5%	3	2.7%	5.9%	3	2.4%	5.7%
MWBE Certified	4	4.8%	4.2%	0	0.0%	0.0%	1	1.7%	1.9%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	18	3.3%	30.5%	17	3.3%	37.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	41	6.7%	69.5%	28	5.5%	62.2%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	8.5%	6	9.4%	13.3%	3	6.0%	8.6%
Female Clients	45	6.0%	76.2%	28	4.3%	62.2%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	31	6.1%	52.5%	23	4.8%	51.1%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 9 New York City

**Summary:** 11 neighborhood Centers offering client services in a range of languages including Spanish, Chinese, Korean, Russian, and Haitian with services targeting immigrants and veterans in the industries of food/beverage services and manufacturing, retail, technology, construction, and e-commerce.

**Geographic Area:** Five boroughs of New York City.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among ESD Regions*	
Population	8,804,190	100%	1/10**	
Population Aged 44 or Younger	5,081,455	58%	1/10	
Minority Group	5,803,245	66%	1/10	
Population Aged 25+ w/ HS Diploma or Less*	2,421,699	28%	4/10	
Population Aged 25+ w/ 4+ Year Degree *	2,322,211	26%	3/10	
Veteran Population**	142,897	2%	10/10	
<b>Area Income</b>				
Mean Household Income	\$104,788	N/A	3/10**	
Per Capita Income	\$41,907.40	N/A	3/10**	
Population in Poverty	1,423,230	16.2%	1/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	4,330,138	49.2%	6/10	
Unemployment Rate	N/A	4.1%	8/10	
<b>Businesses &amp; Employment</b>	<b>New York City vs NYS Firms</b>		<b>New York City vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>236,567</b>	<b>44.0%</b>	<b>4,050,864</b>	<b>47.0%</b>
Retail	33,004	44.7%	338,487	36.9%
Construction	15,332	30.9%	149,810	39.0%
Manufacturing	4,492	31.5%	55,144	13.5%
Transportation & Warehousing	6,016	44.1%	134,203	47.8%
Finance & Insurance	10,537	40.6%	341,660	62.4%
Health Care & Social Assistance	25,076	42.7%	878,976	49.1%
Accommodations & Food Services	24,403	45.9%	377,720	47.6%
Educational Services	4,282	50.1%	236,743	54.8%
Professional, Scientific & Tech Services	28,716	46.5%	396,324	58.5%
Other Services	26,067	45.5%	198,836	51.0%
Other Industries	58,642	48.6%	942,961	47.2%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 9 New York City

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	11	45.8%	N/A	11	45.8%	N/A	11	45.8%	N/A
Clients	677	38.0%	N/A	658	39.7%	N/A	678	41.7%	N/A
Existing Businesses Enrolled	215	34.6%	31.8%	247	39.1%	37.5%	276	43.3%	40.7%
New Clients Enrolled	462	39.8%	68.2%	411	40.1%	62.5%	402	40.7%	59.3%
Businesses Started	77	45.3%	11.4%	95	51.6%	14.4%	76	49.0%	11.2%
Business Plans Developed	111	37.4%	16.4%	114	34.4%	17.3%	93	32.6%	13.7%
Firms w/ Increased Sales	259	52.4%	38.3%	230	50.3%	35.0%	215	53.4%	31.7%
Total Increased Sales (\$Millions)	\$34.6	52.4%	N/A	\$24.6	40.5%	N/A	\$8.3	15.6%	N/A
Firms w/ New Employment	120	51.7%	17.7%	114	50.4%	17.3%	102	54.8%	15.0%
Total New Employees	256	39.6%	N/A	286	47.0%	N/A	309	45.3%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$2.0	57.2%	N/A	\$1.4	24.8%	N/A	\$0.85	34.1%	N/A
Start Up Firms: New Employees	113	69.2%	16.6%	119	62.2%	18.0%	96	68.1%	14.2%
Financial Packages Developed	72	48.0%	N/A	70	47.6%	N/A	80	44.7%	N/A
Total Financing Secured (\$Millions)	\$3.2	46.8%	N/A	\$7.9	56.3%	N/A	\$6.75	48.3%	N/A
New Mentees Enrolled	120	40.5%	17.7%	89	33.3%	13.5%	54	24.6%	8.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	44	33.1%	6.5%	34	30.4%	5.2%	44	34.9%	6.5%
MWBE Certified	31	37.4%	4.6%	15	33.3%	2.3%	15	25.4%	2.2%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	170	31.1%	36.8%	180	34.6%	43.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	292	47.4%	63.2%	231	45.7%	56.2%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	35	40.7%	7.6%	27	42.2%	6.6%	12	24.0%	3.0%
Female Clients	278	36.8%	60.2%	250	38.2%	60.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	210	41.5%	45.5%	216	45.0%	52.3%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Bedford-Stuyvesant Restoration Corporation

**Summary:** One neighborhood Center targeting Spanish and English speaking customers in the industries of food/beverage services and manufacturing. Customers including firms in the industries of construction, childcare, security, jewelry and footwear retail services and acupuncture/massage services. This center is no longer participating in the EAC program.

**Geographic Area:** 30-minute walking distance from the Center's office in Brooklyn, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	58,217.6	N/A	6/24**	
Population	315,254	N/A	11/24**	
Population Aged 40 or Younger	188,921	60%	3/24	
Minorities	239,896	76%	5/24	
Population Aged 25+ w/ HS Diploma or Less	75,622	24%	15/24	
Population Aged 25+ w/ 4+ Year Degree	96,022	30%	6/24	
Veteran Population	5,411	2%	15/24	
<b>Area Income</b>				
Median Household Income	\$63,165	N/A	10/24**	
Median Net Worth	\$22,280	N/A	19/24**	
Per Capita Income	\$38,196	N/A	9/24**	
Population in Poverty	26,832	9%	6/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	162,496	52%	12/24	
Population Unemployed	20,001	6%	6/24	
Unemployment Rate	N/A	12.3%	5/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>7,973</b>	<b>100%</b>	<b>52,600</b>	<b>100%</b>
Retail	1,961	25%	7,749	15%
Construction	283	4%	1,851	4%
Manufacturing	169	2%	1,835	3%
Transport/Wholesale/Distribution	321	4%	2,550	5%
Finance/Insurance/Real Estate	688	9%	3,358	6%
Other Services	2,122	27%	13,926	26%
All Other Industries	2,429	30%	21,331	41%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Bedford-Stuyvesant Restoration Corporation

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	66	3.7%	N/A	71	4.3%	N/A	76	4.7%	N/A
Existing Businesses Enrolled	26	4.2%	39.4%	29	4.6%	40.8%	35	5.5%	46.1%
New Clients Enrolled	40	3.4%	60.6%	42	4.1%	59.2%	41	4.1%	53.9%
Businesses Started	11	6.5%	16.7%	11	6.0%	15.5%	13	8.4%	17.1%
Business Plans Developed	8	2.7%	12.1%	8	2.4%	11.3%	9	3.2%	11.8%
Firms w/ Increased Sales	12	2.4%	18.2%	11	2.4%	15.5%	16	4.0%	21.1%
Total Increased Sales (\$Millions)	\$0.52	0.8%	N/A	\$0.44	0.7%	N/A	\$0.34	0.6%	N/A
Firms w/ New Employment	9	3.9%	13.6%	8	3.5%	11.3%	7	3.8%	9.2%
Total New Employees	36	5.5%	N/A	24	3.9%	N/A	74	10.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.06	1.8%	N/A	\$0.09	1.7%	N/A	\$0.05	2.1%	N/A
Start Up Firms: New Employees	7	4.3%	10.6%	8	3.9%	10.6%	7	5.0%	9.2%
Financial Packages Developed	9	6.0%	N/A	7	4.8%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.30	4.3%	N/A	\$2.2	15.5%	N/A	\$0.53	3.8%	N/A
New Mentees Enrolled	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	1.5%	2	1.8%	2.8%	1	0.8%	1.3%
MWBE Certified	1	1.2%	1.5%	0	0.0%	0.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	15	2.7%	37.5%	7	1.3%	16.7%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	25	4.1%	62.5%	35	6.9%	83.3%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	2	2.3%	5.0%	2	3.1%	4.8%	2	4.0%	4.9%
Female Clients	19	2.5%	47.5%	22	3.4%	52.4%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	26	5.1%	65.0%	28	5.8%	66.7%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# Business Outreach Center Network

**Summary:** One neighborhood Center, new to the EAC program in FY 2016-17, serving customers in English, Spanish and Russian languages with targeted business development services in the childcare and construction sectors. This center is no longer participating in the EAC program.

**Geographic Area:** 30-minute walking distance from the Center's office in Corona, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	62,512.5	N/A	5/24**	
Population	347,363	N/A	8/24**	
Population Aged 40 or Younger	197,728	57%	8/24	
Minorities	234,867	68%	8/24	
Population Aged 25+ w/ HS Diploma or Less	138,302	40%	1/24	
Population Aged 25+ w/ 4+ Year Degree	59,898	17%	21/24	
Veteran Population	3,053	1%	23/24	
<b>Area Income</b>				
Median Household Income	\$57,865	N/A	16/24**	
Median Net Worth	\$43,235	N/A	17/24**	
Per Capita Income	\$23,886	N/A	8/24**	
Population in Poverty	16,248	5%	19/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	173,620	50%	16/24	
Population Unemployed	14,039	4%	15/24	
Unemployment Rate	N/A	8.1%	10/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>6,008</b>	<b>100%</b>	<b>55,698</b>	<b>100%</b>
Retail	1,821	30%	14,380	26%
Construction	224	4%	1,039	2%
Manufacturing	88	1%	1,036	2%
Transport/Wholesale/Distribution	289	5%	2,170	4%
Finance/Insurance/Real Estate	548	9%	4,119	7%
Other Services	1,190	20%	6,769	12%
All Other Industries	1,848	31%	26,185	47%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Business Outreach Center Network

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	65	3.7%	N/A	55	3.3%	N/A	77	4.7%	N/A
Existing Businesses Enrolled	22	3.5%	33.9%	32	5.1%	58.2%	43	6.7%	55.8%
New Clients Enrolled	43	3.7%	66.1%	23	2.2%	41.8%	34	3.4%	44.2%
Businesses Started	6	3.5%	9.2%	6	3.3%	10.9%	7	4.5%	9.1%
Business Plans Developed	23	7.7%	35.3%	21	6.3%	38.2%	14	4.9%	18.2%
Firms w/ Increased Sales	9	1.8%	13.9%	10	2.2%	18.2%	12	3.0%	15.6%
Total Increased Sales (\$Millions)	\$4.8	7.3%	N/A	\$4.2	7.0%	N/A	\$1.1	2.1%	N/A
Firms w/ New Employment	7	3.0%	10.8%	9	4.0%	16.4%	8	4.3%	10.4%
Total New Employees	17	2.6%	N/A	19	3.1%	N/A	14	2.1%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.51	14.3%	N/A	\$0.07	1.2%	N/A	\$0.10	4.1%	N/A
Start Up Firms: New Employees	9	5.5%	13.9%	10	5.3%	18.2%	7	5.0%	9.1%
Financial Packages Developed	7	4.7%	N/A	7	4.7%	N/A	8	4.5%	N/A
Total Financing Secured (\$Millions)	\$0.55	7.9%	N/A	\$0.98	7.0%	N/A	\$0.80	5.8%	N/A
New Mentees Enrolled	7	2.4%	10.8%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	4	3.0%	6.2%	1	0.9%	1.8%	10	7.9%	13.0%
MWBE Certified	3	4.6%	5.0%	3	6.7%	5.5%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	24	4.4%	55.8%	17	3.2%	73.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	19	3.1%	44.2%	6	1.2%	26.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	0	0.0%	0.0%	1	1.6%	4.4%	2	4.0%	5.9%
Female Clients	40	5.3%	93.0%	17	2.6%	73.9%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	15	3.0%	34.9%	12	2.5%	52.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# CAMBA, Inc.

**Summary:** One neighborhood Center serving customers in English, Spanish and Haitian-Creole languages with targeted business development services in the food and beverage services manufacturing sectors.

**Geographic Area:** 30-minute walking distance from the Center’s office in Brooklyn, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	50,457.0	N/A	9/24**	
Population	270,510	N/A	16/24**	
Population Aged 40 or Younger	153,146	57%	9/24	
Minorities	198,727	73%	6/24	
Population Aged 25+ w/ HS Diploma or Less	73,156	27%	11/24	
Population Aged 25+ w/ 4+ Year Degree	72,711	27%	11/24	
Veteran Population	3,209	1%	22/24	
<b>Area Income</b>				
Median Household Income	\$64,488	N/A	9/24**	
Median Net Worth	\$36,519	N/A	18/24**	
Per Capita Income	\$33,054	N/A	14/24**	
Population in Poverty	15,659	6%	12/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	137,544	51%	13/24	
Population Unemployed	14,926	6%	8/24	
Unemployment Rate	N/A	10.9%	7/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>6,559</b>	<b>100%</b>	<b>40,421</b>	<b>100%</b>
Retail	1,722	26%	8,106	20%
Construction	352	5%	1,629	4%
Manufacturing	99	2%	728	2%
Transport/Wholesale/Distribution	333	5%	2,185	5%
Finance/Insurance/Real Estate	518	8%	2,605	6%
Other Services	1,658	25%	10,410	26%
All Other Industries	1,877	29%	14,758	37%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# CAMBA, Inc.

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	77	4.3%	N/A	68	4.1%	N/A	53	3.3%	N/A
Existing Businesses Enrolled	18	2.9%	23.4%	12	1.9%	17.6%	8	1.3%	15.1%
New Clients Enrolled	59	5.2%	76.6%	56	5.5%	82.4%	45	4.6%	84.9%
Businesses Started	21	12.4%	27.3%	32	17.4%	47.1%	19	12.3%	35.6%
Business Plans Developed	16	5.4%	20.8%	10	3.0%	14.7%	9	3.2%	16.9%
Firms w/ Increased Sales	9	1.8%	11.7%	11	2.4%	16.2%	12	3.0%	22.6%
Total Increased Sales (\$Millions)	\$0.56	0.9%	N/A	\$0.85	1.4%	N/A	\$0.70	1.3%	N/A
Firms w/ New Employment	8	3.5%	10.4%	6	2.6%	8.8%	6	3.2%	11.3%
Total New Employees	19	2.9%	N/A	45	7.4%	N/A	27	4.0%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.20	5.6%	N/A	\$0.51	8.9%	N/A	\$0.10	4.0%	N/A
Start Up Firms: New Employees	12	7.4%	15.6%	22	11.5%	32.4%	1	0.7%	1.9%
Financial Packages Developed	6	4.0%	N/A	7	4.7%	N/A	8	4.5%	N/A
Total Financing Secured (\$Millions)	\$0.17	2.5%	N/A	\$0.04	0.3%	N/A	\$0.04	0.4%	N/A
New Mentees Enrolled	21	7.1%	27.3%	4	1.5%	5.9%	4	1.8%	7.6%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	5	3.8%	6.5%	1	0.9%	1.5%	3	2.4%	5.7%
MWBE Certified	5	6.0%	6.5%	0	0.0%	0.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	22	4.0%	37.3%	26	5.0%	46.4%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	37	6.0%	62.7%	30	5.9%	53.6%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	8.5%	5	7.8%	8.9%	2	4.0%	4.4%
Female Clients	36	4.8%	61.0%	39	6.0%	69.6%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	33	6.5%	55.9%	32	6.7%	57.1%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

## Chinatown Manpower Project/ Business Outreach Center Network

**Summary:** One neighborhood Center serving customers in English, Mandarin and Cantonese languages in the retail and food services sectors with targeted business development services for low-income and recent immigrant clients.

**Geographic Area:** 30-minute walking distance from the Center's office in Manhattan, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	64,604.1	N/A	4/24**	
Population	291,345	N/A	14/24**	
Population Aged 40 or Younger	166,131	57%	7/24	
Minorities	123,661	42%	14/24	
Population Aged 25+ w/ HS Diploma or Less	54,459	19%	24/24	
Population Aged 25+ w/ 4+ Year Degree	145,364	50%	1/24	
Veteran Population	4,865	2%	16/24	
<b>Area Income</b>				
Median Household Income	\$104,226	N/A	2/24**	
Median Net Worth	\$73,197	N/A	15/24**	
Per Capita Income	\$79,932	N/A	1/24**	
Population in Poverty	19,629	7%	8/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	164,614	57%	2/24	
Population Unemployed	12,254	4%	13/24	
Unemployment Rate	N/A	7.4%	16/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>29,638</b>	<b>100%</b>	<b>541,339</b>	<b>100%</b>
Retail	6,253	21%	74,951	14%
Construction	646	2%	8,487	2%
Manufacturing	685	2%	25,172	5%
Transport/Wholesale/Distribution	885	3%	14,678	3%
Finance/Insurance/Real Estate	3,307	11%	117,971	22%
Other Services	7,579	26%	153,007	28%
All Other Industries	10,283	35%	147,073	27%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

## Chinatown Manpower Project/ Business Outreach Center Network

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	41	2.3%	N/A	96	5.8%	N/A	131	8.1%	N/A
Existing Businesses Enrolled	12	1.9%	29.3%	28	4.4%	29.2%	36	5.6%	27.5%
New Clients Enrolled	29	2.5%	70.7%	68	6.6%	70.8%	95	9.6%	72.5%
Businesses Started	1	0.6%	2.4%	6	3.3%	6.3%	5	3.2%	3.8%
Business Plans Developed	0	0.0%	0.0%	9	2.7%	9.4%	8	2.8%	6.1%
Firms w/ Increased Sales	7	1.4%	17.1%	8	1.8%	8.3%	9	2.2%	6.9%
Total Increased Sales (\$Millions)	\$0.20	0.3%	N/A	\$0.90	1.5%	N/A	\$0.21	0.4%	N/A
Firms w/ New Employment	3	1.9%	7.3%	5	2.2%	5.2%	3	1.6%	2.3%
Total New Employees	9	1.4%	N/A	9	1.5%	N/A	3	0.4%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.01	0.3%	N/A	\$0.04	0.8%	0.0%	\$0.04	1.6%	N/A
Start Up Firms: New Employees	0	0.0%	0.0%	3	1.6%	3.1%	0	0.0%	0.0%
Financial Packages Developed	2	1.3%	N/A	1	0.7%	N/A	9	5.0%	N/A
Total Financing Secured (\$Millions)	\$0.05	0.7%	N/A	\$0.00	0.0%	N/A	\$0.71	5.1%	N/A
New Mentees Enrolled	0	0.0%	0.0%	20	7.5%	20.8%	8	3.6%	6.1%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
MWBE Certified	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	16	2.9%	55.2%	37	7.1%	54.4%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	13	2.1%	44.8%	31	6.1%	45.6%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	1	1.2%	3.5%	0	0.0%	0.0%	2	4.0%	2.1%
Female Clients	20	2.6%	68.9%	35	5.4%	51.5%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	16	3.1%	55.1%	30	6.3%	44.1%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Hot Bread Kitchen

**Summary:** One neighborhood Center, managed by a culinary business incubator that provides target EAC services to food-based entrepreneurs and businesses. This center is no longer participating in the EAC program.

**Geographic Area:** 30-minute walking distance from the Center’s office in Manhattan, NY.

Area Demographics	Area Demographics			
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	73,108.3	N/A	2/24**	
Population	335,545	N/A	9/24**	
Population Aged 40 or Younger	188,183	56%	10/24	
Minorities	197,200	59%	11/24	
Population Aged 25+ w/ HS Diploma or Less	76,923	23%	19/24	
Population Aged 25+ w/ 4+ Year Degree	124,390	37%	3/24	
Veteran Population	6,157	2%	13/24	
<b>Area Income</b>				
Median Household Income	\$60,681	N/A	14/24**	
Median Net Worth	\$16,903	N/A	20/24**	
Per Capita Income	\$49,563	N/A	3/24**	
Population in Poverty	32,720	10%	4/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	143,053	43%	23/24	
Population Unemployed	19,071	6%	7/24	
Unemployment Rate	N/A	11.8%	6/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>8,637</b>	<b>100%</b>	<b>121,249</b>	<b>100%</b>
Retail	1,891	22%	21,781	18%
Construction	243	3%	1,924	2%
Manufacturing	107	1%	1,004	1%
Transport/Wholesale/Distribution	227	3%	2,633	2%
Finance/Insurance/Real Estate	902	10%	7,723	6%
Other Services	2,274	26%	27,649	23%
All Other Industries	2,993	35%	58,535	48%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number. Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Hot Bread Kitchen

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	24	1.4%	N/A	20	1.2%	N/A	29	1.8%	N/A
Existing Businesses Enrolled	13	2.1%	54.2%	10	1.6%	50.0%	16	2.5%	55.2%
New Clients Enrolled	11	0.9%	45.8%	10	1.0%	50.0%	13	1.3%	44.8%
Businesses Started	1	0.6%	4.1%	0	0.0%	0.0%	2	1.3%	6.9%
Business Plans Developed	8	2.7%	33.3%	8	2.4%	40.0%	3	1.1%	10.3%
Firms w/ Increased Sales	15	3.0%	62.5%	13	2.8%	65.0%	12	3.0%	41.4%
Total Increased Sales (\$Millions)	\$0.37	0.6%	N/A	\$0.99	1.7%	N/A	\$0.35	0.3%	N/A
Firms w/ New Employment	10	4.3%	41.7%	9	4.0%	45.0%	4	2.2%	13.8%
Total New Employees	12	1.8%	N/A	17	2.7%	N/A	10	0.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.05	1.5%	N/A	\$0.003	0.1%	N/A	\$0.16	6.2%	N/A
Start Up Firms: New Employees	4	2.2%	14.6%	3	1.3%	12.5%	5	3.2%	15.5%
Financial Packages Developed	6	4.0%	N/A	1	0.7%	N/A	7	3.9%	N/A
Total Financing Secured (\$Millions)	\$0.12	1.7%	N/A	\$0.16	1.1%	N/A	\$2.6	18.6%	N/A
New Mentees Enrolled	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	4.2%	1	0.9%	5.0%	2	1.6%	6.9%
MWBE Certified	0	0.0%	0.0%	1	2.2%	5.0%	2	3.4%	6.9%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	1	0.2%	9.1%	3	0.6%	30.0%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	10	1.6%	90.9%	7	1.4%	70.0%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	0	0.0%	0%	0	0.0%	0.0%	0	0.0%	0.0%
Female Clients	9	1.2%	81.8%	9	1.4%	90.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	6	1.2%	54.5%	7	1.5%	70.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



## Local Development Corporation of East New York

**Summary:** One neighborhood Center, serving customers in English, Spanish and Haitian Creole languages in retail services, daycare services, security, and construction sectors with targeted business development services for fashion and beauty retail. This center is no longer participating in the EAC program.

**Geographic Area:** 30-minute walking distance from the Center's office in Brooklyn, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	39,492.2	N/A	10/24**	
Population	219,703	N/A	19/24**	
Population Aged 40 or Younger	135,850	62%	1/24	
Minorities	190,431	87%	1/24	
Population Aged 25+ w/ HS Diploma or Less	79,283	36%	3/24	
Population Aged 25+ w/ 4+ Year Degree	26,759	12%	23/24	
Veteran Population	3,188	1%	19/24	
<b>Area Income</b>				
Median Household Income	\$41,495	N/A	22/24**	
Median Net Worth	\$12,998	N/A	22/24**	
Per Capita Income	\$21,566	N/A	23/24**	
Population in Poverty	24,219	11%	3/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	95,669	44%	22/24	
Population Unemployed	14,014	6%	5/24	
Unemployment Rate	N/A	14.6%	4/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>4,014</b>	<b>100%</b>	<b>27,686</b>	<b>100%</b>
Retail	1,176	29%	5,943	21%
Construction	179	4%	1,300	5%
Manufacturing	94	2%	1,039	4%
Transport/Wholesale/Distribution	240	6%	1,791	6%
Finance/Insurance/Real Estate	228	6%	1,243	4%
Other Services	1,158	29%	6,467	23%
All Other Industries	939	23%	9,903	36%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Local Development Corporation of East New York

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	63	3.5%	N/A	45	2.7%	N/A	39	2.4%	N/A
Existing Businesses Enrolled	32	5.2%	50.8%	23	3.6%	51.1%	20	3.1%	51.3%
New Clients Enrolled	31	2.7%	49.2%	22	2.2%	48.9%	19	1.9%	48.7%
Businesses Started	7	4.1%	11.1%	2	1.1%	4.4%	3	1.9%	7.7%
Business Plans Developed	7	2.4%	11.1%	7	2.1%	15.6%	7	2.5%	18.0%
Firms w/ Increased Sales	25	5.1%	39.7%	13	2.8%	28.9%	10	2.5%	25.6%
Total Increased Sales (\$Millions)	\$2.28	3.5%	N/A	\$0.19	0.3%	N/A	\$0.62	1.1%	N/A
Firms w/ New Employment	14	6.0%	22.2%	6	2.6%	13.3%	4	2.2%	10.3%
Total New Employees	21	3.3%	N/A	11	1.8%	N/A	13	1.9%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.11	3.1%	N/A	\$0.001	0.02%	N/A	\$0.04	1.8%	N/A
Start Up Firms: New Employees	10	6.2%	15.9%	3	1.6%	6.7%	4	2.8%	10.3%
Financial Packages Developed	7	4.7%	N/A	12	8.2%	N/A	9	5.0%	N/A
Total Financing Secured (\$Millions)	\$0.18	2.7%	N/A	\$0.66	4.7%	N/A	\$0.28	2.0%	N/A
New Mentees Enrolled	3	1.0%	4.8%	0	0.0%	0.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	4	3.0%	6.4%	1	1.0%	2.2%	1	0.8%	2.6%
MWBE Certified	10	12.0%	15.8%	0	0.0%	0.0%	3	5.1%	7.7%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	10	1.8%	32.3%	9	1.7%	40.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	21	3.4%	67.7%	13	2.6%	59.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	5	5.8%	16.1%	4	6.3%	18.2%	0	0.0%	0.0%
Female Clients	23	3.0%	74.2%	18	2.8%	81.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	9	1.7%	29.0%	15	3.1%	68.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Queens Economic Development Corporation

**Summary:** One neighborhood Center, serving customers in English, Mandarin and targeted services to veterans and clients in the industries of construction, manufacturing, retail, technology & food manufacturing supported by partnerships with QEDC's own commercial food incubator program, the Made in Queens program and the Queens College tech incubator.

**Geographic Area:** 30-minute walking distance from the Center's office in Queens, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	29,213.7	N/A	11/24**	
Population	150,579	N/A	21/24**	
Population Aged 40 or Younger	77,791	52%	11/24	
Minorities	80,596	54%	12/24	
Population Aged 25+ w/ HS Diploma or Less	32,719	22%	22/24	
Population Aged 25+ w/ 4+ Year Degree	52,678	35%	4/24	
Veteran Population	2,680	2%	14/24	
<b>Area Income</b>				
Median Household Income	\$83,882	N/A	6/24**	
Median Net Worth	\$105,925	N/A	14/24**	
Per Capita Income	\$43,832	N/A	7/24**	
Population in Poverty	6,506	4%	20/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	78,758	52%	11/24	
Population Unemployed	7,472	5%	9/24	
Unemployment Rate	N/A	9.5%	8/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>4,350</b>	<b>100%</b>	<b>46,375</b>	<b>100%</b>
Retail	940	22%	6,568	14%
Construction	157	4%	1,222	3%
Manufacturing	48	1%	616	1%
Transport/Wholesale/Distribution	187	4%	2,307	5%
Finance/Insurance/Real Estate	476	11%	3,550	8%
Other Services	1,005	23%	12,758	28%
All Other Industries	1,537	35%	19,354	42%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Queens Economic Development Corporation

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	126	7.1%	N/A	77	4.7%	N/A	68	4.2%	N/A
Existing Businesses Enrolled	22	3.6%	17.5%	10	1.6%	13.0%	11	1.7%	16.2%
New Clients Enrolled	104	9.0%	82.5%	67	6.5%	87.0%	57	5.8%	83.2%
Businesses Started	8	4.7%	6.4%	8	4.3%	10.3%	6	3.9%	8.8%
Business Plans Developed	10	3.4%	7.9%	9	2.7%	11.7%	11	3.9%	16.2%
Firms w/ Increased Sales	19	3.9%	15.1%	11	2.4%	14.3%	26	6.5%	38.2%
Total Increased Sales (\$Millions)	\$2.1	3.3%	N/A	\$0.80	1.3%	N/A	\$0.72	1.4%	N/A
Firms w/ New Employment	6	2.6%	4.8%	7	3.1%	9.1%	5	2.7%	7.4%
Total New Employees	13	1.9%	N/A	37	6.0%	N/A	24	3.5%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.11	3.0%	N/A	\$0.17	3.0%	N/A	\$0.07	2.7%	N/A
Start Up Firms: New Employees	7	4.0%	5.1%	14	7.4%	18.2%	3	2.1%	4.4%
Financial Packages Developed	9	6.0%	N/A	7	4.8%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.18	2.6%	N/A	\$2.1	15.3%	N/A	\$0.45	3.3%	N/A
New Mentees Enrolled	26	2.8%	20.6%	20	7.5%	26.0%	13	5.9%	19.1%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	15	11.3%	11.9%	13	11.6%	16.9%	8	6.4%	11.8%
MWBE Certified	3	3.6%	2.4%	1	2.2%	1.3%	3	5.1%	4.4%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	3	0.6	2.9%	10	1.9%	14.9%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	101	16.4%	97.1%	57	11.3%	85.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	10	11.6%	9.6%	8	12.5%	11.9%	2	4.0%	3.5%
Female Clients	65	8.6%	62.5%	39	6.0%	58.2%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	51	10.1%	49.0%	41	8.5%	61.2%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 – BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Renaissance Economic Development Corporation

**Summary:** One neighborhood Center, serving customers in the languages of Chinese (Mandarin and Cantonese), Korean and Spanish with targeting services to immigrant entrepreneurs, street vendors and veterans as well clients in the construction and retail sectors. Clients come from range of industries including food services, business supply wholesalers, transportation services, construction and retail services.

**Geographic Area:** 30-minute walking distance from the Center’s office in Manhattan, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	69,830.7	100%	3/24**	
Population	300,272	N/A	12/24**	
Population Aged 40 or Younger	171,236	57%	6/24	
Minorities	80,596	27%	20/24	
Population Aged 25+ w/ HS Diploma or Less	62,499	21%	23/24	
Population Aged 25+ w/ 4+ Year Degree	139,985	47%	2/24	
Veteran Population	4,774	2%	17/24	
<b>Area Income</b>				
Median Household Income	\$92,008	N/A	4/24**	
Median Net Worth	\$55,917	N/A	16/24**	
Per Capita Income	\$71,317	N/A	2/24**	
Population in Poverty	23,325	8%	7/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	165,539	55%	3/24	
Population Unemployed	12,838	4%	11/24	
Unemployment Rate	N/A	7.8%	12/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>27,872</b>	<b>100%</b>	<b>526,519</b>	<b>100%</b>
Retail	5,837	21%	68,286	13%
Construction	614	2%	8,136	2%
Manufacturing	651	2%	24,594	5%
Transport/Wholesale/Distribution	853	3%	14,352	3%
Finance/Insurance/Real Estate	3,121	11%	115,622	22%
Other Services	7,117	26%	147,363	28%
All Other Industries	9,679	35%	148,166	28%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Renaissance Economic Development Corporation

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	54	3.0%	N/A	54	3.3%	N/A	57	3.5%	N/A
Existing Businesses Enrolled	13	2.1%	24.1%	14	2.2%	25.5%	16	2.5%	28.1%
New Clients Enrolled	41	3.5%	75.9%	41	4.0%	74.5%	41	4.2%	71.9%
Businesses Started	7	4.1%	13.0%	8	4.4%	14.8%	6	3.9%	10.5%
Business Plans Developed	19	6.4%	35.1%	9	2.7%	16.4%	11	3.9%	19.3%
Firms w/ Increased Sales	12	2.4%	22.2%	15	3.3%	27.2%	12	3.0%	21.1%
Total Increased Sales (\$Millions)	\$0.48	0.7%	N/A	\$0.92	1.5%	N/A	\$0.31	0.6%	N/A
Firms w/ New Employment	11	4.7%	20.4%	12	5.3%	21.8%	12	6.5%	21.0%
Total New Employees	21	3.2%	N/A	24	3.9%	N/A	41	6.0%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.11	3.1%	N/A	\$0.22	3.8%	N/A	\$0.15	6.0%	N/A
Start Up Firms: New Employees	14	8.6%	25.9%	18	9.2%	31.8%	35	24.5%	60.1%
Financial Packages Developed	15	10.0%	N/A	19	12.9%	N/A	24	13.4%	N/A
Total Financing Secured (\$Millions)	\$0.79	11.4%	N/A	\$0.80	5.7%	N/A	\$1.18	8.5%	N/A
New Mentees Enrolled	20	6.8%	37.0%	20	7.5%	36.3%	21	9.6%	36.8%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	9	6.8%	16.7%	8	7.1%	14.6%	10	7.9%	17.5%
MWBE Certified	6	7.2%	11.1%	2	4.4%	3.6%	4	6.8%	7.0%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	23	4.2%	56.1%	16	3.1%	39.0%	Not available by center	N/A	N/A
Clients w/ a 4+ Year College Degree	18	2.9%	43.9%	25	5.0%	61.0%	Not available by center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	9.8%	1	1.6%	2.4%	1	2.0%	2.4%
Female Clients	14	1.9%	34.1%	26	4.0%	63.4%	Not available by center	N/A	N/A
Clients Age 40 or Younger	14	2.8%	34.1%	15	3.1%	36.6%	Not available by center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# SOBRO

**Summary:** One neighborhood Center, serving customers in English and Spanish languages in the daycare services, personal services, and construction sectors.

**Geographic Area:** 30-minute walking distance from the Center’s office in Bronx, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	53,741.7	N/A	8/24**	
Population	277,361	N/A	15/24**	
Population Aged 40 or Younger	163,771	59%	4/24	
Minorities	80,596	29%	19/24	
Population Aged 25+ w/ HS Diploma or Less	95,666	34%	5/24	
Population Aged 25+ w/ 4+ Year Degree	47,314	17%	21/24	
Veteran Population	4,034	1%	18/24	
<b>Area Income</b>				
Median Household Income	\$33,200	N/A	23/24**	
Median Net Worth	\$11,351	N/A	23/24**	
Per Capita Income	\$22,012	N/A	22/24**	
Population in Poverty	36,567	13%	2/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	123,558	45%	21/24	
Population Unemployed	19,851	7%	2/24	
Unemployment Rate	N/A	16.1%	2/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>27,872</b>	<b>100%</b>	<b>526,519</b>	<b>100%</b>
Retail	1,816	7%	14,711	3%
Construction	299	1%	3,645	1%
Manufacturing	108	0%	2,205	0%
Transport/Wholesale/Distribution	307	1%	3,525	1%
Finance/Insurance/Real Estate	570	2%	4,613	1%
Other Services	1,754	6%	16,283	3%
All Other Industries	23,018	83%	481,537	91%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# SOBRO

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	40	2.2%	N/A	37	2.2%	N/A	27	1.7%	N/A
Existing Businesses Enrolled	11	1.8%	27.5%	10	1.6%	27.0%	17	2.7%	63.0%
New Clients Enrolled	29	2.5%	72.5%	27	2.6%	73.0%	10	1.0%	37.0%
Businesses Started	3	1.8%	7.5%	6	3.3%	16.2%	1	0.7%	3.7%
Business Plans Developed	2	0.7%	5.0%	8	2.4%	21.6%	8	2.8%	29.6%
Firms w/ Increased Sales	14	2.8%	35.0%	11	2.4%	29.7%	7	1.7%	25.9%
Total Increased Sales (\$Millions)	\$1.3	2.1%	N/A	\$0.33	0.5%	N/A	\$0.37	0.7%	N/A
Firms w/ New Employment	5	2.1%	12.5%	12	5.3%	32.4%	6	3.2%	22.2%
Total New Employees	11	1.7%	N/A	17	2.8%	N/A	16	2.4%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.04	1.2%	N/A	\$0.02	0.5%	0.1%	\$0.01	1.6%	N/A
Start Up Firms: New Employees	2	1.2%	5.0%	8	4.2%	21.6%	3	2.1%	11.1%
Financial Packages Developed	1	0.7%	N/A	4	2.7%	N/A	2	1.1%	N/A
Total Financing Secured (\$Millions)	\$0.20	2.9%	N/A	\$0.25	1.8%	N/A	\$0.11	0.8%	N/A
New Mentees Enrolled	23	7.8%	57.5%	5	1.9%	13.5%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	0	0.0%	0.0%	3	2.7%	8.1%	5	4.0%	18.5%
MWBE Certified	0	0.0%	0.0%	2	4.4%	5.4%	0	3.4%	6.7%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	13	2.3%	44.8%	9	1.7%	33.3%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	16	2.8%	55.2%	18	3.6%	66.7%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	13.8%	3	4.7%	11.1%	0	0.0%	0.0%
Female Clients	10	1.3%	34.5%	10	1.5%	37.0%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	12	2.4%	41.4%	11	2.3%	40.1%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# **SOBRO - Venture**

**Summary:** One neighborhood Center, serving customers in English and Spanish languages in the daycare services, personal services and construction sectors.

**Geographic Area:** 30-minute walking distance from the Center’s office in Bronx, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	54,390.1	N/A	7/24**	
Population	293,511	N/A	13/24**	
Population Aged 40 or Younger	178,172	61%	2/24	
Minorities	239,069	81%	3/24	
Population Aged 25+ w/ HS Diploma or Less	108,108	37%	2/24	
Population Aged 25+ w/ 4+ Year Degree	33,207	11%	24/24	
Veteran Population	4,249	1%	20/24	
<b>Area Income</b>				
Median Household Income	\$29,195	N/A	24/24**	
Median Net Worth	\$10,641	N/A	24/24**	
Per Capita Income	\$16,680	N/A	24/24**	
Population in Poverty	39,245	13%	1/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	122,129	42%	24/24	
Population Unemployed	20,744	7%	3/24	
Unemployment Rate	N/A	17.0%	1/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>6,231</b>	<b>100%</b>	<b>83,453</b>	<b>100%</b>
Retail	1,753	28%	11,191	13%
Construction	281	5%	3,434	4%
Manufacturing	129	2%	3,004	4%
Transport/Wholesale/Distribution	396	6%	6,157	7%
Finance/Insurance/Real Estate	474	8%	3,342	4%
Other Services	1,589	26%	13,895	17%
All Other Industries	1,609	26%	42,430	51%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# SOBRO - Venture

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	46	2.6%	N/A	40	2.4%	N/A	31	1.9%	N/A
Existing Businesses Enrolled	8	1.3%	17.4%	14	2.2%	35.0%	11	1.7%	35.5%
New Clients Enrolled	36	3.3%	82.6%	26	2.5%	65.0%	20	2.0%	64.5%
Businesses Started	6	3.5%	13.0%	10	5.4%	25.0%	3	1.9%	9.7%
Business Plans Developed	8	2.7%	17.4%	7	2.1%	17.5%	5	1.8%	16.1%
Firms w/ Increased Sales	19	3.9%	41.3%	14	3.1%	35.0%	8	2.0%	25.8%
Total Increased Sales (\$Millions)	\$0.33	0.5%	N/A	\$0.30	0.5%	N/A	\$0.20	0.4%	N/A
Firms w/ New Employment	13	5.6%	28.3%	10	4.4%	25.0%	6	3.2%	19.3%
Total New Employees	38	5.9%	N/A	15	2.5%	N/A	8	1.2%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.18	5.2%	N/A	\$0.14	2.4%	N/A	\$0.04	1.6%	N/A
Start Up Firms: New Employees	32	19.7%	69.8%	9	4.7%	22.5%	2	1.4%	6.5%
Financial Packages Developed	2	1.3%	N/A	2	1.4%	N/A	0	0.0%	0.0%
Total Financing Secured (\$Millions)	\$0.50	7.3%	N/A	\$0.58	4.2%	N/A	0	0.0%	0.0%
New Mentees Enrolled	20	6.7%	43.5%	20	7.5%	50.0%	0	0.0%	0.0%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	1	0.8%	2.2%	2	1.8%	5.0%	3	2.4%	9.7%
MWBE Certified	2	2.4%	4.4%	1	2.2%	2.5%	2	3.4%	6.5%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	21	3.8%	55.3%	21	4.0%	80.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	17	2.8%	44.7%	5	1.0%	19.2%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	4	4.7%	10.5%	3	4.7%	11.5%	1	2.0%	5.0%
Female Clients	15	2.0%	39.5%	9	1.4%	34.6%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	14	2.8%	36.7%	7	1.5%	26.9%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Washington Heights & Inwood Development Corporation

**Summary:** One neighborhood EAC offering services in Spanish and English to customers in the industries of child care and retail services.

**Geographic Area:** 30-minute walking distance from the EAC's office in Manhattan, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	80,132.2	N/A	11/24**	
Population	249,660	N/A	21/24**	
Population Aged 40 or Younger	142,504	57%	11/24	
Minorities	176,773	71%	12/24	
Population Aged 25+ w/ HS Diploma or Less	82,221	33%	7/24	
Population Aged 25+ w/ 4+ Year Degree	55,423	22%	15/24	
Veteran Population	3,546	1%	21/24	
<b>Area Income</b>				
Median Household Income	\$45,139	N/A	21/24**	
Median Net Worth	\$13,350	N/A	21/24**	
Per Capita Income	\$23,753	N/A	21/24**	
Population in Poverty	23,718	10%	5/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	126,901	51%	15/24	
Population Unemployed	19,253	8%	1/24	
Unemployment Rate	N/A	15.2%	3/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>4,150</b>	<b>100%</b>	<b>53,133</b>	<b>100%</b>
Retail	1,170	28%	7,079	13%
Construction	79	2%	479	1%
Manufacturing	48	1%	303	1%
Transport/Wholesale/Distribution	177	4%	1,645	3%
Finance/Insurance/Real Estate	361	9%	2,686	5%
Other Services	1,000	24%	7,519	14%
All Other Industries	1,315	32%	33,422	63%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Washington Heights & Inwood Development Corporation

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	75	4.2%	N/A	94	5.6%	N/A	90	5.5%	N/A
Existing Businesses Enrolled	38	6.1%	51.4%	65	10.3%	69.2%	63	9.9%	70.0%
New Clients Enrolled	37	3.1%	48.6%	29	2.8%	30.8%	27	2.7%	30.0%
Businesses Started	6	3.5%	8.1%	6	3.3%	6.4%	11	7.1%	12.2%
Business Plans Developed	10	3.4%	13.5%	18	5.4%	19.2%	8	2.8%	8.9%
Firms w/ Increased Sales	118	23.9%	159.4%	113	24.7%	120.2%	91	22.6%	101.1%
Total Increased Sales (\$Millions)	\$21.5	32.5%	N/A	\$14.6	24.0%	N/A	\$3.3	6.3%	N/A
Firms w/ New Employment	34	14.7%	46.0%	30	13.3%	31.9%	41	22.0%	45.6%
Total New Employees	62	9.5%	N/A	70	11.4%	N/A	79	11.6%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.65	18.2%	N/A	\$0.14	2.5%	N/A	\$0.08	3.1%	N/A
Start Up Firms: New Employees	17	10.2%	22.3%	22	11.6%	23.4%	30	21.3%	33.3%
Financial Packages Developed	8	5.3%	N/A	3	2.0%	N/A	1	0.6%	N/A
Total Financing Secured (\$Millions)	\$0.20	2.8%	N/A	\$0.11	0.7%	N/A	\$0.02	0.1%	N/A
New Mentees Enrolled	0	0.0%	0.0%	0	0.0%	0.0%	8	3.6%	8.9%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	4	3.0%	5.4%	2	1.8%	2.1%	1	0.8%	1.1%
MWBE Certified	1	1.2%	1.4%	5	11.1%	5.3%	1	1.7%	1.1%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	22	4.0%	61.1%	25	4.8%	86.2%	Not available by center	N/A	N/A
Clients w/ a 4+ Year College Degree	15	2.3%	38.9%	4	0.6%	13.8%	Not available by center	N/A	N/A
Veterans Assisted (Clients Enrolled)	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Female Clients	27	3.6%	75.0%	26	4.0%	89.7%	Not available by center	N/A	N/A
Clients Age 40 or Younger	14	2.7%	38.9%	18	3.8%	62.1%	Not available by center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Region 10 Long Island

**Summary:** Two regional Centers serving clients in English and Spanish languages with a comprehensive MWBE certification service program and strong partnerships with financial institutions, community based organizations and government agencies.

**Geographic Area:** Two county region east of New York City.

Area Demographics	Rank Among ESD Regions*			
	Number	% of Population	Rank Among ESD Regions*	
Population	2,921,694	100%	2/10**	
Population Aged 44 or Younger	1,528,272	52%	10/10	
Minority Group	1,548,348	53%	2/10	
Population Aged 25+ w/ HS Diploma or Less*	660,092	23%	9/10	
Population Aged 25+ w/ 4+ Year Degree *	827,665	28%	1/10	
Veteran Population**	99,203	3%	9/10	
<b>Area Income</b>				
Mean Household Income	\$146,147	N/A	1/10**	
Per Capita Income	\$49,915	N/A	1/10**	
Population in Poverty	166,202	5.7%	10/10	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	1,504,353	51.5%	2/10	
Unemployment Rate	N/A	4.8%	6/10	
<b>Businesses &amp; Employment</b>	<b>Long Island vs NYS Firms</b>		<b>Long Island vs NYS Workers</b>	
	<b>Number</b>	<b>% of NYS Firms</b>	<b>Number</b>	<b>% of NYS Workers</b>
<b>Total Industries</b>	<b>97,443</b>	<b>18.1%</b>	<b>1,167,078</b>	<b>13.5%</b>
Retail	11,972	16.2%	159,164	17.4%
Construction	11,992	24.2%	81,587	21.3%
Manufacturing	2,545	17.9%	67,814	16.6%
Transportation & Warehousing	2,439	17.9%	43,837	15.6%
Finance & Insurance	5,234	20.1%	57,175	10.5%
Health Care & Social Assistance	10,873	18.5%	248,947	13.9%
Accommodations & Food Services	7,610	14.3%	104,974	13.2%
Educational Services	1,389	16.3%	32,252	7.5%
Professional, Scientific & Tech Services	12,795	20.7%	80,796	11.9%
Other Services	9,601	16.8%	56,302	14.4%
Other Industries	20,993	17.4%	234,230	11.7%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.

Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Region 10 Long Island

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	2	8.3%	N/A	2	8.3%	N/A	2	8.3%	N/A
Clients	191	10.7%	N/A	193	11.7%	N/A	148	9.1%	N/A
Existing Businesses Enrolled	50	8.1%	26.2%	53	8.4%	27.5%	28	4.4%	18.9%
New Clients Enrolled	141	12.1%	73.8%	140	13.7%	72.5%	120	12.2%	81.1%
Businesses Started	14	8.2%	7.3%	17	9.2%	8.8%	14	9.0%	9.5%
Business Plans Developed	35	11.8%	18.3%	31	9.3%	16.1%	27	9.5%	18.2%
Firms w/ Increased Sales	22	4.5%	11.5%	20	4.4%	10.4%	27	6.7%	18.2%
Total Increased Sales (\$Millions)	\$4.1	6.3%	N/A	\$1.5	2.4%	N/A	\$5.7	10.7%	N/A
Firms w/ New Employment	16	6.9%	8.4%	10	4.4%	5.1%	12	6.5%	8.1%
Total New Employees	43	6.2%	N/A	35	5.8%	N/A	109	16.0%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.16	4.6%	N/A	\$0.29	5.1%	N/A	\$0.13	5.4%	N/A
Start Up Firms: New Employees	13	8.0%	6.8%	19	9.9%	9.8%	4	2.8%	2.7%
Financial Packages Developed	14	9.3%	N/A	15	10.2%	N/A	21	11.7%	N/A
Total Financing Secured (\$Millions)	\$0.97	14.0%	N/A	\$0.83	5.9%	N/A	\$3.3	24.2%	N/A
New Mentees Enrolled	53	17.9%	27.8%	54	20.2%	28.0%	43	19.6%	29.1%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	13	9.8%	6.8%	16	14.3%	8.3%	31	24.6%	20.9%
MWBE Certified	12	14.5%	6.3%	8	17.8%	4.2%	15	25.4%	10.1%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	82	15.0%	58.2%	79	15.2%	56.4%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	59	9.6%	41.8%	61	12.1%	43.6%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	14	16.3%	9.9%	9	14.1%	6.4%	9	18.0%	7.5%
Female Clients	78	10.3%	55.3%	73	11.2%	52.1%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	67	13.2%	47.5%	63	13.1%	45.0%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.

# Hofstra University

**Summary:** One regional Center serving a range of industries and supported by strong partnerships with financial institutions, community-based organizations and government agencies including a business plan completion sponsored by Capital One Bank and a Hofstra University law clinic available to EAC clients.

**Geographic Area:** 30-minute driving distance from the Center's office in Hempstead, NY.

Area Demographics				
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	5,856	N/A	12/24**	
Population	2,442,164	N/A	1/24**	
Population Aged 40 or Younger	1,197,035	49%	18/24	
Minorities	2,044,127	84%	2/24	
Population Aged 25+ w/ HS Diploma or Less	604,031	25%	13/24	
Population Aged 25+ w/ 4+ Year Degree	730,862	30%	7/24	
Veteran Population	72,654	3%	11/24	
<b>Area Income</b>				
Median Household Income	\$103,949	N/A	3/24**	
Median Net Worth	\$383,218	N/A	2/24**	
Per Capita Income	\$46,307	N/A	6/24**	
Population in Poverty	60,736	2%	23/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	1,298,920	53%	6/24	
Population Unemployed	103,413	4%	12/24	
Unemployment Rate	N/A	8%	11/24	
Businesses & Employment	Total Area Firms		Total Area Workers	
	Number	% of Firms	Number	% of Workers
<b>Total Industries</b>	<b>87,463</b>	<b>100%</b>	<b>981,704</b>	<b>100%</b>
Retail	18,894	22%	193,034	20%
Construction	5,768	7%	37,612	4%
Manufacturing	2,300	3%	54,473	6%
Transport/Wholesale/Distribution	5,800	7%	98,953	10%
Finance/Insurance/Real Estate	8,323	10%	73,991	8%
Other Services	19,858	23%	171,935	18%
All Other Industries	26,520	30%	351,706	36%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Hofstra University

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	50	2.0%	N/A	60	3.6%	N/A	39	2.4%	N/A
Existing Businesses Enrolled	16	2.6%	32.0%	17	2.7%	28.3%	8	1.3%	20.5%
New Clients Enrolled	34	3.0%	68.0%	43	4.2%	71.7%	31	3.1%	79.5%
Businesses Started	8	4.7%	16.0%	7	3.8%	11.7%	7	4.5%	17.9%
Business Plans Developed	23	7.7%	46.0%	23	6.9%	38.3%	19	6.7%	48.7%
Firms w/ Increased Sales	9	1.4%	18.0%	7	1.5%	11.7%	10	2.5%	25.6%
Total Increased Sales (\$Millions)	\$1.5	2.3%	N/A	\$1.0	1.7%	N/A	\$0.24	0.4%	N/A
Firms w/ New Employment	6	2.6%	12.0%	5	2.2%	8.3%	4	2.1%	10.3%
Total New Employees	15	2.3%	N/A	12	2.0%	N/A	49	7.2%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.11	3.0%	N/A	\$0.13	2.3%	N/A	\$0.05	2.0%	N/A
Start Up Firms: New Employees	9	5.5%	18.0%	5	2.6%	8.3%	1	0.7%	2.6%
Financial Packages Developed	6	4.0%	N/A	9	6.1%	N/A	6	3.4%	N/A
Total Financing Secured (\$Millions)	\$0.80	11.5%	N/A	\$0.15	1.0%	N/A	\$0.15	1.1%	N/A
New Mentees Enrolled	23	7.8%	46.0%	34	12.7%	56.7%	20	9.1%	51.3%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	3	2.3%	6.0%	8	7.1%	13.3%	12	9.5%	30.8%
MWBE Certified	3	3.6%	6.0%	1	2.2%	1.7%	5	8.5%	12.8%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	10	1.83%	29.4%	20	3.8%	46.5%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	24	3.9%	70.6%	23	4.6%	53.5%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	3	3.5%	8.8%	4	6.3%	9.3%	3	6.0%	9.7%
Female Clients	21	2.8%	61.8%	27	4.1%	62.8%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	15	3.0%	44.1%	17	3.5%	39.5%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.



# Suffolk County Community College

**Summary:** One regional Center with services in English and Spanish as well as social media workshops and a series of four unique MWBE certification workshops offered annually.

**Geographic Area:** 30-minute driving distance from the Center's office in Brentwood, NY.

Area Demographics	2021			
	Number	% of Population	Rank Among Centers	
Population Density per Square Mile	3179.3	N/A	13/24**	
Population	1,774,282	N/A	2/24**	
Population Aged 40 or Younger	863,915	49%	11/24	
Minorities	1,130,833	64%	19/24	
Population Aged 25+ w/ HS Diploma or Less	416,000	23%	17/24	
Population Aged 25+ w/ 4+ Year Degree	527,483	30%	8/24	
Veteran Population	66,586	4%	10/24	
<b>Area Income</b>				
Median Household Income	\$114,843	N/A	1/24**	
Median Net Worth	\$562,182	N/A	1/24**	
Per Capita Income	\$49,463	N/A	4/24**	
Population in Poverty	33,323	2%	24/24	
<b>Area Labor Force by Place of Residence</b>				
Population Participating in the Labor Force	946,684	53%	5/24	
Population Unemployed	55,644	6%	4/24	
Unemployment Rate	N/A	5.8%	23/24	
<b>Businesses &amp; Employment</b>	<b>Total Area Firms</b>		<b>Total Area Workers</b>	
	<b>Number</b>	<b>% of Firms</b>	<b>Number</b>	<b>% of Workers</b>
<b>Total Industries</b>	<b>75,996</b>	<b>100%</b>	<b>910,963</b>	<b>100%</b>
Retail	16,097	21%	183,294	20%
Construction	6,060	8%	40,167	4%
Manufacturing	2,739	4%	75,248	8%
Transport/Wholesale/Distribution	4,954	7%	74,627	8%
Finance/Insurance/Real Estate	6,835	9%	60,760	7%
Other Services	16,615	22%	161,498	18%
All Other Industries	22,696	30%	315,369	35%

Notes (\*) Rank among ESD Regions based on the highest share. (\*\*) Rank based on the highest number.  
Source: ESRI, Estimated for 2021. Based on US Census Bureau Estimates.

# Suffolk County Community College

EAC Performance	FY 2017-2018			FY 2018-2019			FY 2019-2020		
	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients	Number	% of NYS EAC Clients	% of Area Clients
Centers	1	4.2%	N/A	1	4.2%	N/A	1	4.2%	N/A
Clients	141	7.8%	N/A	133	8.0%	N/A	109	6.7%	N/A
Existing Businesses Enrolled	34	5.5%	24.1%	36	5.7%	27.1%	20	3.1%	18.3%
New Clients Enrolled	107	9.1%	75.9%	97	9.5%	72.9%	89	9.0%	81.7%
Businesses Started	6	3.5%	4.3%	10	5.4%	7.5%	7	4.5%	6.4%
Business Plans Developed	12	4.0%	8.5%	8	2.4%	6.0%	8	2.8%	7.3%
Firms w/ Increased Sales	13	2.6%	9.2%	13	2.8%	9.8%	17	4.2%	15.6%
Total Increased Sales (\$Millions)	\$2.6	4.0%	N/A	\$0.43	0.7%	N/A	\$5.5	10.3%	N/A
Firms w/ New Employment	10	4.3%	7.1%	5	2.2%	3.8%	8	4.3%	7.3%
Total New Employees	28	4.3%	N/A	23	3.8%	N/A	60	8.8%	N/A
Start Up Firms: Increased Sales (\$Millions)	\$0.06	1.6%	N/A	\$0.16	2.8%	N/A	\$0.08	3.3%	N/A
Start Up Firms: New Employees	4	2.5%	2.8%	14	7.3%	10.5%	3	2.1%	2.8%
Financial Packages Developed	8	5.3%	N/A	6	4.1%	N/A	15	8.4%	N/A
Total Financing Secured (\$Millions)	\$0.17	2.5%	N/A	\$0.67	4.8%	N/A	\$3.2	23.2%	N/A
New Mentees Enrolled	30	10.1%	21.3%	20	7.5%	15.0%	23	10.5%	21.1%
<b>MWBE Characteristics*</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Submitted MWBE Application	10	7.5%	7.1%	8	7.1%	6.0%	19	15.1%	17.4%
MWBE Certified	9	10.8%	6.5%	7	15.6%	5.3%	10	16.9%	9.2%
<b>Client Characteristics</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>	<b>Number</b>	<b>% of NYS EAC Clients</b>	<b>% of Area Clients</b>
Clients w/ a HS diploma or less	72	13.2%	67.3%	59	11.3%	60.8%	Not available by Center	N/A	N/A
Clients w/ a 4+ Year College Degree	35	5.7%	32.7%	38	7.5%	39.1%	Not available by Center	N/A	N/A
Veterans Assisted (Clients Enrolled)	11	12.8%	10.3%	5	7.8%	3.8%	6	12.0%	6.7%
Female Clients	57	7.5%	53.3%	46	7.0%	47.4%	Not available by Center	N/A	N/A
Clients Age 40 or Younger	52	10.2%	48.6%	46	9.5%	50.5%	Not available by Center	N/A	N/A

Note (\*) MW Clients refers to minority clients as defined by gender and racial and ethnicity categories, excluding male White, non-Hispanic clients.

Source: EAC FINAL GOALS FY17-18 as of 10.15.18, EAC Goals FY18-19 Goals, EAC goals FY19-20 13 months as of 8.21.20, and Client Characteristics\_ByCenters\_17\_18, ClientCharacteristics\_ByCenters\_18\_19, ClientCharacteristics2\_Total\_2019 - BY edits

During FY 2019-2020 ESD was in the process of transitioning to a new database. As a result Client Characteristics were not available by center. Client characteristics for FY 2019-2020 are summarized on a statewide basis.