Division of Citywide Workforce Opportunity: Pitch Deck

Team: Cecil Apostol, Valery Calderon, Aaron Covarrubias, Wendy Rodriguez

NYC Small Business Services

careers
businesses
neighborhoods

The Problem

Describe what problem you wish to solve

The Division of Citywide Workforce Opportunity (CWO) must verify each new business added to the system before the Workforce1 (WF1) Career Centers can refer candidates to the employers.
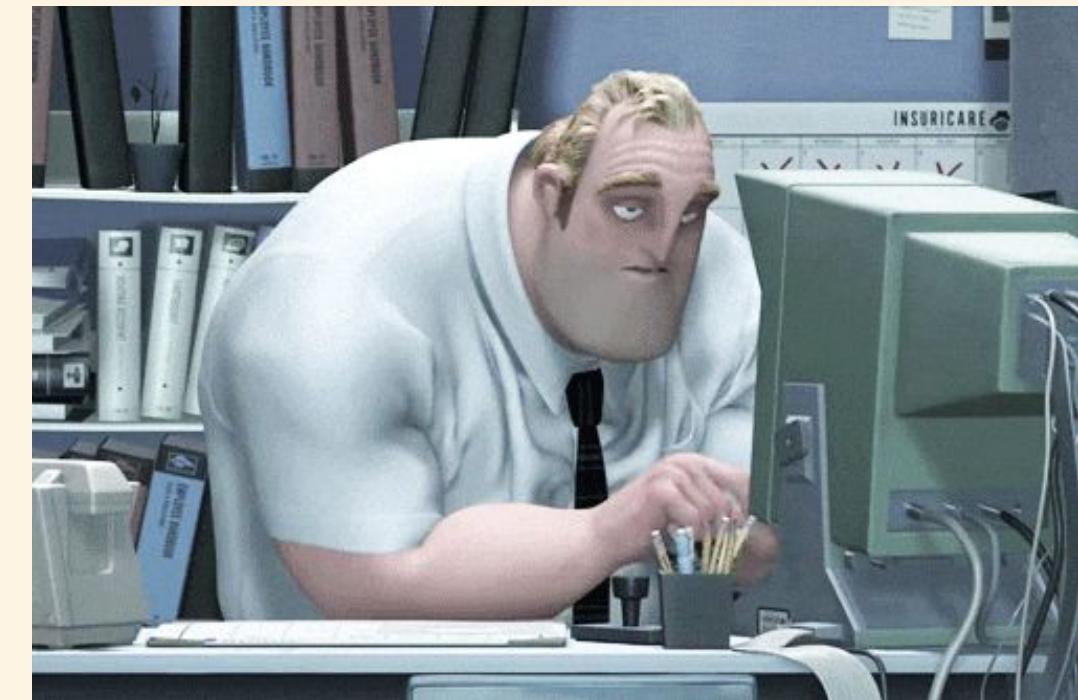
Time Sink:
- CWO spends **30-60 minutes** manually verifying each new business submission. This equates to **30 hours per month (45 workdays/year) lost** to administrative "detective work."

The Bottleneck:
- This manual process slows WF1 candidate referrals, delays client hires, and frustrates the CWO team.

Manual Process = DANGER:
- We are projected to hit **only 44% of our annual hiring goal** if this bottleneck persists.

Why

Why is this problem important to solve? Why isn't it solved already?

Falling Short:
- The current manual verification process puts us in danger of achieving only **44%** of our annual hiring goal.

Organizational Impact:
- **Stalls WF1 Referrals:** Prevents immediate candidate submissions.
- **Delays Client Hires:** Businesses wait longer for crucial talent.
- **Frustrates CWO Staff & Partners:** Creates unnecessary friction and slows critical engagement.

The Bottleneck is Choking Our Core Function:
- This isn't just an inefficiency; it's actively preventing us from achieving our mission-critical objectives.

Solution

Your proposed solution.

The Vision: An **AI Research Assistant** built within our existing Microsoft Copilot environment called **VIBE Check**

Verifying / **I**f / **B**usinesses / **E**xist

The Workflow:

1. CWO staff copy business details from Microsoft Dynamics CRM.
2. Details pasted into a Copilot prompt called **VIBE Check**.
3. VIBE Check browses publicly available web sources (Google, LinkedIn, state registries).
4. VIBE Check generates a **Verification Report** for CWO to review.

The Output:

- ❏ **Confidence Score:** A percentage score indicating verification certainty (e.g., 92%).
- ❏ **Summary of Sources:** Links to all found public data.
- ❏ **Human-in-the-Loop:** CWO staff *always* review sources for final approval.

How

How will you bring your proposed solution to fruition?

Alignment & buy-in required from key stakeholders:
- **Champion:** Deputy Commissioner
- **Users:** Business Development & WF1 Operations Teams
- **Builders:** SBS IT & Data Teams
- **Approvers:** CTO, First Deputy Commissioner, Commissioner

Resourcing needed to launch:
- **Budget:** Minimal (Leverages existing Microsoft license).
- **Staff Time:** Approximately 40 hours from IT/Data for build & configuration.
- **Training:** Only 1 hour for CWO staff.

Setting an aggressive but realistic timeline:
- **Phase 1** - Policy Approval: Estimated 3 months (Navigating agency/city AI policies).
- **Phase 2** - Build & Test: Roughly 40 hours of focused IT/Data work.
- **Phase 3** - Rollout: Immediate results upon deployment.

Navigate Policy Hurdles. Fast Technical Build. See Immediate ROI.

COUNT ME IN.

Vision

If you achieve total success, what is different? Paint a clear picture.

Accelerating Our Mission:
- Moving from ~~44%~~ projected goal achievement to a minimum of **75%** of our annual hiring goal.

Assisting Our Staff:
- CWO team can focus on high value, strategic work and will share quotes like: *"I'm so grateful to have that off my plate!"*

Satisfying Our WF1 & Employer Partners:
- With bottlenecks removed, faster turnaround times will help WF1 centers process more immediate candidate referrals, leading to quicker hires, and resulting in happy employees and employers.

Empowering Our Future:
- The future may be powered by AI, but we will also be powered by good **VIBE**s!