



Administrative and Regulatory Reform FOR BUSINESSES IN NEW YORK STATE

2011-2014

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Governor Andrew M. Cuomo



Over the past four years, economic revitalization has been a top priority for New York State. Using our “Open for Business” model and with the support and leadership of more than 25 State agencies, it is now easier to do business in New York State than ever before.

I am proud to announce that since 2011, our State agencies have been able to implement more than 200 administrative and regulatory reforms designed to provide businesses with the opportunity to increase revenue and create jobs across the State.

Specifically, State agencies have worked diligently to develop and implement business reforms through a community–driven approach with the support of external stakeholders such as business owners, business advocacy organizations, private–sector unions, and local municipalities.

This publication provides a snapshot of these reforms and serves as a guide to business owners and aspiring entrepreneurs seeking to compete and advance in New York’s marketplace.

Sincerely,
Governor Andrew M. Cuomo

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Business Reform Highlights

STATE AGENCY	REFORM
Adirondack Park Agency	Adopted policy to address business violations through settlement instead of forcing businesses to close. (See page 3 for additional information)
Department of Agriculture and Markets	Launched PRIDE of NEW YORK website, a one-stop shop for local food and agricultural products. (See page 5 for additional information)
Department of Environmental Conservation	Amended regulations to allow New York bay scallop fisherman to compete with Connecticut and Rhode Island. (See page 6 for additional information)
Department of Labor	Issued regulations to implement statutory mandates to detect unemployment insurance fraud and abuse. (See page 11-15 for additional information)
Department of Taxation and Finance	Amended e-filing requirement to allow businesses with limited or no online access to submit claims via USPS or fax. (See page 18 for additional information)
Empire State Development	Streamlined and shortened public procurement processes for businesses. (See page 20 for additional information)
Office of General Services	Reduced bond and letter-of-credit requirements for businesses submitting proposals to financial services procurements. (See page 25 for additional information)
Public Service Commission	Delivered approximately \$465 million of energy efficiency services to New York's commercial, industrial, and small businesses. (See page 33 for additional information)
State Liquor Authority	Launched multi-prong, e-licensing project to expedite catering permits for businesses. (See page 37 for additional information)
Workers' Compensation Board	Created a new "eClaims" system to allow for the electronic submission of workers' compensation claims. (See page 40 for additional information)

**Administrative and Regulatory Reform
for Businesses by State Agency**



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Adirondack Park Agency	Adopted policy to address business violation (of not receiving necessary permits) through settlement instead of immediately forcing business closure. This reform addresses immediate environmental issues by settlement and businesses go through the permitting process without prejudice. A business only faces closure if it could not be permitted under the applicable laws, thus necessitating a public hearing and decision by the Board.	Businesses and commercial users are able to operate while pursuing the necessary permits and agency staff are able to provide a coordinated approach.
Adirondack Park Agency	Developed general permit guidance to address deficiencies regarding general permits and commercial use between jurisdictions. This guidance also provides additional clarification regarding the calculation of the 25% or greater expansion threshold for jurisdiction.	Guidance streamlines the permit process for businesses that propose a change in use or expansion of an existing commercial, public/semi-public or industrial building and clarify when a commercial use change is either non-jurisdictional or jurisdictional.
Adirondack Park Agency	Established eight business parks in the Adirondack Park. Six parks are located in Essex County and two in Franklin County. The parks located in Franklin Country are certified as “Shovel-Ready.”	Allows businesses and other commercial users interested in establishing operations in one of the eight parks to go through a streamlined and expedited permit application process.
Adirondack Park Agency, Department of Environmental Conservation	Improved efficiency for projects that require review from both agencies within program areas of dam replacement and repair, mining, pesticide and chemical use, shoreline stabilization, solid waste management, storm water management, wetlands, state land, and conservation easements. This process includes outreach to municipal and business stakeholders to receive input on the draft recommendations.	Streamlines and expedites the permit review process for businesses that engage with the both agencies.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Agriculture and Markets	Created Strategic Interagency Task Force on Lessening Obstacles to Agriculture (SILO Task Force), a statewide agribusiness regulatory review committee consisting of several State agencies (DEC, DOL, DOH, DTF, PSC, DOT, and DFS) and nine external, business advocacy organizations to evaluate current and proposed regulations.	Allows businesses, through advocacy organizations representing their interests and concerns, to assist the State with the development and implementation of regulatory reforms designed to generate economic activity in the food and agriculture industry.
Department of Agriculture and Markets	Created electronic process for fertilizer wholesaler reporting.	Expedites reporting process for and reduces costs to businesses.
Department of Agriculture and Markets	Amended forms required for greenhouse and pest inspections.	Expedites inspection process and reduces costs to businesses.
Department of Agriculture and Markets, Department of Environmental Conservation	Amended Part 360 regulations to encourage greater re-use of by-products. There are opportunities for use of by-products that can benefit manufacturers, dairy producers and other users consistent with NYS's environmental and economic development goals. Reviewed the Part 360 permit process to ensure the safe use of food manufacturing by-products.	Increases dairy manufacturing activity, including by-products, which increases dairy farmers, producers, and wholesalers' market access and their ability to compete against out-of-state vendors.
Department of Agriculture and Markets, Office of Temporary and Disability Assistance	Streamlined the application and review process to permit farmers to accept Supplemental Nutrition Assistance Program (SNAP) benefits (formerly known as "food stamps") at farmers' markets and farm stands. Once authorized as a SNAP retailer, OTDA supports the farmer in resolving any issues related to the electronic benefit transfer and/or redemption of SNAP benefits.	Helps expedite the U.S. Department of Agriculture - Food and Nutrition Service's SNAP retailer certification process, allowing farmers to be equipped with wireless point-of-sale equipment for SNAP with minimal delays. This wireless point-of-sale equipment increases sales by enabling farmers to transact SNAP benefits electronically. A total of 384 farmers' markets, 87 farmers/farm stands, and 117 New York City "green carts," and 10 New York City community supported agriculture programs can now transact SNAP benefits. Farmers' sales from SNAP benefits at these venues totaled \$3.2 million in 2013.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Agriculture and Markets	Launched PRIDE of NEW YORK website, one-stop shop for local food and agricultural products.	Increases farmers, food producers, and wholesalers' market access thereby increasing their ability to compete against out-of-state vendors.
Department of Agriculture and Markets	Increased market period for NYS apples sent to Arizona by one month.	Allows sellers to increase business opportunities with Arizona purchasers and enhance their ability to compete with out-of-state competitors.
Department of Agriculture and Markets	Implemented a new Japanese-beetle certification process.	Allows nurseries and greenhouses meeting certain growing conditions to make horticultural product shipments to the West Coast after a single annual inspection, rather than requiring individual inspections for each shipment.
Department of Agriculture and Markets, Department of Environmental Conservation	Rationalized the Emerald Ash Borer quarantine areas. Some regions of the State not under Emerald Ash Borer quarantine are suffering unnecessary negative effects on commerce because they are surrounded by quarantined counties (landlocked). Rationalizing (not necessarily reducing) the quarantine area improves this issue.	Increases local farmers' market access and ability to compete with larger farmers, food producers, and wholesalers.
Department of Environmental Conservation	Amended regulations so small maple sugar producers are not required to obtain a State Pollutant Discharge System (SPDES) permit.	Reduces costs to businesses.
Department of Environmental Conservation	Amended regulations to allow the tapping of maple trees in NYS.	Allows vendors to increase maple syrup production, potentially expand their operations, and enhance their ability to compete against out-of-state vendors.
Department of Environmental Conservation	Adopted federal standards on discharge of ballast water in the Great Lakes for the Vessel General Permit program.	Reduces cost of NYS shipping to businesses and eliminates a competitive disadvantage.
Department of Environmental Conservation	Adopted regulations allowing the sale of hatchery-reared black bass to be sold for food.	Regulations make it easier for aqua-businesses and fish markets to sell bass for food and compete in that market against out-of-state sellers.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Environmental Conservation	Amended regulations to allow NYS bay scallop fisheries and aqua-businesses to sell whole, in-shell bay scallops for human consumption.	Increases fisheries and aqua-businesses' market access and allows them to compete against their Connecticut and Rhode Island counterparts.
Department of Environmental Conservation	Established General Permit for Freshwater Wetlands to eliminate inconsistencies within the program and across DEC regions.	Streamlines permit application process for and reduces costs to businesses. Decreases the number of permits required for specified work in areas adjacent to wetlands.
Department of Environmental Conservation	Developed and launched a one-stop shopping web interface for farmers and other agribusinesses (Farm Interface Website). The website also links businesses to other State agencies' agricultural-related programs.	Streamlines the application and reporting processes for and reduces costs to farmers and other agribusinesses.
Department of Environmental Conservation	Restored the standing threshold for challenges to actions under the State Environmental Quality Review Act (SEQRA). Requires plaintiff to demonstrate that they would suffer a personal injury-in-fact different from that of the public at large.	Potentially decreases the number of law suits brought against businesses and legal fees incurred by businesses.
Department of Environmental Conservation	Established environmental audit program to improve regulatory compliance. Reform allows businesses to conduct self-audits, identify compliance issues, and develop plans to bring a facility into compliance with reduced or waived penalties.	Improves regulatory compliance without penalizing companies/businesses that self-identify issues and provides incentives for implementing pollution prevention strategies, education, and outreach.
Department of Environmental Conservation	Established environmental online payment system called iPayment for Title V (air) regulatory fees. Results in online posting of invoices for customers, allowing them to dispute the invoice and enable electronic payments by credit card, debit or bank routing information.	Streamlines and expedites payment process and reduces costs to businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Environmental Conservation	Streamlined the Resource Conservation and Recovery Act (RCRA) C Permit processes. Developed a RCRA model permit and associated templates for facility plans to make the content/format more predictable, shorten document preparation time, improve quality of draft submissions and shorten DEC review time. DEC is working with select facilities as part of the ongoing permit renewal process to pilot this initiative.	Streamlines permit application process for and reduces costs to businesses.
Department of Environmental Conservation, Department of Health	Suspended initiative on Test Method 1668C to review scientific validity. There are substantial scientific problems with Test Method 1668C that must be resolved before the method can be defensibly imposed as a binding requirement on dischargers.	Reduces costs to and administrative burdens placed on businesses.
Department of Financial Services	Launched pilot application that permits filing of voluminous holding company submissions electronically. In the spring of 2012, DFS invited selected insurance companies to test an application that permits filing of voluminous holding company submissions electronically. DFS is expanding this pilot by increasing the number of insurers participating in this testing.	Reduces printing and mailing costs to businesses.
Department of Financial Services	Granted authority for prior review of rate increase requests. Reform gives employers as much as six months' advance notice of potential insurance rate changes.	Reduces costs to businesses by providing them with more time to develop and implement strategies necessary to address insurance rate changes.
Department of Financial Services	Improved no-fault automobile insurance system. Adopted a new regulation to be able to ban doctors who engage in fraudulent and deceptive practices and ended requirement that insurers pay for treatments never actually provided.	Reduces insurance costs to businesses and overhead costs throughout the insurance industry.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Financial Services	Streamlined insurance rate-change filings process.	Reduces costs to businesses and decreases processing time by 42%.
Department of Health	Adopted regulations that define Transitional Adult Homes and outline specific admission and retention requirements for these adult care facilities. Reform assists individuals with serious mental illness who can and wish to live independently transition to more individualized settings.	Increases revenue for applicable adult care facilities.
Department of Health	Adopted regulations to effectuate the NYS Justice Center for the Protection of People with Special Needs (JC) statute.	Provides adult care facilities with clear and concise guidance on statutory requirements with a specific focus on residents with serious mental illness.
Department of Health	Consolidated the State Hospital Review Planning Council and the Public Health Council. Reform resulted in the creation of the Public Health and Health Planning Council (PHHPC). PHHPC has also undertaken a more global review of Certificate of Need (CON) processes and provided recommendations on how to further improve review processes.	Streamlined and expedited decision-making processes concerning major construction projects, service changes, and equipment acquisitions in health care facilities and home care agencies.
Department of Health	Reformed application submission and review process for Adult Care Facility (ACF) licensure.	Streamlined application review process and reduces costs to providers.
Department of Health	Transitioned Adult Care Facility (ACF) surveys and inspection reports to a secure electronic file environment.	Reduces application time and costs to providers.
Department of Health	Reformed the Doctors Across New York Physician Loan Repayment and Physician Practice Support programs.	Generates economic development throughout the medical industry.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Health	Obtained Centers for Medicare & Medicaid Services (CMS) approvals and NYS Executive Orders to waive certain federal and state regulatory requirements for home and community based providers during the Hurricane Sandy disaster and recovery in 2012-13.	Provides applicable organizations with increased flexibility to operate during Hurricane Sandy and post storm recovery.
Department of Health	Launched NYS Electronic Plan of Correction (ePOC) system for nursing homes.	Eliminates the cost of and time to process paper submissions for providers.
Department of Health	Reformed Certificate of Need (CON) processes by developing a web-based electronic CON application system (NYSE-CON).	Streamlined CON reviews, improved communication with applicants and applicable businesses, provided members of the public with access to CON information about health care projects in their communities, and reduced average processing timeframes. Reduced the review time of CON application review by 50% due to streamlining of the approval process for construction projects.
Department of Health	Issued Request for Information (RFI) to determine the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) acceptable foods from food manufacturers. Program collected information on which WIC foods meet the Pride of NY definition as locally grown/produced or manufactured in NYS. Foods included in the NYS WIC Acceptable Foods Card are selected based on federal requirements, low costs, statewide availability, and if possible, those grown, produced or manufactured in NYS.	Increases market access for local farmers, food processors, and wholesalers.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Health	Streamlined processes used to complete the annual Medicaid Disproportionate Share Hospital (DSH) survey. Annually hospitals are required to complete a DSH survey using patient level information that evaluates uncompensated care needs relating to disbursements from the NYS Pools. This survey takes a significant amount of time and effort.	Reduces the time hospitals and their agents spend completing the survey and any associated costs.
Department of Health, Office of Alcoholism and Substance Abuse Services, Office of Mental Health	Implemented processes allowing provider agencies to accept accreditation surveys for inpatient hospital-based programs in lieu of state recertification reviews. Increases and streamlines coordination to patient care across different portions of state enterprises.	Streamlines survey submission process for and reduces costs to providers.
Department of Health, Office of Alcoholism and Substance Abuse Services, Office of Mental Health	Developed Integrated Outpatient Services to promote increased access to physical and behavioral health services at a single site and to foster the delivery of integrated services based on recognition that mental and physical health are not distinct conditions.	Eliminates multiple inspections and certifications by several agencies of a provider program offering services that would have required multiple certifications. Removes enforced separation of records, staffing and facilities where integrated care is appropriate for a certain patient population.
Department of Health, Office of Mental Health	Issued guidance that clarifies where hospitals report individuals at risk of harm to themselves or others required by the State Secure Ammunition and Firearms Enforcement Act of 2013 (SAFE Act).	Streamlines reporting process and potentially reduces costs to hospitals and applicable providers.
Department of Labor	Developed and implemented Shared Work Program to provide businesses with an alternative to employee layoffs by reducing the number of hours of all employees or a select group. As the State economy begins to improve, DOL expects the number of Shared Work requests to decrease.	Helps businesses weather economic downturns by sustaining human capital and reducing personnel costs. Since 2012, DOL has approved 2,140 shared work plans with 28,725 participants, resulting in an estimated 4,190 jobs saved.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Launched a web certification application to streamline the Shared Work Program application process which allows employers and unemployment insurance claimants to complete weekly benefit certifications on-line.	Reduces unemployment insurance and overhead costs to businesses.
Department of Labor	Created on-line functionality to the Shared Work Program's online system which allows employers to cut and paste payroll information into the web based plan approval process.	Reduces unemployment insurance and overhead costs to businesses.
Department of Labor	Expanded the Shared Work Program by reducing the eligible business size to a minimum of two employees.	Increases the number of businesses eligible to participate in the program and helps businesses weather economic downturns and reduces personnel costs.
Department of Labor	Expanded the Shared Work Program to include both full-time and part-time workers.	Increases the number of businesses eligible to participate in the program and helps businesses weather economic downturns and reduces personnel costs.
Department of Labor	Increased marketing of Workforce Safety and Loss Prevention program (Industrial Code Rule 60).	The Workforce Safety and Loss Prevention program is a voluntary program that reduces workers' compensation costs for businesses with approved safety programs addressing safety, drug and alcohol prevention, and/or return-to-work. Program provides financial incentives for businesses while improving the work site conditions for employees. The incentives take the form of a financial benefit granted when one or more of the approved programs are instituted. The incentive can take three forms: (1) a credit or credits in workers' compensation premiums; (2) a reduction in the security deposit required of individually self-insured employers; or (3) a credit against the contribution of a member of a group-self insurer. Since 2012, the Workplace Safety and Loss Incentive Program grew from 2 participating employers to 19.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Launched the State Information Data Exchange System (SIDES) which allows DOL to make accurate and timely decisions on an individual's eligibility to collect unemployment insurance benefits through automated communication with businesses.	Reduces unemployment insurance costs to businesses.
Department of Labor	Issued regulations that authorize the use of "money cards" to deposit unemployment insurance benefits.	Reduces unemployment insurance costs to businesses.
Department of Labor	Streamlined unemployment insurance hearings/audits/related matters to improve validity of final decisions. Currently, DOL's Unemployment Insurance Division provides for internal conciliation (informal conferences) when employers disagree with an audit or investigatory findings. This helps to resolve issues of concern prior to a hearing. Employers may also avail themselves to a hearing if disagreement remains. Hearings are held by independent judges from the Unemployment Insurance Appeal Board (UIAB) without cost to the employer.	Reduces unemployment insurance costs to and legal fees incurred by businesses and decreases the length of adjudicatory proceedings.
Department of Labor	Issued regulations that expand the types of deductions employers may legally make and providing a methodology for employers to recover overpayments of wages and employee-requested wage advances.	Reduces costs to businesses.
Department of Labor	Gained access to the Department of Taxation and Finance's Online Tax Center infrastructure to provide an authentication channel for businesses to login to DOL's web-based systems (including unemployment insurance systems). This tool allows employers and filing agents to manage their accounts online and delegate rights to their employees and/or representatives.	Reduces costs to businesses and decreases the amount of time businesses spend submitting information to DOL pursuant to federal and state statutes and regulations.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Implemented Internet Protocol (IP) address blocking technology which reduces improper unemployment insurance payments by preventing individuals living outside of the United States from claiming unemployment insurance benefits.	Reduces unemployment insurance costs to businesses.
Department of Labor	Created a real-time new hire cross-matching database to prevent unemployment insurance benefit payments to individuals who have returned to work and are no longer eligible for benefits.	Reduces unemployment insurance costs to businesses.
Department of Labor	Launched the State Identification Inquiry System (SIIS) which allows DOL to determine whether claimants are no longer eligible for unemployment insurance benefits administered by NYS because they are employed or collecting unemployment insurance benefits in another state.	Reduces unemployment insurance costs to businesses.
Department of Labor	Created data matching approaches to detect unemployment insurance fraud through "offsetting." Offsetting occurs when an unemployment insurance claimant does not repay an unemployment insurance overpayment in a timely manner and DOL deducts money owed from subsequent unemployment insurance benefits or State insurance benefits.	Reduces unemployment insurance costs to businesses.
	Created data mining processes to detect fictitious businesses created to defraud the State's unemployment insurance program.	Reduces unemployment insurance costs to businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Created data mining processes to determine whether State employees are stealing unemployment insurance benefits.	Reduces unemployment insurance costs to businesses.
Department of Labor	Created a specialized Large Employer Investigation team in 2014. This team worked closely with several large NYS employers who had an inordinate number of suspected unemployment insurance fraud cases against their accounts. The team identified 158 violations totaling \$823,485.	Reduces unemployment insurance costs to businesses.
Department of Labor	Issued regulations that implemented nationally recognized integrity training to help staff identify unemployment insurance fraud.	Reduces unemployment insurance costs to businesses.
Department of Labor	Issued regulations that resulted in the creation of new data analytics and predictive modeling to decrease and ultimately prevent unemployment insurance fraud.	Reduces unemployment insurance costs to businesses.
Department of Labor	Issued regulations that provided for the launch of a secure, online communications portal for information sharing and to develop unemployment insurance fraud prevention strategies in a collaborative manner with other states.	Reduces unemployment insurance costs to businesses.
Department of Labor	Issued regulations that require unemployment insurance claimants to produce at least two documented prospective employer contacts per week, which are subject to random audit.	Reduces unemployment insurance costs to businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Streamlined the Unemployment Insurance Appeal Board's (UIAB) adjudication processes for hearing requests resulting from a business or claimant's disagreement with DOL determinations.	Reduces costs to and administrative burden placed on businesses.
Department of Labor	Streamlined the Unemployment Insurance Appeal Board's (UIAB) adjudication processes for businesses and claimants who disagree with a hearing decision and appeal to the UIAB.	Reduces costs to and administrative burden placed on businesses.
Department of Labor	Installed computerized hearing recording system for Unemployment Insurance Appeal Board's (UIAB) hearings resulting in higher quality recordings and reduced remands. As a result, most businesses no longer have to attend appeal hearings in person.	Reduces costs to and administrative burden placed on businesses.
Department of Labor	Enhanced Unemployment Insurance Appeal Board's (UIAB) website functionality which now allows businesses and their legal representatives to access redacted appeal decisions in lieu of physically traveling to UIAB offices.	Reduces costs to and administrative burden placed on businesses.
Department of Labor	Established NYS Career Center Regional Business Services Teams to ensure proactive and targeted regional services to meet businesses' recruitment and training needs.	Reduces recruitment costs to businesses and time allocated to hiring and training efforts.
Department of Labor	Launched initiative that provides customized recruitment services to businesses.	Reduces recruitment costs to businesses and time allocated to hiring and training efforts. Since 2012, DOL has scheduled approximately 2,320 customized recruitments representing more than 59,500 job openings.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Developed and launched JobsExpress, a web-based application that provides targeted talent matching services to businesses free of charge.	Reduces recruitment costs to businesses and time allocated to hiring and training efforts.
Department of Labor	Launched marketing campaign to increase the number of job postings in JobsExpress, making it the leading source of jobs in NYS.	Reduces recruitment costs to businesses and time allocated to hiring and training efforts. As of November 2014, there were approximately 165,600 job openings listed in JobsExpress.
Department of Labor	Developed "indexing" functionality within JobsExpress which allows businesses to automatically link and download job postings from their corporate website to JobsExpress.	Reduces recruitment costs to businesses and time allocated to hiring and training efforts.
Department of Labor	Implemented the use of "compliance conferences" as an expedited means for employers and employees to resolve wage and hour issues for applicable cases. As a result, parties meet in an informal setting to review the issues involved, make payment settlements, or otherwise dispose of violations without the need for formal hearings with testimony under oath and hearing transcripts.	Reduces costs to by businesses and decreases the length of adjudicatory proceedings. Approximately 80% of compliance conference cases are resolved without referral for a formal Order to Comply.
Department of Labor	Streamlined labor standards' wage complaints and investigations processes.	Reduces costs to and administrative burden placed on businesses while providing more expeditious resolutions for claimants.
Department of Labor	Launched pilot program to streamline the adjudication of non-license related asbestos violation cases. This streamlined hearing alternative allows those businesses that concede a cited violation has occurred to provide the department's administrative hearing officer with evidence to consider. This evidence will help the officer make a penalty assessment recommendation to the Commissioner in lieu of requiring a full administrative hearing.	Reduces costs to and administrative burden placed on businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Labor	Industrial Board of Appeals restructured workflow and calendaring procedures to expedite the hearing of cases.	Reduces costs to and administrative burden placed on businesses.
Department of Motor Vehicles	Adopted regulations allowing Franchised Dealers to open business faster via a “provisional” status.	Streamlines process and eliminates the time delay previously experienced in the dealership license application process.
Department of Motor Vehicles	Implemented statewide Secure Power of Attorney program to streamline auto title exchange processes between dealerships and customers. Reform allows single title transaction when customers trade in vehicles at a dealership.	Increases dealership business and revenue.
Department of Taxation and Finance	Published bulletins to provide clear language guidance regarding complicated tax issues, primarily in sales tax. The bulletins are intended to provide “one stop shopping” for vendors and practitioners seeking guidance about how the sales tax applies to particular types of businesses or specific transactions. The bulletins also provide guidance regarding common interactions with the Department such as registering for sales tax or filing a return. Clear language principles have also been incorporated into the billing and collections notices.	Provides businesses access to the Department’s rulings regarding a subject (industry, products, service, etc.) from regulations, advisory opinions, and technical memoranda in a centralized location making it easier for taxpayers to get a complete picture of how the law applies to their industry.
Department of Taxation and Finance	Issued twelve tax bulletins on various alcoholic beverages tax topics in 2012 (http://www.tax.ny.gov/pubs_and_bulls/tg_bulletins/alcohol_bev_by_number.htm).	Provides comprehensive, plain language guidance to help alcoholic beverage industry producers and distributors meet their tax responsibilities.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Taxation and Finance	Issued TSB-M-14(9)S, Sales and Use Tax Exemption for Certain Wine Tastings. The memo explains the exemption from the sales and use taxes for wine or wine product (wine) furnished by the official agent of a winery, farm winery, wholesaler, or importer at wine tastings held in accordance with section 80 of the Alcoholic Beverage Control Law (ABCL).	Provides beverage industry with tax guidance.
Department of Taxation and Finance	Established and maintained guidance for tax professionals on agency website.	Assists tax practitioners with their business and potentially increases business opportunities.
Department of Taxation and Finance	Launched continuing education programs for tax professionals in October of 2014, and, in the first month, trained 761 preparers at seven locations across the State.	Assists tax practitioners with their business and potentially increases business opportunities.
Department of Taxation and Finance	Conducted eight webinars for approximately 1500 tax practitioners from December 2011 through March 2012.	Helps tax practitioners establish online services accounts with the agency and manage their business online.
Department of Taxation and Finance	Conducted outreach to businesses under DTF's "Sales Tax Renewal" Program. Collection Resolution Center staff have been doing outdial campaigns to businesses who received a "Proposed Refusal to Register" letter as part of the Sales Tax Renewal Program	Assists businesses with payment arrangements on their tax liabilities that need to be cleared before they are eligible for a new Certificate of Authority.
Department of Taxation and Finance	Amended e-filing requirements regarding sales tax credits to allow businesses with limited or no online access to submit claims via USPS or fax.	Provides businesses with limited resources or located in remote areas that lack broadband access with flexibility in applying for sales tax credits.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Department of Taxation and Finance	Developed software and systems that allow businesses to file virtually all major NYS taxes electronically. Using software, they are able to e-file personal income taxes and corporate taxes. Through the secure website, businesses can web-file sales and use tax returns; withholding, wage reporting and unemployment tax returns; and, most recently, highway use tax returns.	Electronic filing is convenient, fast, and reduces errors in the completion and processing of returns for businesses.
Department of Taxation and Finance	Eased the criteria for taxpayers to establish installment payment agreements on outstanding tax debt, including, in some cases, allowing for longer terms and consideration of economic circumstances in working out the terms of an agreement with a taxpayer.	Potentially increases opportunities for businesses and provide economic relief to businesses that require installment payment agreements.
Department of Taxation and Finance	Created the E-ZRep Form (TR-2000 Tax Information Access and Transaction Authorization form) which provides businesses and individuals a rapid alternative to a Power of Attorney in most situations. With a taxpayer's authorization, a practitioner can go online and immediately establish access to needed taxpayer information.	Streamlines process and reduces costs to businesses.
Department of Transportation	Increased small and Minority and Women Owned Business Enterprise (MWBE) matchmaking efforts and coordination with ESD to identify firms to utilize on projects.	Increases small and MWBE utilization on DOT projects.
Department of Transportation	Streamlined adjudicatory proceedings for businesses by conducting hearings by phone/video whenever feasible.	Reduces costs to and administrative burdens placed on businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Division of Homeland Security and Emergency Services	Increased small and Minority and Women Owned Business Enterprise (MWBE) matchmaking sessions by working with vendors to increase utilization through supply chain initiatives.	Increases small and MWBE utilization on DHS&ES projects.
Division of Homeland Security and Emergency Services	Recommended Minority and Women Owned Business Enterprises (MWBEs) with requisite expertise and capacity to OGS for centralized contracting opportunities.	Increases MWBE utilization on DHS&ES projects.
Division of Human Rights	Streamlined adjudicatory proceedings from individuals and businesses. Currently conduct pre-settlement hearings via conference call (90% settlement rate). When feasible, conduct hearings via conference call.	Reduces costs to and administrative burdens placed on businesses.
Division of Tax Appeals	Streamlined adjudicatory process to expedite case review.	Reduces costs to and administrative burden placed on businesses.
Division of Tax Appeals	Redesigned agency's website to improve search capabilities.	Allows businesses to research tax issues more reliably and without obtaining duplicate results.
Empire State Development	Streamlined and shortened public procurement processes.	Reduces costs to and administrative burden placed on businesses.
Empire State Development	Overhauled the New York State Contract Reporter (NYSCR). The site includes new features, improved search-ability and navigational tools for an enhanced user experience.	Allows businesses to research and access State contract opportunities more efficiently.
Empire State Development	Launched New York State Contract System (NYSCS).	Centralizes the Minority and Women Owned Business Enterprise (MWBE) certification process and makes it more user friendly. Allows MWBEs to easily interact with the State contracting process, obtain information about requests for proposals, and market their services to agencies and authorities through a single web portal.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Empire State Development	Revised the Minority and Women Owned Business Enterprise (MWBE) certification process by creating a reciprocity agreement with New York City and the Port Authority and developed fast tract applications for firms certified with other jurisdictions, easing the burden on firms who have been certified as MWBEs elsewhere.	Streamlined the MWBE application process for businesses by eliminating redundancy of the documentation.
Empire State Development	Eliminated mandatory site visits for Minority and Women Owned Business Enterprise (MWBE) certification, reducing the length of time required for certification.	Shortens MWBE application review process for businesses.
Empire State Development	Developed a program to partner with local business support center networks to help businesses complete their Minority and Women Owned Business Enterprise (MWBE) certification applications.	Provides businesses with additional support and assistance throughout the MWBE application process.
Empire State Development	Decreased the length of the appeals process for businesses denied Minority and Women Owned Business Enterprise (MWBE) certification by increasing the number of administrative law judges that review appeals by nine judges.	Reduces costs and administrative burden placed on businesses going through the appeal process.
Empire State Development	Expedited the appeals process for businesses denied Minority and Women Owned Business Enterprise (MWBE) certification by allowing administrative law judges, ESD staff, and businesses to participate in hearings via video conference.	Reduces costs and administrative burden placed on businesses going through the appeal process.
Empire State Development	Simplified the administrative aspects of the appeals process for applicants denied for Minority and Women Owned Business Enterprise (MWBE) certification.	Reduces costs and administrative burden placed on businesses going through the appeal process.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Empire State Development	Hosted more than 500 outreach initiatives specifically aimed at assisting Minority and Women Owned Business Enterprises (MWBEs) interested in doing business with the State.	Provides MWBEs with the tools necessary to succeed in their respective industries and competitively bid on State procurement opportunities.
Empire State Development	Established an online reporting system that allows businesses to file their annual Empire Zone reports electronically directly with the State each year.	Provides businesses with more control throughout the process so they are more assured about remaining in compliance with the business annual reporting requirement because they will be sent notices directly from ESD and will know exactly when they file their report.
Empire State Development	Streamlined and shortened payment request review process for businesses awarded ESD administered grants. This reform consisted of establishing a new payment checklist form and eliminating redundant steps and signatures while still maintaining the necessary review on each payment request.	Improves businesses' cash flow.
Empire State Development	Established a one-stop shop within ESD that provides the alcohol beverage industry a single point of contact and place to call for all assistance. The one-stop shop works collaboratively with the State Liquor Authority, Department of Tax and Finance, Department of Agriculture and Markets, and the Department of Environmental Conservation.	Provides businesses in the agriculture, food, and beverage industries with a comprehensive online resource containing all relevant license and regulation information. Since the official launch in March 2013, ESD has helped: 177 breweries, 143 wineries, 47 distilleries, 24 cideries, and 3 meaderies; totaling 394 businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Empire State Development	Launched the Bridge to Success loan program.	Provides qualified small businesses and Minority and Women Owned Business Enterprises (MWBES) with the short-term resources they need to participate in State contracting opportunities with NYS.
Empire State Development	Launched the BusinessMentorNY program, a free mentoring program that connects volunteer business professionals to small businesses and Minority and Women Owned Business Enterprises (MWBES) to help them address specific challenges and obstacles to success.	Provides applicable businesses with the tools necessary to succeed in their respective industries and competitively bid on State procurement opportunities.
Empire State Development	Launched the New York State Surety Bond Assistance Program.	Provides small businesses and Minority and Women Owned Business Enterprises (MWBES) with technical and financial assistance to help necessary to secure surety bonding. Businesses may be eligible to receive a guarantee of up to 30% to secure a surety bond line, bid bond or a performance and payment bond on State projects.
Office of Alcoholism and Substance Abuse Services	Eliminated the necessity of two forms submitted by providers as a result of on-line database improvements directed by the Unit.	Streamlines and centralizes the hiring process for providers. Providers can now receive a response from the CBC unit within 24-48 hours.
Office of Alcoholism and Substance Abuse Services	Developed and launched web-based Level of Care Determination and Treatment Referral (LOCADTR) tool which is a decision tree designed to assist program providers in making determinations about patient placement and treatment needs.	Web-based tool reduces paperwork, patient interview time, and potential for inappropriate treatment referrals by providers. Links to patient records improve accuracy and timeliness of record updates for discharge or referrals to another level of care.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of Alcoholism and Substance Abuse Services	Increased the number of OASAS providers that are DOH authorized narcan training programs. All State operated programs offer training to the public or employees.	Increases availability of providers staff trained in opioid overdose reversal. Improves provider and patient safety; improves provider responsiveness to emergencies.
Office of Alcoholism and Substance Abuse Services	Eliminated multiple guidance documents (Local Service Bulletins (LSB)) from agency website. Consolidated documents into Administrative and Fiscal Guidelines.	Reduces confusion on part of providers and clarifies which guidance documents are authoritative.
Office of Alcoholism and Substance Abuse Services	Implemented "deeming policy." Implemented with the support of the Joint Commission and participating hospitals program to "deem" OASAS certified inpatient programs compliant with regulatory inspections based upon TJC favorable determination.	Reduces multiple inspections of provider programs certified by OASAS located in Article 28 facilities. Now, providers are only responding to one set of recommendations and reviews.
Office of Alcoholism and Substance Abuse Services	Participated in the multi-agency development and implementation of the Evacuation of Facilities in Disasters system (E-FINDS) including patient ID and electronic sharing.	Eliminates uncertainty about patient care in emergencies when a particular provider may be offline. Providers are able to provide ID bracelets for patients to receive services at other participating facilities outside of the emergency region.
Office of Alcoholism and Substance Abuse Services	Provided funding to providers for electronic health records (EHR).	Assists providers with the transition to care management via health homes by allowing electronic transfer of clinical information. Helps providers prepare for the transition to managed behavioral health care as the payers in that system will likely expect or require EHRs as a condition of referrals.
Office of General Services	Revised and streamlined Appendix B which is included in centralized procurements.	Reduces costs and administrative burden to businesses engaging in the centralized procurement process.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of General Services	Incorporated greater analysis of marketplace data in procurement policies and practices which allows State procurement staff to better understand market conditions, trends, user spending, procurement constraints, and pricing structures. Results in better overall procurement design that is more consistent with industry standards, faster procurement and more transparent contracting decision-making.	Provides businesses with greater clarity regarding procurement opportunities and procedures which increases their ability to successfully bid on State contracts.
Office of General Services	Increased small business and Minority and Women Owned Business Enterprise (MWBE) matchmaking sessions and outreach efforts.	Events and outreach makes partnering/subcontracting process faster and easier for small businesses and MWBEs by bringing the connections to vendors, rather than the bidders having to seek subcontractors out by other means.
Office of General Services	Tightened certain time frames for procurement actions (shortened length of bid-to-award cycle) for NYSPRO and Design and Construction, including the elimination of a third-party review of a proposed procurement. This reform shortens the amount of time from bid to contract award.	Faster contracting reduces costs to and administrative burdens on businesses by providing information about award status sooner (allowing predication of earnings and supply chain needs), and reduces the duration of vendors' need to commit resources to the bidding process.
Office of General Services	Reduced bond and letter-of-credit requirements for businesses submitting bids.	Reduces costs to all businesses, and increases the number of opportunities for smaller companies.
Office of General Services	Implemented policy requiring Design and Construction to post all vendor opportunities on the New York State Contract Reporter (NYSCR), which creates one-stop shopping for vendors to search for opportunities.	Reduces costs to and administrative burden on businesses engaging in the procurement process for Design and Construction projects.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of General Services	Implemented policy requiring Design and Construction to post all vendor opportunities on the New York State Contract Reporter (NYSCR), which creates one-stop shopping for vendors to search for opportunities.	Serves as a reference tool for potential vendors to view portfolio of previous OGS vendors.
Office of General Services	Reduced Design and Construction change order durations. Design and Construction continues to aggressively reduce the length of the process by working with internal processes, clients, contractors and OSC.	Streamlining the process and improving durations makes projects more successful and makes it easier for contractors to do business with the State. Reduced change order review duration from an average of over 130 days for approval to 70 days.
Office of General Services	Implemented policy regarding vendor responsibility reviews for Design and Construction projects.	Allows businesses to track and enhance their performance on Design and Construction projects.
Office of General Services	Created a Vendor Notification System through the Design and Construction website which allows interested businesses to create a vendor profile and sign up for interested specification sections or specific projects. Vendors will receive notifications of upcoming projects that include the specification section. Interested vendors are listed on the public website under specific projects.	Serves as a research and reference tool for businesses interested in doing business with the State and those that are already participating in Design and Construction's procurement process. Allows interested bidders to directly contact listed vendors regarding potential subcontracting and supplying opportunities.
Office of General Services	Launched the Electronic Contractor Payment (ECP) which allows businesses to file payments electronically.	Reduces the average time of payment (including OGS verification and review) to businesses from over 20 days to between 7-10 days.
Office of General Services	Created a new scheduling department within Design and Construction that utilizes industry standard software on all projects.	Allows for better planning and coordination between all stakeholders including prime contractors and subcontractors.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of General Services	Implemented policy requiring that small businesses and Minority and Women Owned Business Enterprises (MWBEs) are prominently identified in contract awards notices.	Allows contract purchasers to easily determine which contractors are small businesses and MWBEs to increase the opportunities for such businesses.
Office of Mental Health	Opened the Clinical Technical Assistance Center (CTAC).	Helps providers understand how to comply with changing laws and reimbursement processes. Provides collaborative and individualized consultation to providers on business models to succeed in the current health care environment.
Office of Mental Health	Launched PSYCKES (Psychiatric Services and Clinical Knowledge Enhancement System), a state of the art web-based system that uses Medicaid administrative claims to generate quality indicator reports for use in quality/performance management and clinical decision making for individuals with mental illness and or substance use disorders. Sharing a high value data management system with over 400 hospitals and other Medicaid providers free of charge.	Improves providers' quality/performance management and clinical decision making for patients.
Office of Mental Health	Launched the Vital Access Program (VAP) which allows for supplemental funding and or a temporary rate of fee adjustment to be made available to providers of mental health services that are determined by the Commissioner of OMH to be essential to the availability of mental health services in a geographic or economic region of the State but in financial jeopardy due to payor mix or geographic isolation.	Supplemental funding reduces financial risk to providers and ultimately reduce the risk of individuals not receiving necessary mental health care.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of Mental Health	Implemented the State Balancing Incentive Payment (BIP) Program Grant to help transition individuals who have been receiving services in an adult home, nursing home, State community residence or State psychiatric Center to more independent living by incentivizing and reimbursing for enhanced Personalized Recovery Oriented (PROS) services to this target population.	Reduces costs and administrative burden to applicable providers.
Office of Mental Health	Launched State Balancing Incentive Payment (BIP) Program Grant to provide rate add-on to be paid for a set period of time for community rehabilitation services to individuals who were discharged directly from a State psychiatric center or nursing home to a congregate residence, and for community rehabilitation services provided to individuals discharged from these settings to an apartment residence.	Reduces costs and administrative burden to applicable providers.
Office of Mental Health	Adopted amendments to increase Medicaid fees paid to OMH-licensed day treatment programs and partial hospitalization programs. Providers of these services receives increase in Medicaid fees to offset the elimination of the Comprehensive Outpatient Programs' (COPS) funding by the Centers for Medicare and Medicaid Services.	Reduces costs to applicable providers.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of Mental Health	Adopted amendments to Personalized Recovery Oriented Services (PROS) regulations to allow flexibility in service delivery and rate increase. The increase in Medicaid fees paid to PROS providers was necessary to bring the structure for PROS more in line with the intention, achievements and utilization of the program. The fee modifications should serve to preserve the viability of PROS programs.	Reduces costs and administrative burden to applicable providers.
Office of Mental Health	Adopted amendments to allow for rate increase for Comprehensive Psychiatric Emergency Programs (CPEP). The Medicaid fee increase paid to CPEPs was necessary due to conversion of Medicaid Disproportionate Share Funding and State Aid paid to CPEP programs to “base” Medicaid. The increase serves to preserve program funding and should enable CPEPs to sustain their programs.	Reduces costs to and administrative burden on hospitals.
Office of Mental Health	Adopted amendments to clinic regulations to allow service delivery flexibility and reimbursement. The amendments allow for certain off-site services to be paid for by State-only dollars.	Provides financial relief to clinics.
Office of Mental Health	Amended regulations to enable electronic transmission of licensing applications. Electronic submission (if so chosen by providers) of Prior Approval Review (PAR) applications provides an easier method for entities seeking an OMH-licensed operating certificate.	Simplifies the application process and reduces costs to and administrative burden on providers.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of Parks, Recreation, and Historic Preservation	Amended regulations to update application procedures for Environmental Protection Fund grants (parks, historic preservation and heritage areas). Aligned regulations with procedures for the Consolidated Funding Application (CFA) and streamlined the grants process.	Creates a more efficient process for businesses.
Office of Parks, Recreation, and Historic Preservation	Amended marine resources regulations to incorporate U.S. Coast Guard Inland Navigation Rules where appropriate and codified existing policies regarding navigation of vessels, conduct of regattas and placement of navigation aids and floating objects on navigable waters.	Streamlines procedures and reduces administrative burden on businesses.
Office of Parks, Recreation, and Historic Preservation	Amended regulations regarding the consumption of alcohol at certain Park venues to permit increased sales.	Increases revenue to local businesses from increased sales.
Office of Parks, Recreation, and Historic Preservation	Launched Cultural Resource Information System (CRIS).	Enhances access to agency data for developers, consultants and local governments.
Office of People With Developmental Disabilities	Improved the Agency's automated call technology.	Decreases the amount of time it takes providers and other entities to access individual agency departments.
Office of People With Developmental Disabilities	Streamlined the Home and Community-Based Services (HCBS) Waiver Provider Agreement renewal process by creating electronic commerce applications, resulting in administrative efficiencies as well as improved tracking and monitoring.	Reduces costs to administrative burden on businesses.
Office of People With Developmental Disabilities	Launched online system for processing new Mental Hygiene Law 16.34 background checks across OPWDD system.	Increases the efficiency and timeliness of clearances for businesses while decreasing the administrative burden of a paper-based system.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of Temporary and Disability Assistance	Developed online resources to educate employers on the income withholding process for child support, including an online calculator to assist employers in calculating remittance amounts and in prorating withholding for noncustodial parents with multiple child support obligations.	Centralizes child support income withholding information for employers, and helps to ensure that employers understand and comply with NYS law and regulations related to income withholding. Eliminates the need for employers to calculate manually withholding amounts for noncustodial parents. Significantly simplifies and streamlines this process, especially for employers who pay hourly wages, which require recalculation of withholding amounts each payroll period.
Office of the Medicaid Inspector General	Streamlined and shortened public procurement processes through a multi-pronged strategy.	Improves and expedites overall contract and procurement notification, development and approval processes, payment timelines for businesses. Increases procurement opportunities for all businesses, including small businesses and Minority and Women Owned Business Enterprises (MWBES).
Office of the Medicaid Inspector General	Increased small and Minority and Women Owned Business Enterprise (MWBE) matchmaking sessions.	Increases small business and Minority and Women Owned Business Enterprise (MWBE) utilization on agency contracts.
Office of the Medicaid Inspector General	Created new link on OMIG's web page to improve access to information regarding Medicaid administrative law decisions.	Improves transparency and streamlines access to administrative law judge decisions.
Office of the Medicaid Inspector General	Hosted webinar series to improve provider education practices.	Help businesses learn how to comply with Medicaid requirements and provides them with industry best practices.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Office of the Medicaid Inspector General	Convened a working group of Medicaid providers to review and improve OMIG operations. Highlights include strengthening OMIG's work with other agencies to ensure an adequate understanding of the regulations written by DOH, OASAS, OMH and OPWDD, against which OMIG reviews.	Allows industry stakeholders to assist in the development and implementation of agency policies that have a direct impact on their business and interaction with the agency and State.
Office of the Medicaid Inspector General	Created a new executive-level work group, Agency Communication and Coordination, to coordinate work with industry stakeholders.	Offers providers and other stakeholders with one-stop-shopping for all questions and concerns regarding State policies and practices.
Office of the Medicaid Inspector General	Revamped agency website to better serve the public and is tailored to four stakeholder groups that regularly interact with OMIG: (1) businesses; (2) providers; (3) taxpayers; and (4) consumers.	Helps businesses and other stakeholders find the information that they need with a specific portal attuned to each stakeholder groups' needs.
Office of the Medicaid Inspector General	Posted 22 audit protocols to improve public education about auditing criteria.	Provides businesses with self-assessment criteria to help them prepare for an agency audit.
Public Service Commission	Created an online system for consumers (including businesses) to file complaints with the Commission about regulated utilities and regulated entities. Upon receipt of a complaint, Commission staff conducts a full investigation and notifies the consumer of the decision on the complaint, the reasons for the decisions, and any follow up actions.	Streamlines process and reduces costs to and administrative burden on businesses that file complaints.
Public Service Commission	Published energy efficiency guidance documents for energy efficiency program administrators and businesses delivering energy efficiency services in support of these programs.	Provides energy efficiency program administrators and businesses with greater flexibility to respond to market signals and significantly reduces reporting and other administrative burdens.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Public Service Commission	Delivered approximately \$465 million of energy efficiency services to New York's commercial, industrial, and small businesses.	Reduces businesses' energy consumption, energy bills, and environmental impact.
Public Service Commission	Revised Emergency Response Planning to bolster electric and gas utility planning and emergency response following major outages. These efforts have been supplemented with the development of statewide policies for customer protections during major outages and an emergency outage scorecard to enhance oversight and accountability for utility emergency performance.	Reduces costs to and administrative burden on businesses.
Public Service Commission	Published Energy Service Companies (ESCOs) performance in terms of pricing and consumer complaints on PSC websites.	Provides businesses with streamlined access to agency policies, practices, and data which allows them to make informed decisions regarding their energy consumption and other operations.
Public Service Commission	Developed gas expansion opportunities to enable consumers to convert from more expensive and pollution emitting oil.	Reduces overhead costs to businesses.
Public Service Commission	Launched economic development grant programs that major State electric and gas utilities use to assist in attracting and retaining commercial customers.	Reduces costs and creates economic opportunities for businesses. The PSC has approved annual budgets for all economic development grant programs total \$20.2 million. In the last reported 12 month period (2013-2014), PSC dispersed \$19 million in grants creating about \$2.7 billion in capital investments which is projected to create or retain approximately 8,600 jobs.
Public Service Commission	Increased hedging conducted by electric utilities for commercial customers not purchasing electricity at time of use rates, thereby reducing electric supply price volatility.	Reduces costs to businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Public Service Commission	Encouraged Energy Service Companies (ESCOs) to offer fixed price products to mass market customers including small commercial businesses, thereby providing commercial customers increased opportunities to purchase electricity at fixed prices.	Reduces costs to businesses.
Public Service Commission	Facilitated deployment of more advanced meters to customers, including businesses.	Helps businesses manage their energy use and bills in an efficient manner to reduce overhead costs.
State Energy Research and Development Authority	Streamlined NY-Sun Solar Electric Incentive Program's residential solar application timelines.	Reduces application review for and administrative costs to eligible Installers/Contractors. Approximately 50% of applications are approved in 1 to 2 days from a baseline of at least 2 weeks.
State Energy Research and Development Authority	Implemented policy allowing commercial property owners to choose consultants to perform energy studies (e.g., NYSERDA Flextech program). Consultants can now apply and enroll on a rolling basis rather than every three years.	Reduces costs to and administrative burden on businesses.
State Energy Research and Development Authority	Improved application/contracting process for programs related to commercial facilities.	Reduces costs to and administrative burden on businesses. Reduces cycle times by 70%.
State Energy Research and Development Authority	Revamped NYSERDA website making it more customer-friendly.	Allows businesses to easily access and research information regarding NYSERDA programs.
State Gaming Commission	Integrated legacy agencies' phone systems into unified system using VOIP platform.	Decreases the amount of time it takes individuals and businesses and other entities to access agency departments.
State Gaming Commission	Streamlined adjudicatory proceedings for individuals and businesses by holding hearings via WebEx.	Reduces costs to and administrative burden placed on businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Insurance Fund	Implemented procedure regarding certain policyholder cancellation notices sent to certificate of insurance holders.	Provides certificate holders with ample notice to avoid sending and receipt of thousands of unnecessary cancellation notices. The Fund will now issue these notices 15 days, rather than 30 days, before the effective cancellation date.
State Insurance Fund	Implemented policy allowing for the issuance of endorsements and certificates of insurance which generally waiving NYSIF's subrogation right if a policyholder is contractually required to have that waiver. NYSIF previously waived the subrogation right on a one-by-one basis if the policyholder made a request.	Eliminates a 4-5 day delay in issuing waivers and avoid the individual processing of thousands of waiver requests per year.
State Insurance Fund	Launched a program that created multi-department client service teams that meet twice a year with more than a hundred of our largest policyholders to address policyholder concerns, including: (1) safety; (2) claims; (3) underwriting; and (4) audits.	Improves communications with NYSIF's largest policyholders and will help address emerging issues on a timely basis.
State Insurance Fund	Launched a new Interactive Voice Response (IVR) system menu for its workers' compensation and disability benefits customer service call center.	Provides customer-centric service and designed to allow businesses to self-serve, thereby reducing their administrative costs. In cases where a business is unable to obtain needed information from the IVR, they are sent to the proper queue where an agent will assist them.
State Liquor Authority	Expanded opportunities available to manufacturers and wholesalers and on-premises licensees for collaborative promotional events (advisory #2014-8).	Eliminates confusion about permissible business events and private events held at retail premises; increases from \$500 to \$700 the amount permitted to be spent at any retail "bar spend" promotional event. In addition, the reform establishes "brand experience" events where the manufacturer or wholesaler may spend up to \$10,000 at a retail premises without obtaining permission from the Authority in advance.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Liquor Authority	Approved personalization of brand labels on behalf of consumers (advisory #2014-23). Provides for "engraving, stamping, writing or otherwise adding the name of one or more persons to a bottle or other container of an alcoholic beverage."	Allows manufacturers and wholesalers to provide customized brand labels for retail consumers at tasting events and also for special events such as weddings or anniversaries, etc.
State Liquor Authority	Streamlined and simplified the brand label registration process and created an online tutorial to guide licensees through the process (advisory #2014-7).	Eliminates the need for brand owners to file supplemental applications for brand labels with only minor changes to them, thereby significantly reducing the number of brand label applications required from industry members and processing time for brand label applicants. In June 2014, the SLA had a backlog of 860 Brand Label Registration applications, with an average review time of 45 days. By September 2014, the backlog was eliminated, with average review times cut to an average of 10 days.
State Liquor Authority	Clarified private events rules for retail licensees (advisory #2014-8).	Eliminates confusion about permissible business events and private events held at retail premises, thus helping manufacturers and wholesalers plan and host non-marketing or advertising related events without fear of running afoul of the prohibition on gifts to retailers in the ABCL.
State Liquor Authority	Approved utilization of licensed wholesalers by farm manufacturers for sales of New York labeled wines and liquors to other farm manufacturers to sell at retail (advisory #2014-9).	Allows farm manufacturers to more easily distribute New York labeled alcoholic beverages to other farm manufacturers for retail sales to consumers.
State Liquor Authority	Provided guidance to the industry regarding new Roadside Farmer's Market license (advisory #2014-10). Allows for sales of New York labeled wine manufactured by farm wineries and special wineries that are located within twenty miles of any roadside farmer's market.	Provides a new venue for farm wineries to sell their products, increasing sales and marketing opportunities for local producers and farmers.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Liquor Authority	Clarified rules regarding sales of beer and cider in "growlers" (advisory #2014-11).	Eliminates confusion about the legality of selling beer and cider for off-premises consumption in refillable containers know as "growlers," thus encouraging the growth and widespread use of this increasingly popular sales method by New York retailer licensees.
State Liquor Authority	Clarified rules regarding agents for manufacturer tastings and bottle sales (advisory #2014-13). Specifically, explains that tastings may, in all cases, be conducted via a representative of the license or permit holder.	Increases market access and results in a proliferation of marketing companies adding alcoholic beverages to their activities.
State Liquor Authority	Changed rules regarding transport of NY labeled wine belonging to other wineries and farm wineries (advisory #2014-14). Enables farm wineries to transport not only their own wine but also wine manufactured by other licensed farm wineries in their vehicles to any place where said wines may be sold and without the need for an additional trucking permit.	Reduces costs to and increases market access for craft producers.
State Liquor Authority	Eliminated requirement for surety bonds for farm wineries, micro-rectifier and micro-brewery licensees (advisory #2014-15).	Eliminates confusion created by unequal treatment of craft manufacturers in relation to surety bond requirements for some, but not all such licensees.
State Liquor Authority	Launched an online application for one-day Special Event Permits. Applicants may apply now for, and pay for, these permits electronically using a credit card.	Reduces processing time and postage costs to businesses. The SLA issues over 25,000 of these permits annually.
State Liquor Authority	Allowed businesses with at least three restaurants to maintain a master file with documents relevant to any future applications.	Streamlines the licensing application process and eliminates burdensome repeat paperwork for businesses with multiple license applications.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Liquor Authority	Authorized the issuance of one-day special event permits to craft brewers and cider producers to sell their products at street fairs, charitable events and other popular events.	Increases market access for New York craft manufacturers.
State Liquor Authority	Eliminated the prohibition on having more than one type of manufacturer's license at the same premises (advisory #2012-10). Thus this reform allows for multiple manufacturing licenses to be located at the same premises; or different manufacturers to share the same premises.	Reduces financial burden on small businesses associated with operating separate manufacturing facilities for different beverage types.
State Liquor Authority	Expanded opportunities for New York's craft manufacturers to sell and provide samples of their products at special events and allow craft manufacturers to sell by the bottle when they conduct tastings (advisory #2013-6). Provides for a supplier/wholesaler marketing permit, hundreds of which have been issued since the publication of the advisory, allowing for tastings and sales by the bottle for off-premises consumption.	Increases market access and sales opportunities.
State Liquor Authority	Increased duration of winery licenses from one year to three years, eliminating the need to file for renewal annually (advisory #2012-6).	Reduces costs to and administrative burden on wine licensees and matches the three year license duration of distiller and wholesale liquor licenses.
State Liquor Authority	Issued a container/packaging advisory expanding how manufacturers and wholesalers can offer products to retailers (advisory #2014-23).	Eliminates confusion of multiple bulletins concerning containers and packaging and eliminated confusion by establishing procedures for posting of separate prices based upon "ornamental," "enhanced," or "special" containers of liquor or wine.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Liquor Authority	Implemented a policy allowing manufacturers and wholesalers with multiple licenses to deliver all of their products in one shipment (advisory #2014-12).	Eliminates the undue hardship created by SLA Rule 67.1 requiring that manufacturers and wholesalers only deliver alcoholic beverages in vehicles owned or hired by each such separate manufacturing or wholesale license. Provides significant cost savings for wholesalers as well as self-distributing manufacturers with more than one type of alcoholic beverage.
State Liquor Authority	Reduced license application requirements for manufacturers by eliminating the need for certain documents such as detailed diagrams, multiple bank statements, and information already on file.	Streamlines the licensing application process and eliminates burdensome repeat paperwork for businesses with multiple license applications.
State Liquor Authority	Reduced license application review processing times.	Reduces costs to and administrative burden on businesses and allows them to open and begin generating revenue faster. The average review time for applications being reduced from 102 days at the end of 2010 to 48 days today, a 53 percent improvement. Cutting the approval timeframe by 54 days means businesses can open and begin operations nearly two months faster than in 2010.
State Liquor Authority	Reduced the minimum inventory requirements for grocery stores before they can be issued a license, by allowing businesses to devote at least 50% of floor space to “consumer commodities,” rather than food products.	Increases market access by providing grocery store licensees with the opportunity to sell a wider range of products for their customers' convenience while still complying with the statutory requirements of a grocery store beer license.
State Liquor Authority	Reduced the supplier/marketing permit fee from \$750 for three years to \$125 per year.	Increases issuance of supplier/marketing permits and allows more craft manufacturers to obtain enhanced marketing benefits such as the ability to conduct tastings and sales by the bottle provided for same. Creates a 50% cost savings for applicants over the term of the license.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
State Liquor Authority	Released the Liquor Authority Mapping Project (LAMP). LAMP is a geographic information system (GIS) program that maps and details information for the approximately 54,000 active and pending licenses, as well as 10,000 historical licenses.	Provides applicants, community boards, and the public with the ability to search, analyze and visualize licensing and disciplinary data previously available only through a FOIL request.
State Liquor Authority	Created “temporary licenses” as part of the Liquor Authority Mapping Project (LAMP). Temporary licenses, which are approved on average seven days after the submission of an application, allow applicants the ability to operate for 90 days while their full liquor license is reviewed by the SLA.	Expedites businesses' entry into the market.
Workers' Compensation Board	Created a triage system to expedite the appeals process.	Reduces costs to and administrative burden on businesses.
Workers' Compensation Board	Created a new “eClaims” system to allow for the electronic submission of workers' compensation claims.	Reduces costs to and administrative burden on businesses.
Workers' Compensation Board	Created new assessment methodology that provides clearer, more predictable assessments.	Reduces costs to and administrative burden on businesses. Businesses will save approximately \$45 million over their current year expenditures.
Workers' Compensation Board	Established a new streamlined process for reviewing Medical Treatment Variances which allows faster treatment decisions, improving outcomes for claimants.	Reduces costs to and administrative burden on businesses.
Workers' Compensation Board	Established dedicated hearing parts for Permanent Partial Disability (PPD) cases, thereby expediting the hearing process for all stakeholders. Cases that are established as a PPD allow the employer to start the clock on the benefit cap. Once the cap is reached, the employer is no longer responsible for indemnity payments to the claimant.	Reduces costs to and administrative burden on businesses.



STATE AGENCY	REFORM	HOW DOES THIS HELP BUSINESSES?
Workers' Compensation Board	Established special hearing parts that focus on identifying and establishing permanent partial disability benefit (PPD) caps.	Reduces workers' compensation costs to and administrative burden on businesses.
Workers' Compensation Board	Established special hearing parts to identify and resolve permanent partial disability benefit (PPD) claims that are ready to have permanency determinations made.	Reduces workers' compensation costs to and administrative burden on businesses.
Workers' Compensation Board	Issued non-acute pain guidelines to provide guidance in the treatment of chronic pain, including the appropriate use of opioids.	Reduces workers' compensation costs to and administrative burden on businesses.
Workers' Compensation Board	Expanded practice of resolving appropriate cases without formal hearing.	Reduces costs to and administrative burden on businesses.



Agency List

Adirondack Park Agency	Office of Alcoholism and Substance Abuse Services
Department of Agriculture and Markets	Office of General Services
Department of Environmental Conservation	Office of Mental Health
Department of Financial Services	Office of People With Developmental Disabilities
Department of Health	Office of Temporary and Disability Assistance
Department of Labor	Office of the Medicaid Inspector General
Department of Motor Vehicles	Public Service Commission
Department of Taxation and Finance	State Insurance Fund
Department of Transportation	State Energy Research and Development Authority
Division of Homeland Security and Emergency Services	State Gaming Commission
Division of Human Rights	State Liquor Authority
Division of Tax Appeals	Office of Parks, Recreation, and Historic Preservation
Empire State Development	Workers' Compensation Board



Governor Andrew M. Cuomo