



Annual Report on New York City's Immigrant Population and Initiatives of the Office

NYC Mayor's Office of Immigrant Affairs

Zohran K. Mamdani
Mayor

Faiza N. Ali
Commissioner

**REPORT ON NEW YORK CITY'S
IMMIGRANT POPULATION
AND INITIATIVES OF THE OFFICE**

•
2025

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Executive Summary



At a time of great uncertainty for immigrant communities, MOIA remains steadfast in its commitment to empower immigrant New Yorkers and protect and strengthen our sanctuary city laws. This report outlines the challenges that immigrant New Yorkers face, demonstrates through data the demographics of the immigrant population in New York City, and presents programmatic updates, the robust communications and outreach to immigrant communities, and interagency work that MOIA has led in 2025 to improve the wellbeing of immigrant New Yorkers.

This office seeks to address the many challenges, new and existing, facing immigrants by focusing on key areas outlined by MOIA's new Commissioner Faiza Ali:

- **Protect immigrants, due process, and uphold sanctuary law and policies**
- **Build durable and coordinated systems**
- **Advance affordability, worker protection, and economic inclusion**
- **Reduce fear and increase public trust**



Message from Mayor

Dear New Yorkers,

New York is a city built by working people. Generations of immigrant families built the neighborhoods that gave this city its character and strength. Today, too many of those same New Yorkers feel the city slipping out of reach. The rising cost of rent, groceries, and childcare is forcing families to ask a question that once felt unthinkable: Can we still afford to stay?

For many immigrant New Yorkers, that pressure is compounded by a second fear. Across the country, immigration enforcement has escalated again. Families are being separated. People are being detained far from their homes and communities. Many New Yorkers now live with the knowledge that a single encounter with federal authorities could upend their lives overnight. These crises are not separate. When people face detention, deportation, or intimidation, the harm does not stop with one individual or one family. It ripples through neighborhoods, schools, workplaces, and commercial corridors. Businesses hollow out. Classrooms become places of fear instead of opportunity. Instability deepens in the very communities that have long sustained this city.

That is why this administration has made the decision to place the Mayor's Office of Immigrant Affairs within the Economic Justice portfolio under the leadership of Deputy Mayor Julie Su. Immigrant New Yorkers are not separate from our economy; they are central to it. Their full participation in the workforce, their protection on the job, their access to good work, financial services, and city resources, and their protection from fraud and exploitation are all essential to a fairer and stronger New York.



This report reflects that understanding. It shows both the scale of the challenge and the seriousness of the city's response. More than 3 million immigrants — nearly 38 percent of our city — are woven into the life of every borough and every neighborhood. The report reflects the ongoing work necessary to support our immigrant communities: the city's neighborhood-based legal support network, multilingual outreach, worker protection efforts, anti-fraud education, English language learning, and pathways to services that help New Yorkers build security and exercise their rights.

New York has long chosen a different path. Public safety depends on trust between communities and government. Economic justice does too. That trust breaks down when people are afraid to report abuse at work, seek medical care, send their children to school, open a bank account, apply for benefits, or ask for help because they fear immigration consequences. A city as wealthy and resourceful as ours should not allow fear to determine who gets to live freely and fully within it, nor should it tolerate an economy where the people who keep this city running are left exposed to exploitation and exclusion.

The work presented here is part of a broader effort to meet this moment with honesty and resolve. It asks us to confront what immigrant New Yorkers are facing and what it will take to protect them, not only from deportation and detention, but from exploitation, exclusion, and economic insecurity. And it reminds us that the question before this city has never been whether immigrants belong here. The question is whether we will build a New York where the people who made this city what it is can afford to stay, raise their families, participate fully in its economic life, and build a future here in safety and dignity.

Zohran Kwame Mamdani

Mayor of New York City



Message from Commissioner

Dear fellow New Yorkers,

For nearly 20 years, I have served New Yorkers as an institutional and civic leader, focusing on advancing equity, civil rights, and democratic engagement. As the daughter of immigrants from Azad Kashmir, Pakistan, I am proud to continue my career in public service to New Yorkers as the new Commissioner of the Mayor's Office of Immigrant Affairs under Mayor Zohran Kwame Mamdani.

As Commissioner, I firmly believe that by centering the lived experiences of those most impacted by government policies, we can build a city where all New Yorkers can lead safe and dignified lives. Especially as federal immigration authorities continue to destabilize and sow fear in our communities, it's important that New York City reaffirms our status as a sanctuary city by living up to our values. All immigrants, regardless of status, are under our city's protection. It's up to us to ensure that they can build lives of safety and opportunity here in our city.

New York City is the greatest city in the world because of immigrants. Only here could you have a place like Queens—The World's Borough—where at least 160 languages are spoken. In Brooklyn, the borough with the largest immigrant population in the city, neighborhoods from Sunset Park to Flatbush to Bensonhurst and Bay Ridge reflect generations of newcomers building communities and shaping the life of our city. In the Bronx, immigrant families have helped rebuild entire neighborhoods and deeply shape our culture. In Manhattan and Staten Island, immigrants continue to power our small businesses and the essential services that keep the city moving. In every corner of our city, you can see the influence of immigrant New Yorkers—in the character of our neighborhoods, to the warmth of our bodegas and restaurants, and in the often-overlooked labor of those who work through the night to keep our neighbors fed, our streets clean, and our buildings safe.



While New York City does not set or control federal immigration policy, we can decide if fear will govern our daily lives. This is why we will be proactive in our policies and collaboration to ensure that fear of enforcement does not prevent workers from showing up to their jobs, children from attending school, or families from accessing health care and engaging with their broader community. Strengthening protections for our immigrant communities helps all of us because our city's economic vitality, public safety, and social fabric depend on immigrant New Yorkers' ability to live, work, and raise their families without fear.

The path forward is clear: we must continue to build on city policies that strengthen and expand access to social services, fund public legal defense, and protect the most vulnerable among us.

New York City is not just home to immigrants; it is powered by them. Our immigrant communities are woven into the fabric of our city, and their health and success is tied to that of our entire city. As Commissioner, I look forward to working alongside Mayor Mamdani, our community partners, and all stakeholders across our city to build real pathways to stability for New York City's diverse immigrant communities.

Faiza N. Ali

Commissioner, Mayor's Office of Immigrant Affairs

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This report was issued to the Mayor and the Speaker of the City Council in accordance with Local Law 185 of 2017, which mandates annual reporting on the City’s immigrant population and MOIA’s activities during the previous calendar year. This is the seventh such report, covering the calendar year 2025.



Mayor's Office Of Immigrant Affairs

Our Mission

New York City is a sanctuary city. Under these principles, MOIA's mission is to ensure that immigrant New Yorkers across all five boroughs are supported, empowered, and protected. We achieve this by providing immigration legal assistance through the largest municipal legal support network in the nation, establishing English language learning hubs in partnership with libraries and community organizations, and expanding language access so that all New Yorkers can meaningfully participate in their communities. MOIA regularly advances policy reforms that champion the rights of immigrant New Yorkers, coordinates citywide strategies to better serve our immigrant communities, and drives strategic communications to ensure immigrant New Yorkers know their rights, can access critical services, and can deepen their connections to the city.

To meet widespread challenges, MOIA employs a citywide, inter-agency, and multi-sector strategy to translate advocacy into effective policies and operations across city government, build language and cultural competence into city infrastructure, develop scalable crisis-response models, and partner with trusted nonprofits and non-governmental organizations to holistically serve immigrant communities across the city.

Our service model is community-rooted and constituent oriented. Our multilingual staff are trained to assist immigrant New Yorkers in accessing critical city resources. Immigrants are central to our city's identity and make up the backbone of our city and economy; it's up to our government to provide a pathway to opportunity, safety, and dignity for immigrants and all who call our city home.



Challenges Faced by Immigrant Residents

Immigrants comprise nearly 40% of the population of New York City. Like all New Yorkers, our immigrant neighbors must navigate an expensive environment in meeting their housing, healthcare, educational, and employment needs. But immigrant communities – particularly non-citizens – also have to overcome additional language, legal, and cultural obstacles to navigate the city. Challenges faced by immigrant communities include:

Language barriers

In a city as diverse as New York, hundreds of languages and dialects are spoken. For too long, City government and other entities have struggled to meet the needs of NYC's multilingual population. For many immigrants, language barriers can be a significant obstacle to fully engaging with life in the city.

Lack of legal status

There is a wide range of legal concerns immigrants may face. These include ineligibility for certain social services, lack of employment opportunities, long and difficult legal processes to obtain work permits, and risks of deportation. The complexity of the legal framework necessitates individualized – often costly – legal support for individuals and their families.

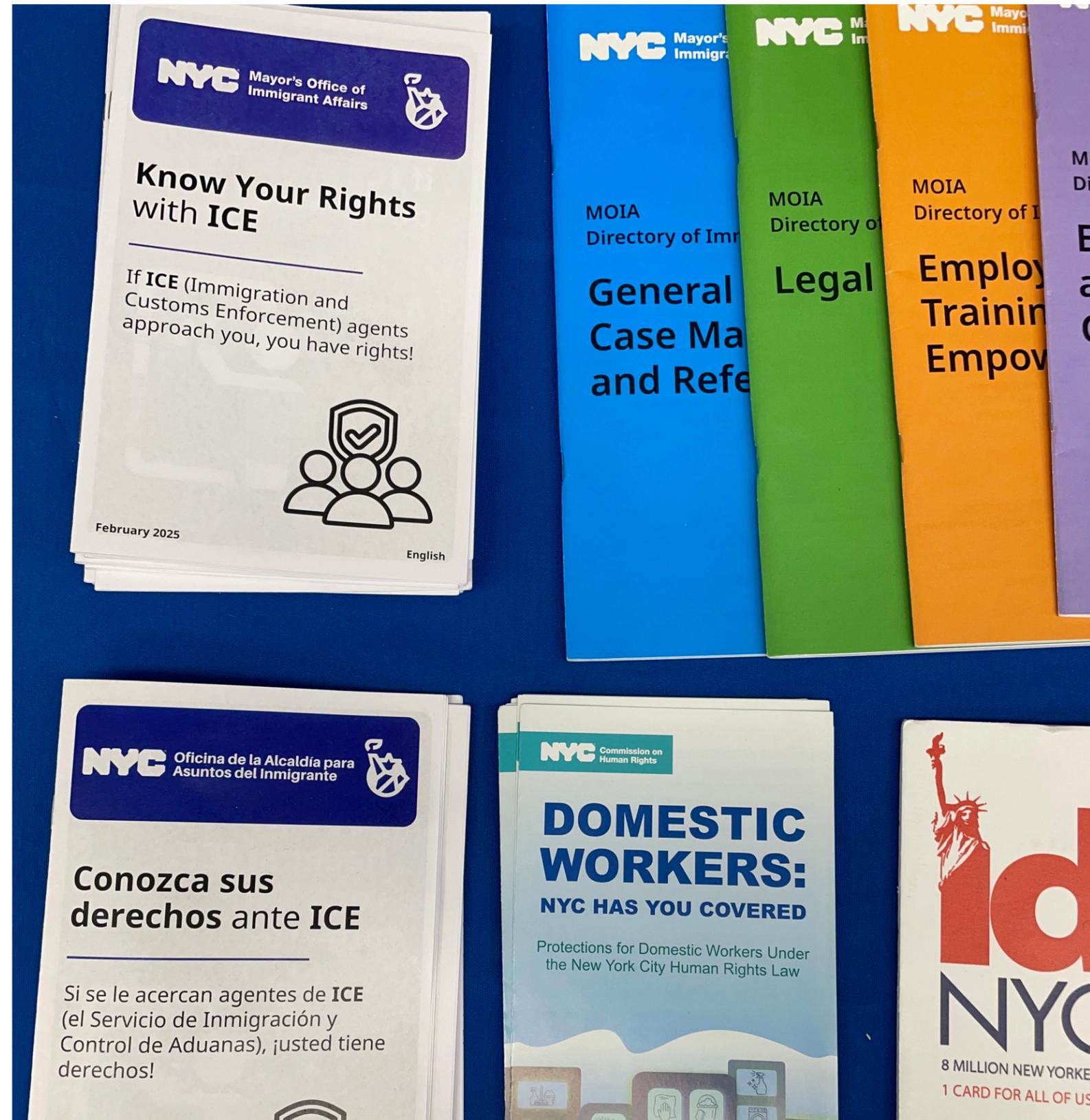


Violation of worker rights

Immigrants, particularly undocumented and informal workers, may be vulnerable to exploitation by employers who pay low wages or subject them to unsafe working conditions. In some cases, immigrants may not be aware of their rights as workers or may be afraid to report abuse for fear of retaliation and threats of deportation.

Insecure housing

Immigrants often face housing instability. Many, particularly those with lower incomes, struggle to find affordable and safe housing or face discrimination. Newly arrived immigrants may not have the necessary income and documentation to rent an apartment or qualify for housing-related government programs.



Inaccessible healthcare

Immigrants may face barriers to accessing healthcare. These include not qualifying for health insurance due to their immigration status, lack of knowledge on how to access public hospitals and healthcare programs, language barriers, and fear of immigration enforcement. Comprehensive or preventive services are not always available if individuals rely on emergency rooms for medical care.

Complex and unfamiliar education systems

Immigrant children, their parents, and adult learners face significant challenges adapting to the U.S. education system. Language barriers and socioeconomic issues can pose challenges for immigrant children and youth in the school system. Undocumented students may face additional barriers to accessing higher education and career pathways.

MOIA's Approach and Priorities

MOIA is prepared to respond to rising challenges by engaging directly with immigrant communities, partnering with nonprofits to expand services, and delivering programs that meet critical needs. MOIA's efforts include:

01 Protecting Immigrant New Yorkers and Upholding Sanctuary City Laws and Policies

MOIA will continue to provide clear and prompt communications around sanctuary commitments so immigrant New Yorkers can safely interact with city government without fear. This includes supporting City Hall, the Law Department, and other city partners in developing guidance, coordinating efforts, and identifying emerging risks tied to federal policy changes.

02 Strengthening Immigration Legal Services as a Core Protection Strategy

Immigration legal services remain one of the most effective tools for protecting families, stabilizing communities, and preventing deportation. Our focus will remain on expanding access to existing immigration legal services, coordinating with nonprofit providers and programs across portfolios, and systems-building to improve efficiency and outcomes, with particular attention to populations facing heightened risk.

03 Advancing Immigrant Worker Protections and Economic Opportunity

As part of the Economic Justice portfolio, MOIA will deepen its focus on the economic and labor protections of immigrant workers. Immigrant workers are central to New York City's economy, yet many face exploitation and unsafe working conditions, often compounded by fear related to immigration status. MOIA will help ensure immigrant workers can better understand and assert their rights, access protections safely, and connect to workforce development opportunities that support long-term economic security. We will pay particular attention to workers in highly exploitative industries, precarious and informal work arrangements, and undocumented workers who are often least likely to report abuse.

04 Ensuring Immigrants Can Access City Services Without Fear or Confusion

Access to healthcare, education, housing, workforce programs, and other city services is critical to family stability and long-term economic security. MOIA will continue to reduce barriers to these services, clarify eligibility, and strengthen language access across agencies.



05 Building and Maintaining Trust Through Community-Rooted, Clear, Multilingual Communication

Policies only work if communities understand and trust them. We will continue to prioritize high visibility and presence in immigrant communities, accessible and plain-language, multilingual communications, and close coordination with trusted community partners and ethnic media so that New Yorkers are prepared to engage with critical programs and policies.

06 Operating as a Disciplined, Data-Driven, Accountable Office

To deliver, MOIA will align work plans and weekly reporting to these priorities, emphasizing outcomes, and strengthening performance tracking and follow-through on commitments.

Immigrant Population Snapshot



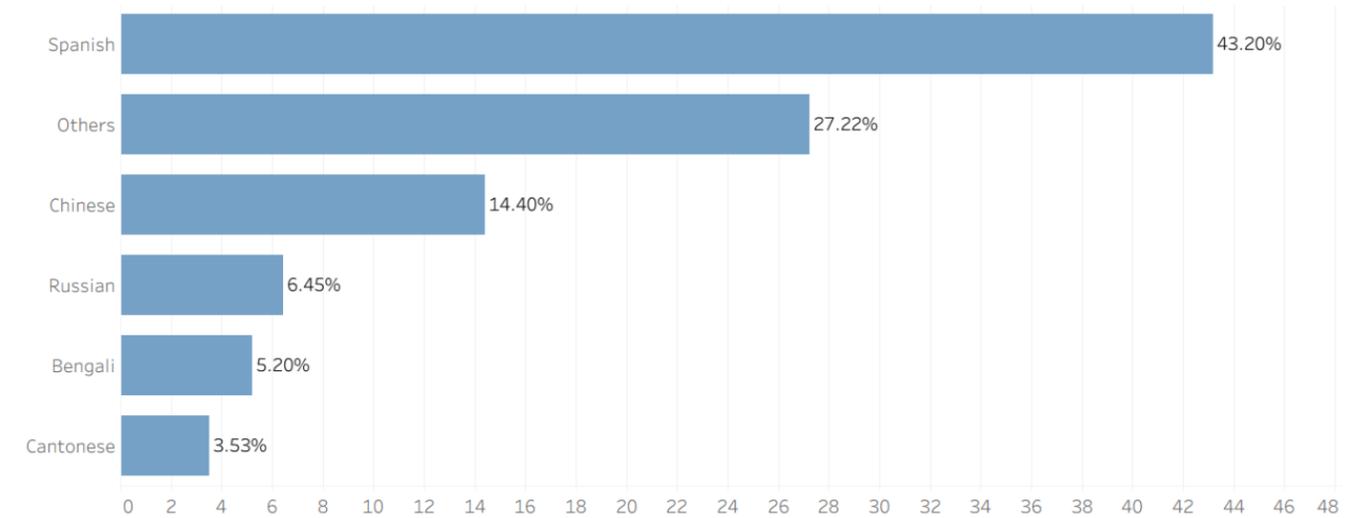
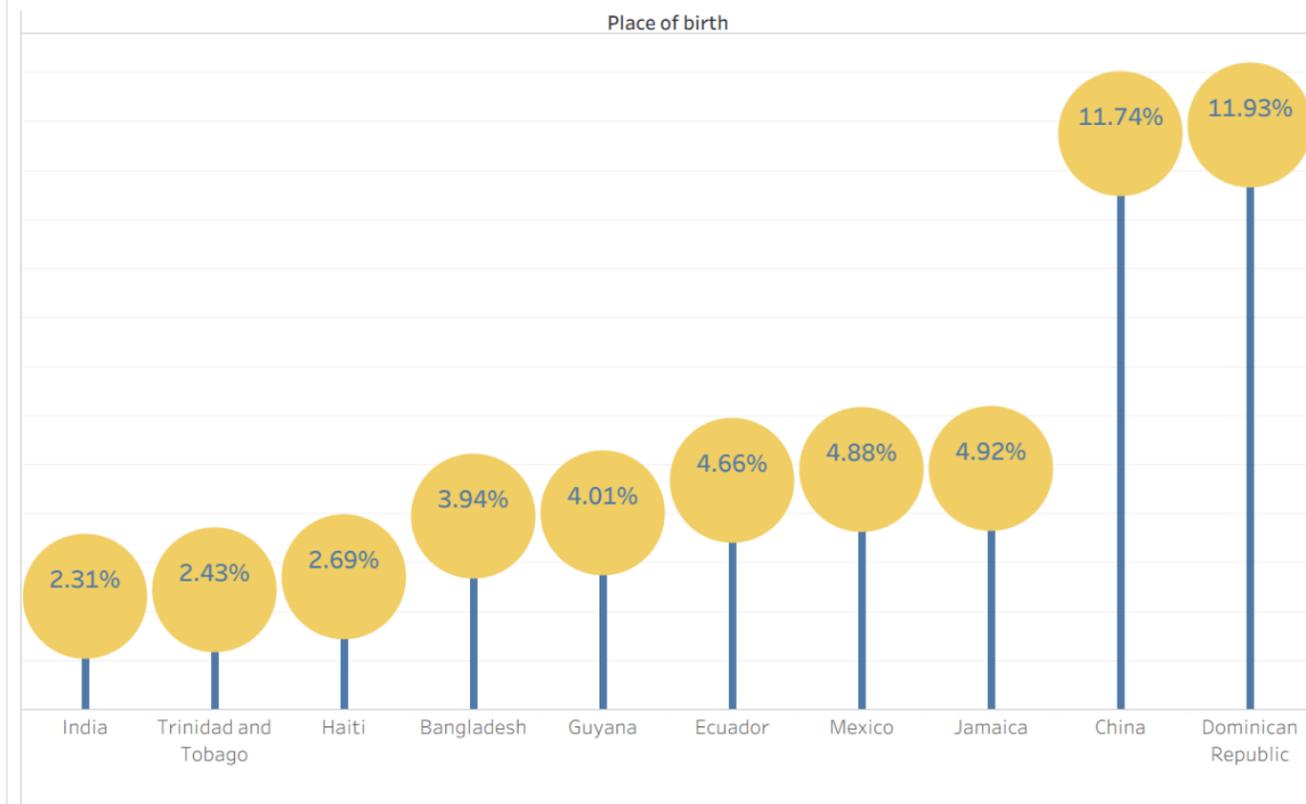
New York City has been shaped and built by the contributions of the waves of immigrants throughout history who have called this city home. MOIA is committed to honoring this legacy by advocating on behalf of immigrants. The following is a demographic snapshot of immigrant New Yorkers as presented in the U.S. Census Bureau's 2024 American Community Survey (ACS).¹

For centuries, New York City has been a welcoming home to immigrants. Currently, New York City is home to over 3 million immigrants, who comprise about 38% of the city's total population.² Nationwide, immigrant populations are growing. As of 2024, immigrants and their U.S.-born children number more than 93 million people, or 28 percent of the total noninstitutionalized U.S. population. This is an increase of approximately 20 million (or 27 percent) from 2010.³

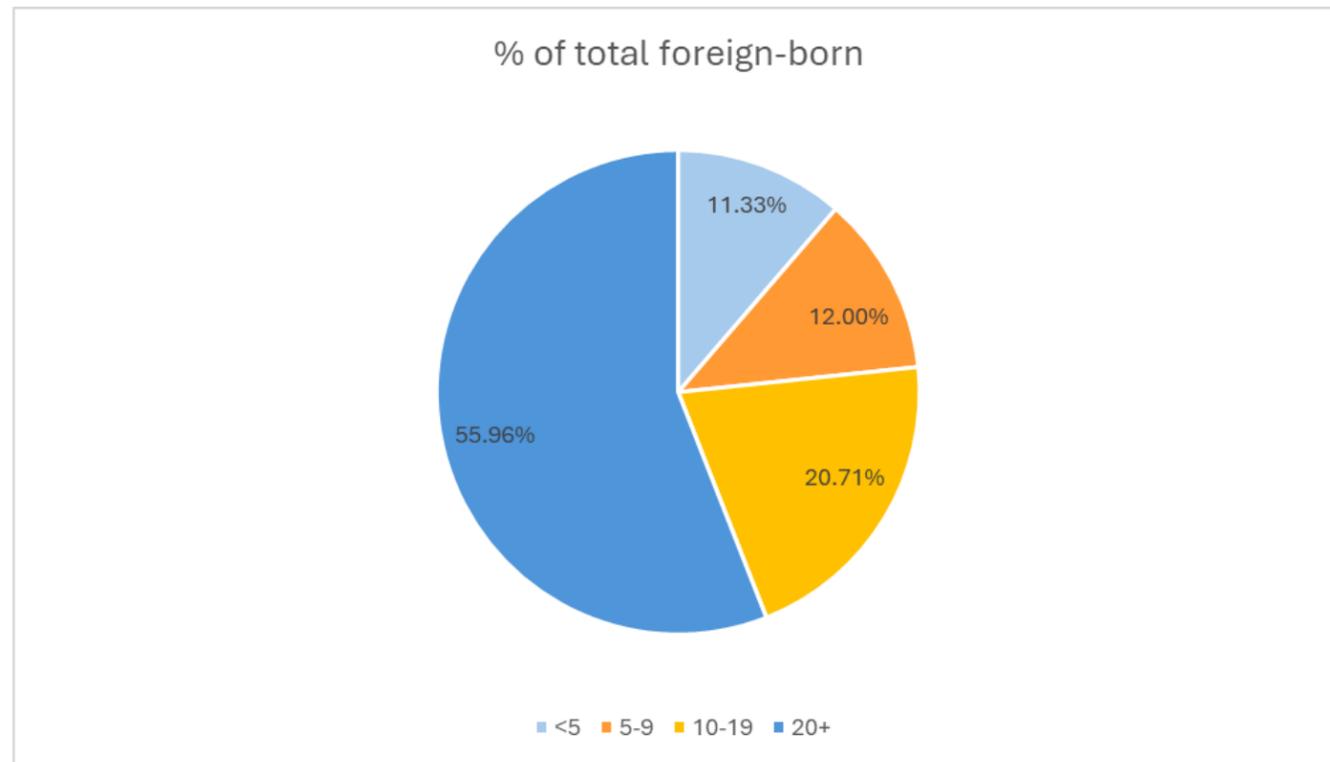
Diversity of NYC Immigrants

New York's immigrant population is diverse; it is not dominated by a particular ethnicity. As of 2024, the three topmost common countries of birth for the more than 3 million immigrant New Yorkers are the Dominican Republic, China, and Jamaica. Mexicans, continue to be the fourth most populous immigrant group in New York City. Almost 70% of foreign-born individuals with limited English proficiency speak four languages: Spanish, a dialect of Chinese (primarily Mandarin or Cantonese), Russian, or Bangla.

Top 10 Countries of Origin



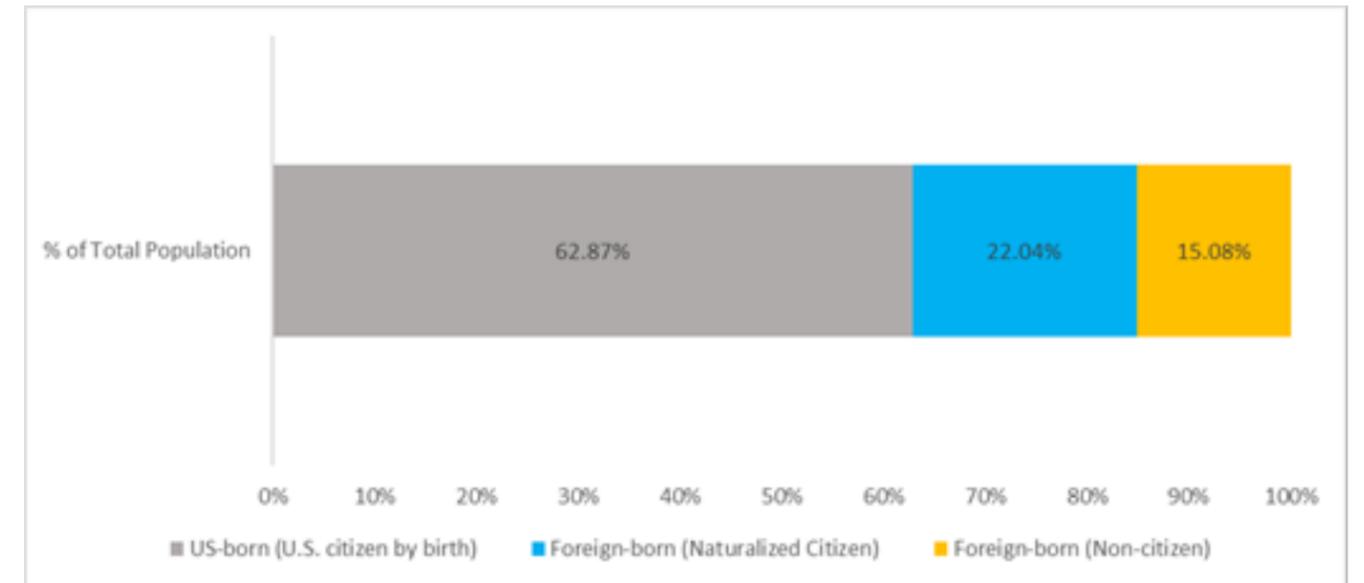
Years in the U.S.



The vast majority of immigrants have been in the United States long enough to establish roots in their communities. Almost 89% of foreign-born New Yorkers have been in the U.S. for more than five years. More than half have been in the country for more than twenty years. Whether they've been in the United States for three days or thirty years, immigrants are valued members of the New York City community.

Immigration Status

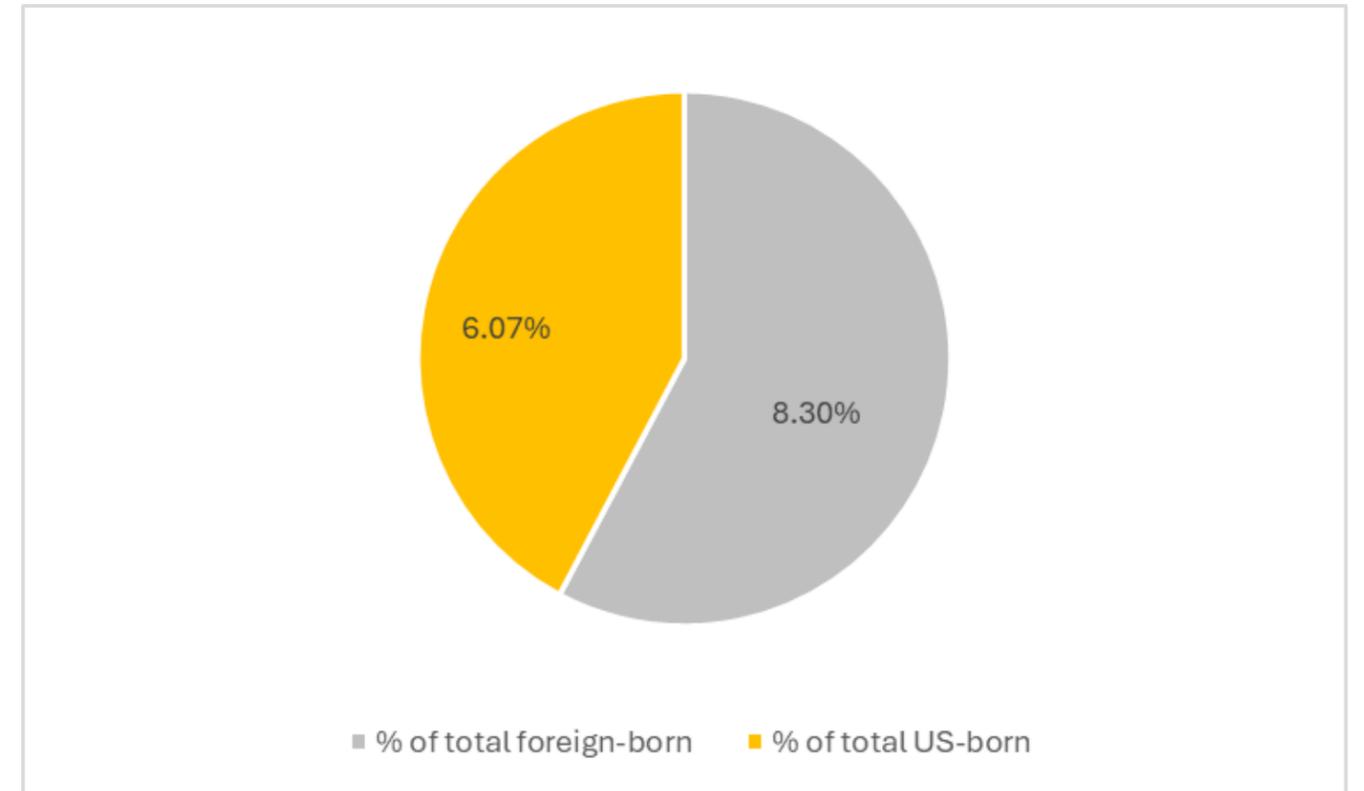
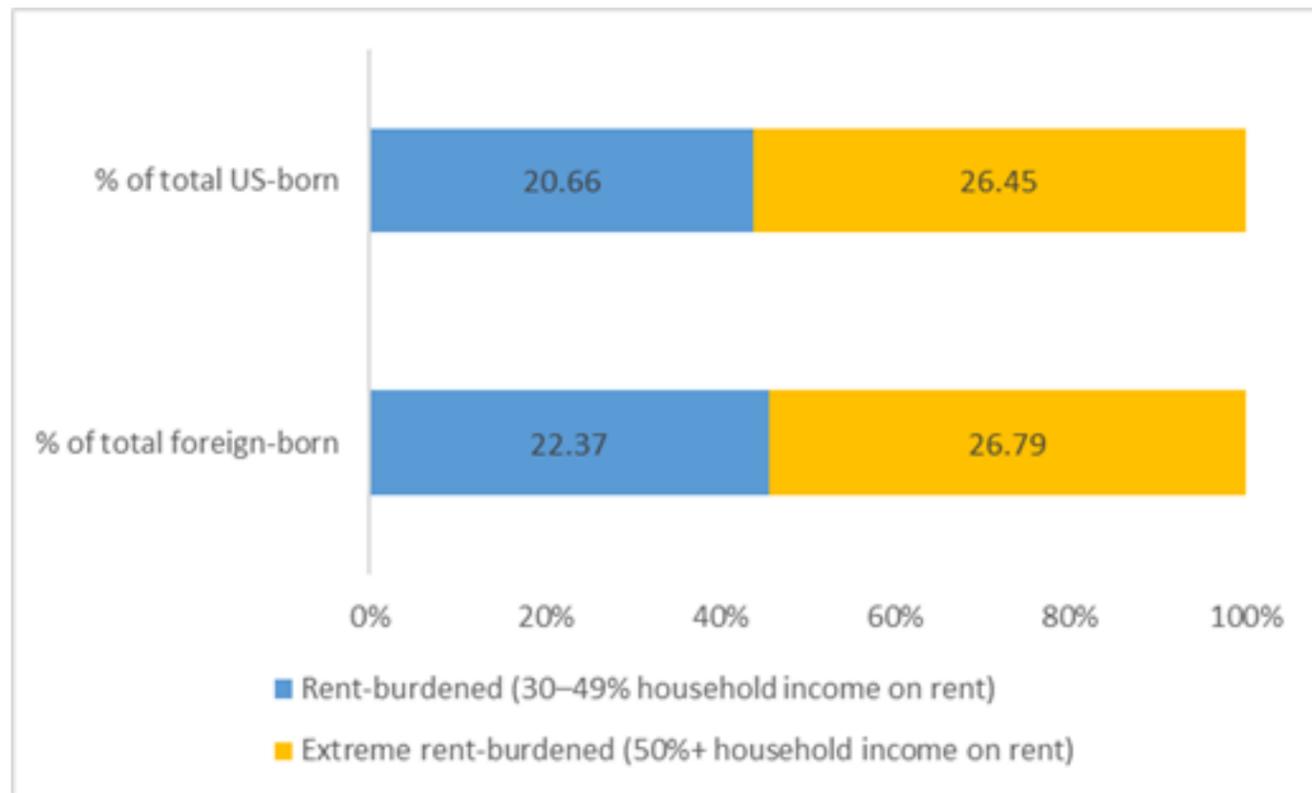
Total NYC population by citizenship status



Nearly 38% of the resident population in New York City is foreign-born. The foreign-born population includes individuals who have naturalized (become a US citizen) and those who have not. Both population groups are significant, but naturalized citizens make up a larger share of the foreign-born population than non-citizens.

Housing

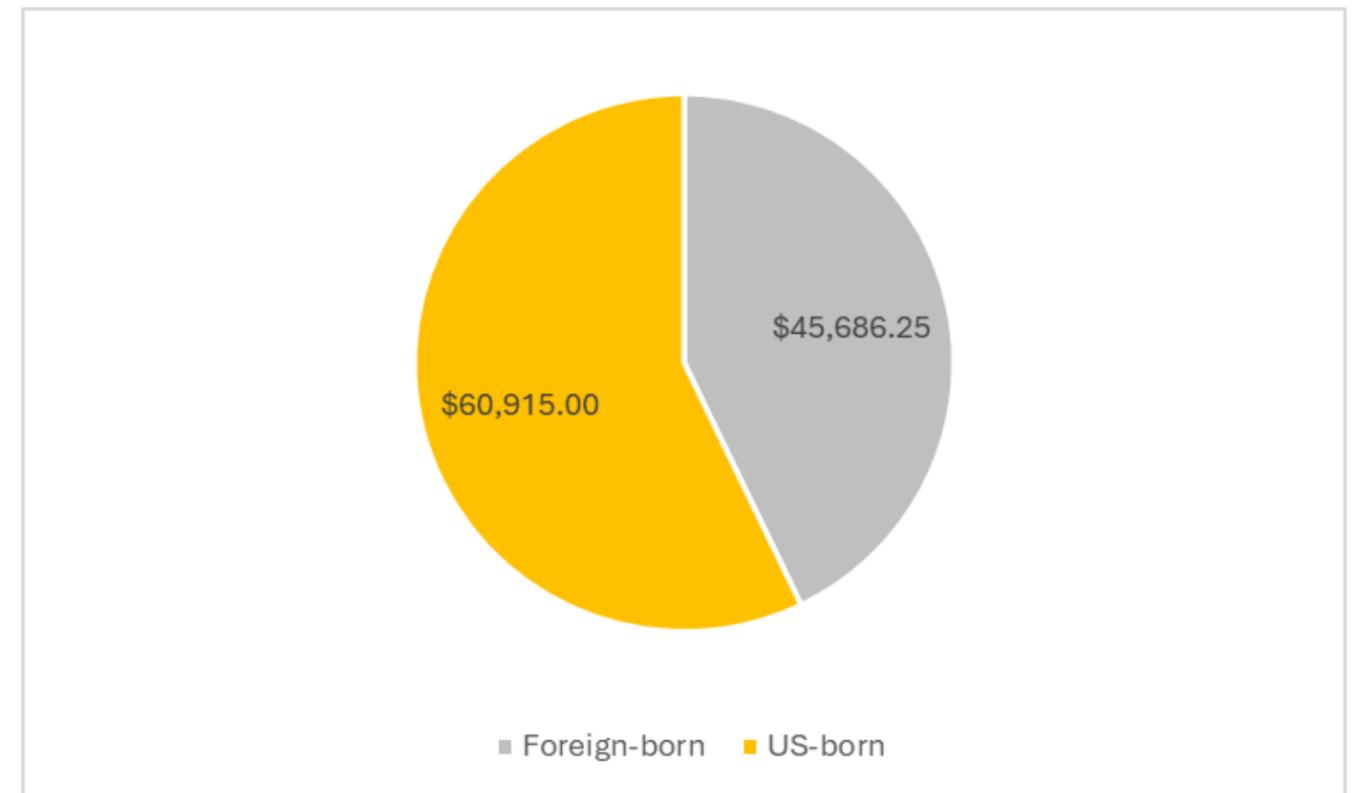
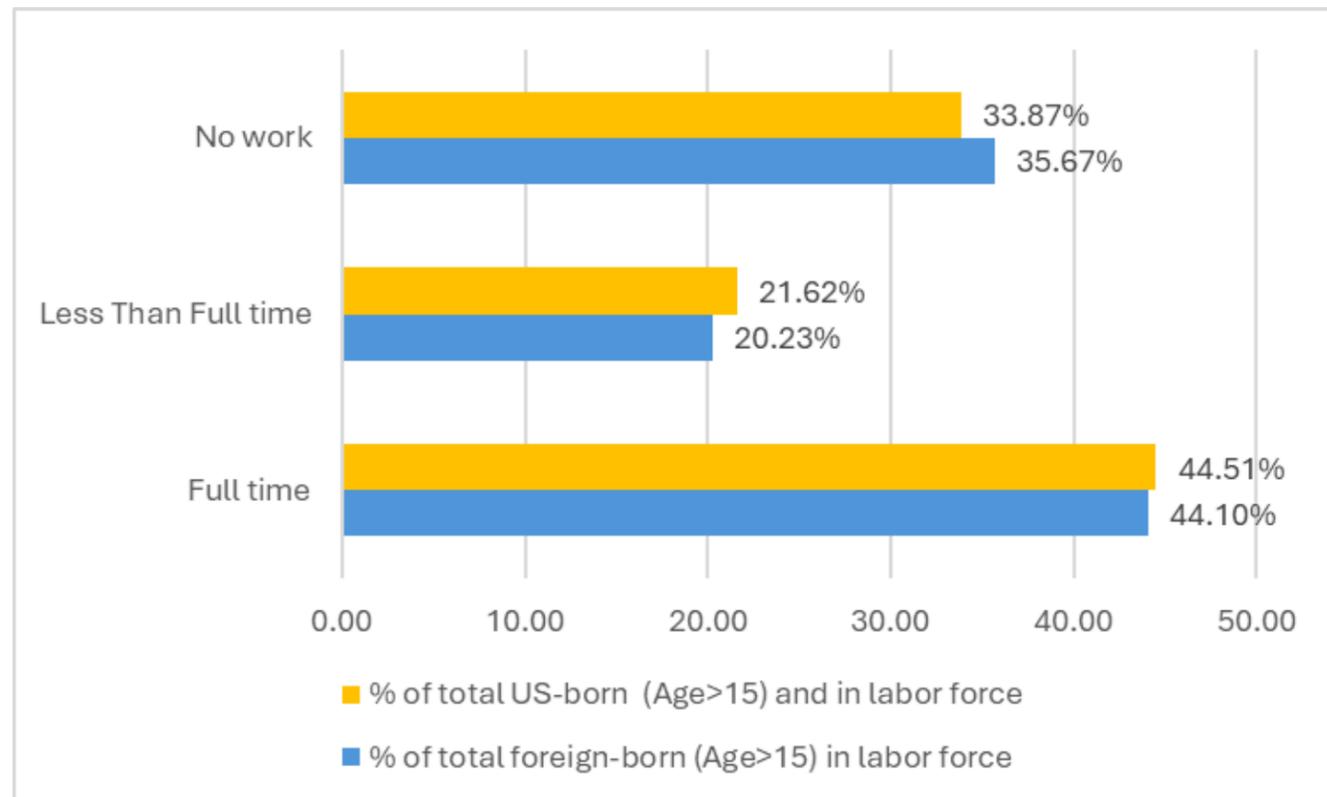
Overcrowding is a challenge that affects the living conditions of many immigrant families in New York City. The Census Bureau classifies any residence with more than 1 person per room as overcrowded and any residence with more than 1.5 person per room as extremely overcrowded. Almost 9% of immigrant New Yorker families live in overcrowded households. The rate drops to 6% for their U.S.-born counterparts. Rent burden is another housing challenge for many New Yorkers, immigrant and U.S.-born alike .⁴The rates of rent burdened households are similar across these two populations, although immigrant populations are slightly more likely to be considered extremely rent burdened .⁵



Employment, Earnings and Workforce Participation

Immigrants play an essential role in the economy locally and nationally. In New York, immigrants have a similar labor force participation rate to US-born residents. ⁶ Approximately 65% of immigrants age 15 or older work full time or part time.

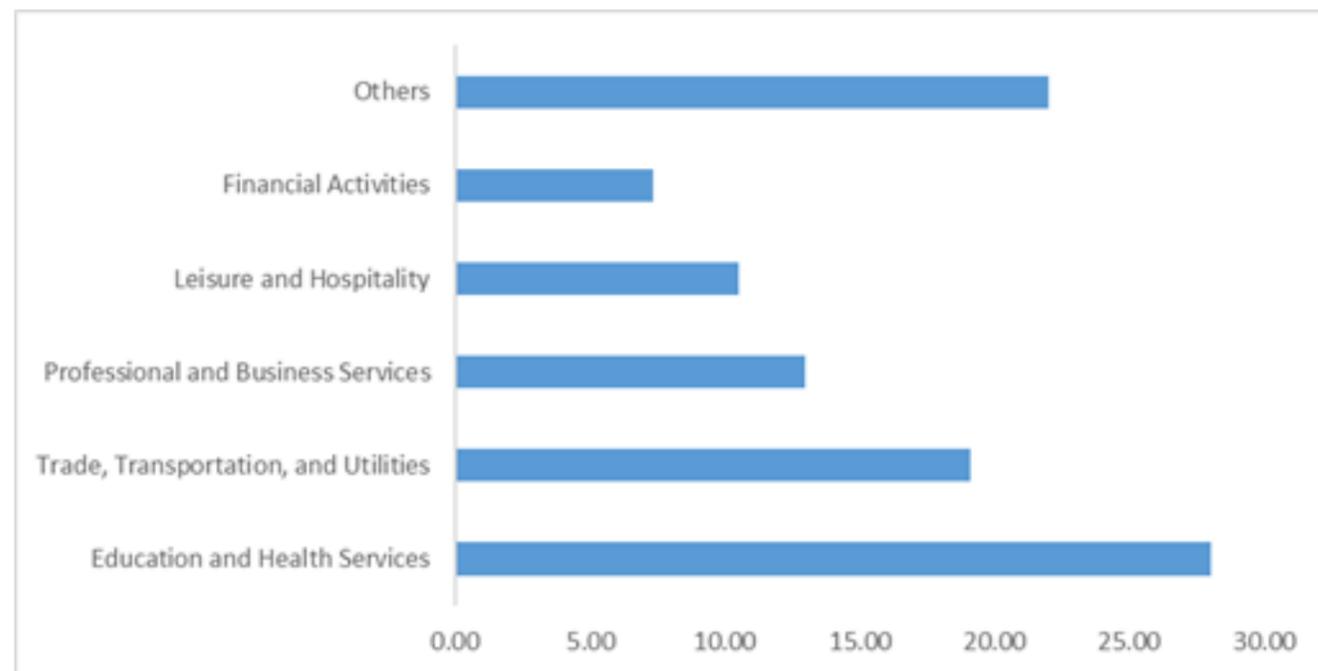
Nationwide, we know that immigrants - including undocumented populations - are tremendous contributors to the economy. Reported in 2024, households led by undocumented immigrants paid approximately \$96.7 billion in total taxes, \$37.3B in state and local taxes and \$59.4B in federal taxes.⁷ The overwhelming majority of Deferred Action for Child Arrivals (DACA) recipients are employed and contributing approximately \$16 billion to the U.S. economy each year. It is also documented that DACA recipients work in industries with labor shortages such as healthcare, business services, and education. ⁸



Top 5 Industries

In New York City, U.S.-born residents have significantly greater median household earnings; foreign-born residents have a median income of \$45,686 while U.S.-born residents have a median income of \$60,915. The primary sectors for immigrant employment are: ⁹

- **Education and Health services**
- **Trade/Transportation/Utilities**
- **Professional & Business Services**
- **Leisure and Hospitality**
- **Financial Activities**

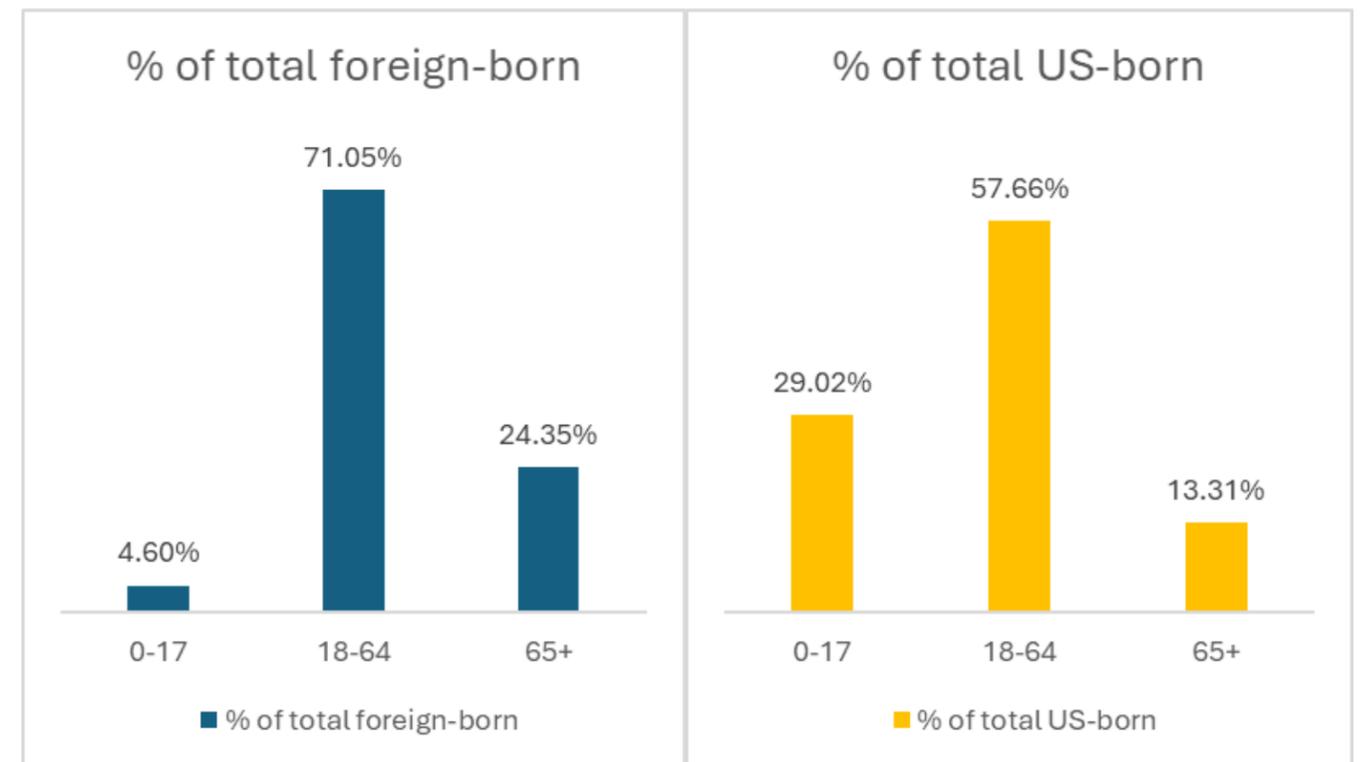


Other Key Demographics

● Age

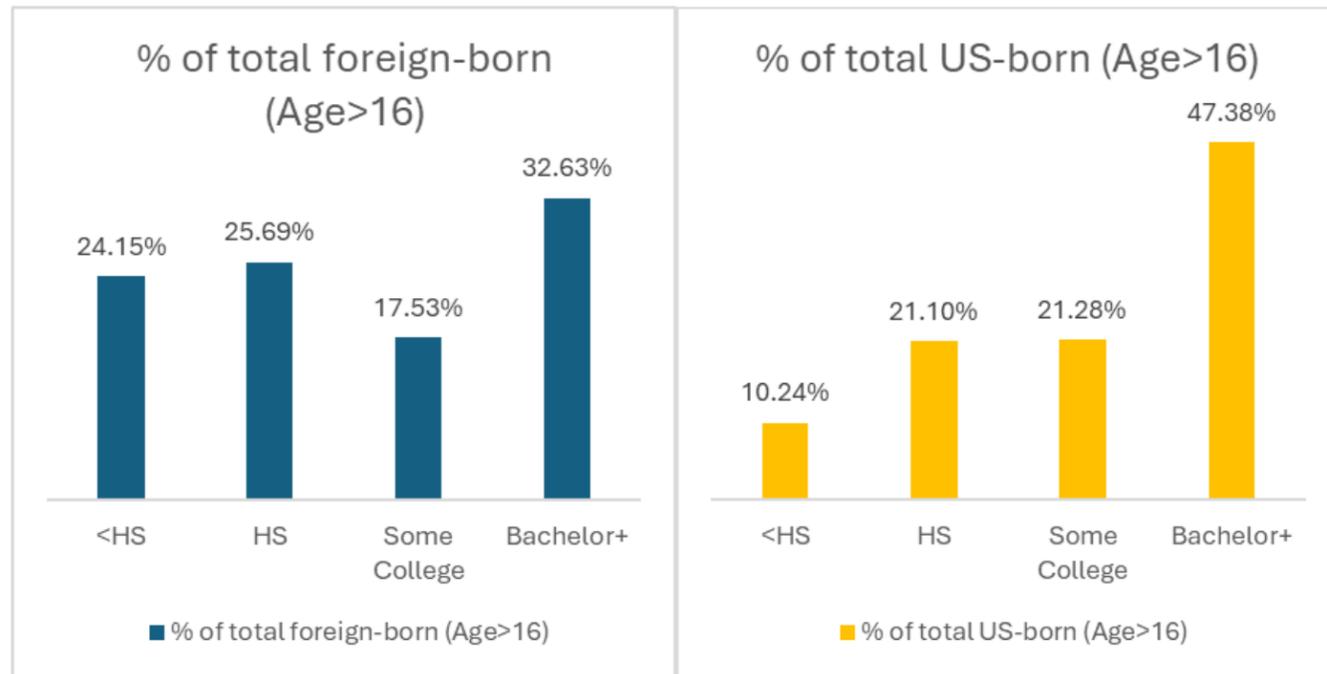
About 71% of immigrant New Yorkers are between 18 and 64 years old, generally considered working age. Meanwhile, less than 5% of immigrant New Yorkers are under 18, with the remaining 24% older than 65.

Percentage of Total Foreign- Born by Age Category



● **Education**

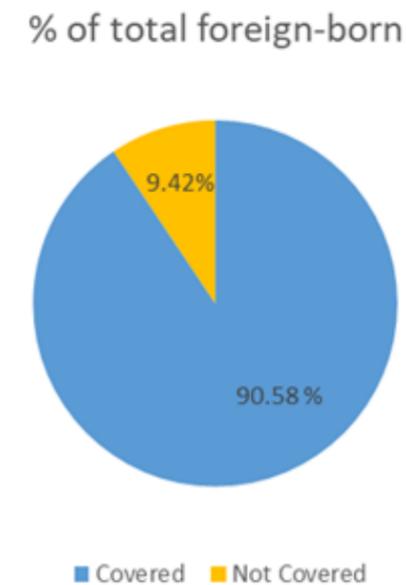
Education levels vary amongst the immigrant community. Approximately 33% have a bachelor's degree or greater. However, nearly one in four immigrants have less than a high school degree. These levels of educational attainment are lower than US-born New Yorkers, reinforcing that language access, cost, and other barriers exist to the immigrant population to fully participate in educational opportunities. ¹⁰



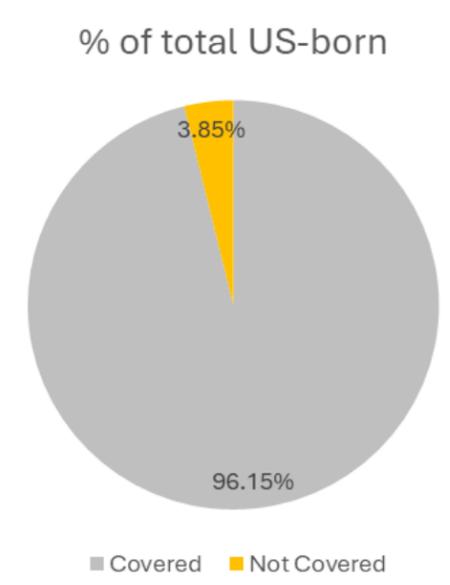
● **Health**

9% of immigrant New Yorkers lack health-care coverage. This is more than twice the rate of US-born residents. This disparity is due to prohibitive costs of private insurance, an overrepresentation in precarious professions that lack health insurance coverage for their staff, and federal restrictions on accessing government-subsidized options. MOIA partners with sister agencies such as the Department of Health and Mental Hygiene and Health + Hospitals to offer health equity such as through NYC Care.

Health insurance coverage by foreign born



Health insurance coverage by US Born



MOIA is grateful to the NYC Mayor's Office for Economic Opportunity (NYC Opportunity) for support in providing the demographic information highlighted in this report.

Key Federal And State Developments

Throughout the past year, MOIA continued its work supporting New York City through sustained engagement on a wide range of local, state, and federal policy issues affecting immigrant New Yorkers. These efforts addressed evolving legal and policy developments with significant implications for immigrant communities across the city, including matters related to Temporary Protected Status (TPS), humanitarian parole, and visa processing. These policy areas impacted hundreds of thousands of New York City residents, many of whom rely on timely legal guidance and city services. A core component of this work involved actionable policy updates to City Hall leadership and more than 40 New York City agencies, ensuring coordinated municipal responses to rapidly changing federal policies. MOIA actively communicated these developments to community-based organizations and immigrant New Yorkers, helping ensure affected individuals had access to the most current information and could seek legal assistance when needed.

Temporary Protected Status

MOIA played a leading role in efforts to protect and expand TPS for immigrant New Yorkers. Over the past year, MOIA advocated for the redesignation of TPS for nationals of Burma, Haiti, Honduras, Nepal, Nicaragua, Somalia, South Sudan, Syria, and Venezuela all of whom had TPS protections that were subject to termination or uncertainty due to federal actions.

+150,000

People Have TPS

Key Initiatives

In New York, over 150,000 people have TPS. Haitian, Venezuelan, and Honduran nationals represent some of the largest affected populations.

These protections are critical to maintaining work authorization, housing stability, and access to healthcare for these families across the five boroughs. While several TPS designations remain subject to ongoing litigation, MOIA worked in close coordination with legal and congressional partners to support impacted communities. Through collective action alongside Cities for Action, MOIA amplified local government voices in support of humanitarian protection and provided consistent guidance to city agencies and community organizations navigating this legal uncertainty.



Programs and Services

Humanitarian Parole

MOIA also closely monitored and responded to federal actions affecting humanitarian parole programs. At the time of this report, a federal court has blocked the federal administration's attempt to end humanitarian parole under family reunification programs for nationals from Cuba, Colombia, Ecuador, El Salvador, Guatemala, Haiti, and Honduras. These parole programs directly impact New York, including newly arrived individuals and families seeking to reunite with relatives already living in the city. MOIA promptly issued guidance regarding the court decision to city agencies and community partners, ensuring that impacted families and service providers understood the implications of the ruling and the status of parole protections. MOIA's support for immigrant New Yorkers was further demonstrated through direct legal and policy interventions, including participation in amicus briefs, support for executive actions, and sustained collaboration with Cities for Action partners. These efforts helped protect legal status and work authorization for thousands of immigrants New Yorkers reinforcing the City's commitment to our immigrant community.

MOIA has continued to spearhead innovative programs and efforts to support both newly arrived and long-term immigrant New Yorkers. These initiatives center around one primary goal: to promote opportunities so that immigrant New Yorkers can thrive.

Legal Programs

In 2025, MOIA launched the largest, most comprehensive and coordinated municipal immigration legal network in U.S. history, anchored in communities across all five boroughs and capable of meeting high-volume demand.

+17 Mil

Legal Services Investment

In calendar year 2025, New York City invested approximately 17 million in legal services to support immigrant New Yorkers - the most of any municipality in the nation.

Building 33 Neighborhood-Based Legal Support Centers

At the heart of transforming New York City's immigration legal network was the creation of 33 Legal Support Centers located in immigrant neighborhoods citywide. These centers encompass both three-year contracts with legal service providers procured through a competitive RFX and organizations that formed part of the previous cohort under ActionNYC that were given contract extensions to meet urgent community need.



This neighborhood model created the first truly citywide, community-embedded legal infrastructure in New York's history. These centers bring legal services directly to communities, eliminating the need for families to travel long distances or navigate unfamiliar institutions. Each center offers a comprehensive range of services, including work authorization assistance, asylum preparation, TPS and DACA filings, SIJS for unaccompanied minors, family petitions, legal screenings, green card renewals, and rights education. Services offered are culturally and linguistically responsive. Each center has community navigator that connects immigrant New Yorkers to non-legal services such as IDNYC, health insurance enrollment, and school enrollment.

MOIA's Legal Support Centers network is operated in collaboration with legal services providers, including:

- African Communities Together (ACT)
- African Services Committee (ASC)
- Arab American Association of New York (AAANY)
- BronxWorks
- CAMBA
- Caribbean Women's Health Association (CWAHA)
- Catholic Charities Community Services (CCCS)
- Catholic Legal Immigration Network, Inc. (CLINIC)
- Center for Family Life (CFL)
- Chhaya CCD Richmond Hill
- Chinese American Planning Council - Queens (CPC)
- Haitian Americans United for Progress (HAUP)
- Immigrant Justice Corps (IJC)
- Jacob A. Riis Neighborhood Settlement
- Little Sisters of the Assumption
- Lutheran Social Services of Metropolitan New York (LSSNY)
- Make the Road New York (MRNY)
- MinKwon
- New York Legal Assistance Group (NYLAG)
- Northern Manhattan Improvement Corporation (NMIC)
- The Door
- Sunnyside Community Services (SCS)

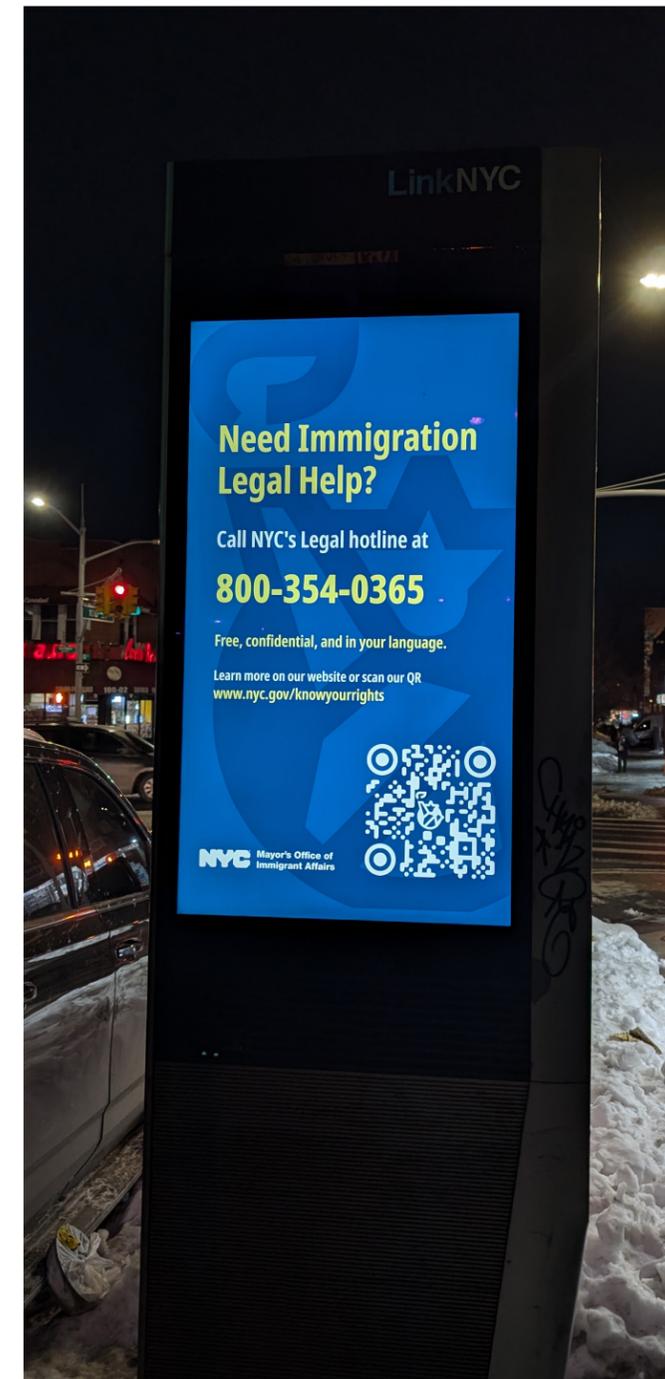
In 2025, MOIA Legal Support Centers:

- Filed 5,049 of new cases.
- Conducted 10,965 comprehensive immigration legal screenings across CBOs, hospitals, libraries, and schools.



Expanding a Centralized, Multilingual Legal Hotline

MOIA also expanded and strengthened the city's multilingual legal hotline, which became the primary entry point for immigration legal help. In 2025, the hotline answered 25,099 calls, offered interpretation in more than 200 languages, and provided real-time triage and referral. While overall call volume declined compared to prior years, average call length more than doubled to 9.31 minutes, reflecting callers' increasingly complex and individualized immigration needs. Spanish-language calls increased 6% as a share of total calls, underscoring continued demand for language-accessible services.



Investing in Expanding Legal Capacity

Embedded in MOIA's legal network is increasing the professional and operational capacity of community-based organizations to provide immigration legal services. In 2025, 32 MOIA-contracted staff members were issued a certificate for Catholic Legal Immigration Network (CLINIC)'s Comprehensive Overview of Immigration Law (COIL) training.

To strengthen and expand the overall ecosystem, MOIA created the city's first Legal Technical Mentorship Program, a capacity-building initiative designed to help smaller organizations develop the expertise required to provide immigration legal services. MOIA contracted Immigrant- Advocates Response Collaborative (I-ARC), with the support of the Immigrant Defense Project (IDP), to serve as the Legal Technical Mentor. Through case supervision, training, strategic support, and technical assistance, emerging providers gained the tools needed to operate at higher capacity. This significantly broadened the number of legal organizations able to support immigrant families across the city.

25,000 Calls

Key Highlights

In 2025, the hotline answered 25,099 calls, offered interpretation in more than 200 languages, and provided real-time triage and referral.



Legal Assistance to Individuals Detained or at Risk of Deportation

In 2025, New York City experienced an increase in ICE enforcement activity across immigrant neighborhoods, including a surge in ICE arrests at 26 Federal Plaza targeting immigrant New Yorkers during check-ins and immigration court proceedings. In response to this environment, MOIA continued to fund and support the Rapid Response Legal Collaborative (RRLC). This coalition of immigration legal service providers, consisting of Make the Road New York, UnLocal, and the New York Legal Assistance Group. In July, RRLC began an additional Scope of Work provides NYC Public School-enrolled students and their immediate family members with a targeted process for assessment of their immigration legal needs and connection to services when eligible. Under this project, RRLC prioritized detained students.

In 2025, RRLC provided legal assistance to more than

+ 250
Individuals

detained by immigration authorities or at imminent risk of detention and deportation.

An additional 33 individuals with connections to the DOE were screened for relief.

Immigrant New Yorkers received an array of services including client-centered support, crisis intervention, case management assistance, facilitated referrals for community-based services, letters of support and psychosocial evaluations, and supportive counseling as needed. Through RRLC efforts, the City has continued to serve immigrant New Yorkers facing urgent, complex, and high-stakes immigration legal challenges.

During moments of federal policy change or uncertainty, the hotline has become a critical crisis-response tool that delivered accurate information instead of misinformation or predatory guidance. Hotline operators also continued to provide callers with self-help resources, post-application assistance (including work authorization), referrals to legal help or pro se application assistance, and direct guidance on basic procedures such as changing one's address with federal immigration agencies.

In July, the Hotline's scope of work shifted from an appointment-based model to a more comprehensive navigation model. This model supports connections for New Yorkers seeking information and navigation for immigration legal matters to MOIA Legal Support Centers and more complex City-Funded legal programs based on a comprehensive intake process. MOIA has increased funding to the hotline to expand services including adding staff to support an extension of hours and days of service, adding additional technology to support ease of access to operators and expanding languages spoken by operators.





Immigrant Rights Workshops

As a result of increased immigration enforcement across New York City, fear and misinformation spread widely throughout immigrant communities. In 2025, MOIA continued its Immigrant Rights Workshop (IRW) program focusing on the general rights of all immigrants New Yorkers. The content focuses on federal immigration law and enforcement priorities, best practices for identifying and interacting with immigration officers, and referrals to free, trusted immigration legal service providers. Each immigrant rights presentation incorporated navigation services, legal triage, language access, and real-time enrollment.

Through the IRW program, MOIA invested funding directly into 17 grassroots community organizations across all five boroughs. The following providers are trusted institutions closest to immigrant families:

- Arab American Family Support Center (AAFSC)
- Center for Family Life (CFL)
- Damayan Migrant Workers
- DSI International
- Haitian Americans United for Progress (HAUP)
- Jacob A. Riis Neighborhood Settlement
- Korean Community Services (KCS)
- La Colmena
- Laal NYC
- Life of Hope (LOH)
- Lutheran Social Services of New York (LSSNY)
- Mexican Coalition
- Mixteca
- Muslim Community Network (MCN)
- New Immigrant Community Empowerment (NICE)
- Project New Yorker (PNY)
- United Sikhs

In 2025, the IRW partners completing 273 IRW presentations and reaching 5,622 New Yorkers. Presentations were given in Arabic, Bangla, Chinese (Cantonese), English, French, Haitian Creole, Korean, Spanish, Tagalog, and Yoruba, and were interpreted in additional languages including Chinese (Mandarin), Haitian Creole, Punjabi, Quechua/Kichwa, and Wolof. Almost all the 2025 IRW presentations were facilitated in person, although virtual sessions were also available. These workshops spanned all boroughs, with the greatest number happening in Queens.

Haitian Response Initiative

Haitian communities around the world continue to feel the profound effects of the humanitarian crisis in Haiti. Thousands of Haitians in recent years have chosen to settle in New York City, to live with or near family in the vibrant Haitian communities in Brooklyn and Queens. In 2025, MOIA was proud to have Haitian Response Initiative (HRI) baselined in funding, allowing the initiative to continue to serve Haitian New Yorkers. Through HRI, MOIA partners with Haitian community-based organizations to provide case management and immigration legal services to Haitian New Yorkers. Our HRI partners include:

- Catholic Charities Community Services (CCCS)
- Caribbean Women's Health Association (CWAHA)
- Diaspora Community Services (DCS)
- Flanbwayan Haitian Literacy Project
- Haitian Americans United for Progress (HAUP)
- Haitian American Community Coalition (HCC)
- Haitian Women for Haitian Refugees (HWHR)
- Life of Hope (LOH)

In 2025, 526 recently arrived Haitians met with HRI case workers for an initial intake to determine what services and resources they needed. These screenings led to 1328 community members connected to services. HRI case workers also referred clients to immigration legal information and services provided by Catholic Charities, who have:

- Screened more than 1,661 community members for immigration relief eligibility;
- Opened more than 1,815 cases for legal assistance; and
- Represented community members in dozens of immigration court appearances.

In 2025, Catholic Charities Community Services held numerous Know Your Rights trainings and continued to provide critical legal services to the Haitian community, working with HRI community-based organizations to help Haitian community members access immigration relief and work authorization. Catholic Charities also provided updates on immigration law and policy to the HRI community-based organizations.



MOIA Dreamer Center

The New York State Dream Act Application Assistance Program focuses on aiding undocumented students who face a unique set of barriers to attending college, including difficulty accessing academic, financial, social, and mental health support. In 2025, MOIA continued to partner with UnLocal to assist immigrant students in New York City through the process of applying for higher educational financial aid. UnLocal also disseminated information about the NYS Dream Act by holding outreach events that reached over 500 students in 2025.

In July, a new set of deliverables was introduced for UnLocal's next fiscal year contract (FY26). These deliverables accompanied an increase in funding of \$300,000 for the development of the "DREAMer Center," which will provide the initial Dream Act application assistance, but also increased case management support, community outreach and education, and opportunities for referrals.

Specifically, the DREAMer Center deliverables include: (1) Engagement with educational institutions across NYC to create sustainable support systems for immigrant students, and (2) A weekly training series on workforce development topics, including resume-building workshops, interview preparation, alternative income-generating pathways, and youth entrepreneurship.

DREAMer Center Key Performance Indicators

Number of people provided with application assistance **211**

Students reached via outreach events **521**

Fraud Prevention

Immigrant communities often face targeted fraud schemes. Predatory “notarios,” unlicensed immigration consultants, and unscrupulous actors often prey on families desperate for guidance. Many immigrants often thousands of dollars for fraudulent immigration related applications, fake legal advice, or identity theft schemes. Through fraud schemes on predatory actors, misinformation spreads rapidly in multiple languages, and the impact to immigrant communities are devastating.

As a response, MOIA embedded anti-fraud education into nearly every MOIA program. There is anti-fraud information included in our IRW curriculum and our English learning curriculum, where workshops are delivered in MOIA Centers, community organizations, libraries, and schools. Through these presentations, MOIA ensures that newly arrived families and long-settled immigrants alike learn how to identify scams, verify legal providers, and avoid predatory actors.



MOIA Know Your Rights Workshop (Brooklyn)

Additionally, in 2025 MOIA partnered with the NYC Department of Consumer and Worker Protection (DCWP) to host a Day of Action to educate New Yorkers on their rights when using immigration assistance service providers. During the Day of Action, MOIA and DCWP urged hundreds of New Yorkers to file complaints of fraud with DWCP as needed.



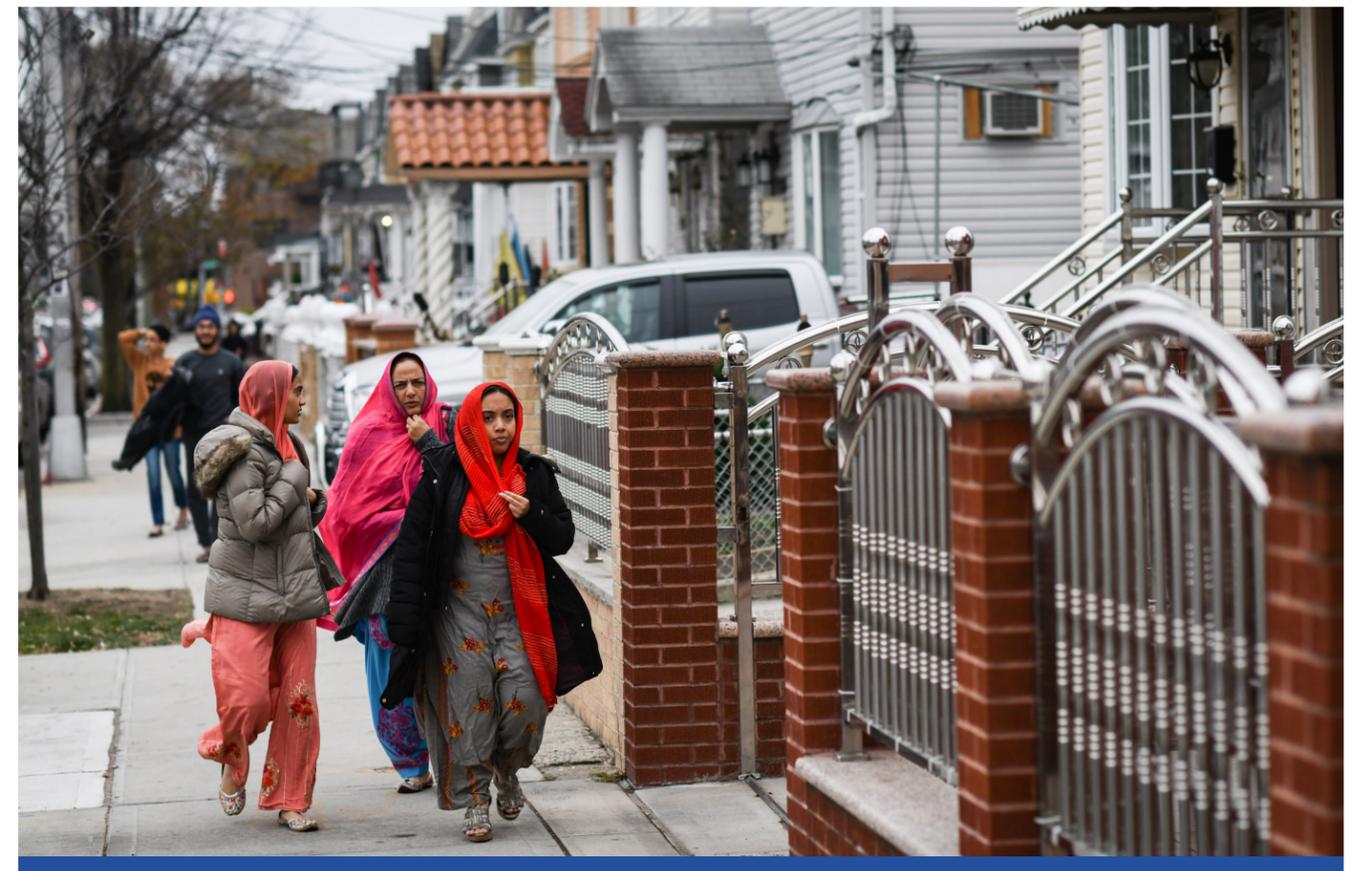
Settlement Houses

New York City settlement houses have a long history of successfully integrating and including immigrant communities. In 2025, MOIA continued its partnership with the following historic settlement houses in support of newly arrived immigrant families with children:

- **Center for Family Life in Sunset Park**
- **Cypress Hills Local Development Corporation**
- **Jacob Riis Settlement**
- **Henry Street Settlement**

The partnership with settlement houses continued to provide immigrant New Yorkers with access to case management, beginner level English classes, employment referrals, parenting resources, safety information, social services intake and screenings, and legal support and referrals.

During the contract period (August 1, 2024, through July 31, 2025), the settlement house philanthropic initiative provided 6,397 services to recently arrived families.





English Language Learning Program



Immigrant communities should experience English as an on ramp to opportunity, not a barrier. English language learning offers a pathway to better jobs, a tool for engaging with schools and health systems, and a method for reducing vulnerability to exploitation and fraud.

In 2025, MOIA continued its English language learning program through the English Learning and Support Centers. These centers are located across the city to support immigrant New Yorkers learn English and get connected to city resources. In 2025, 239 English language learning classes with nearly 5000 students were held across the initiative.

English Learning and Support Center

MOIA's English Learning program relies on the committed partnership of community-based organizations, including faith-based organizations, schools, cultural centers, and libraries, to provide space and logistics support to host English classes. These partner organizations are responsible for the physical space and tools to hold class, as well as learner recruitment, continued outreach, and attendance management

Key Highlights

In 2025, the New York Public Library (NYPL), Brooklyn Public Library (BPL), and Queens Public Library (QPL) systems (English Learning & Support Centers) were funded to run classes at a minimum of 20 locations per system.

\$1.2 Mil

Key Initiatives

In 2025, New York City invested over \$1.2 million in our English Learning and Support Centers to help immigrant New Yorkers learn English and get connected to city services.

Through this funding, each library system was able to provide wraparound support and case management for immigrant individuals attending the English classes.

In addition to an increased base requirement of 30 classes held at individual library branches, the new initiative mandated that each library system use funding to hire or compensate three community navigators, social workers, or designated staff to support learners with resource referrals and case management. These navigators should have language access training, and preferably also the capability to provide services in more than one language.



Classes at City Shelter Sites

Originally developed for an intermediate-level audience, the English Learning Team is two years into the development and deployment of beginner-level We Speak NYC (WSNYC) materials appropriate for the diversifying needs of the City's new arrivals and lower-level learners. Beginner and intermediate materials are available, and continue to be refined, to serve a range of language learners and learning needs.

In 2025, the English Learning Team trained staff at the Office of Asylum Seeker Operations (OASO) to implement a WSNYC class program in the remaining asylum seeker shelters around the city. This program lasted for three cycles before OASO was dissolved, and the English Learning Team inherited its class program. The team has worked to integrate these classes into the existing class program at MOIA, while ensuring that the unique instructional needs of learners in shelter remain provided for. Currently, 3 to 5 classes per week are held at an asylum seeker shelter in the Bronx and will continue as long as the shelter remains open.

To assist in supporting the City's efforts to support this new population, the English Learning Team has been working on creating new and adapting existing WSNYC materials to better serve the needs of these lower-level ELLs. The Beginner curriculum continues to utilize the WSNYC episodes, which, in addition to highlighting empowering immigrant narratives, are an invaluable source of appropriate and authentic language content. The content continues to focus on City resources and learning their rights - an aspect especially important for a new population seeking integration into the City.



Watch, Learn & Practice

We Speak NYC videos tell the stories of New Yorkers who have come from all over the world to make New York City their home. The show helps English language learners improve their language skills, learn about their rights, and access City services.

The videos focus on important topics and model language that you can use in your everyday lives.

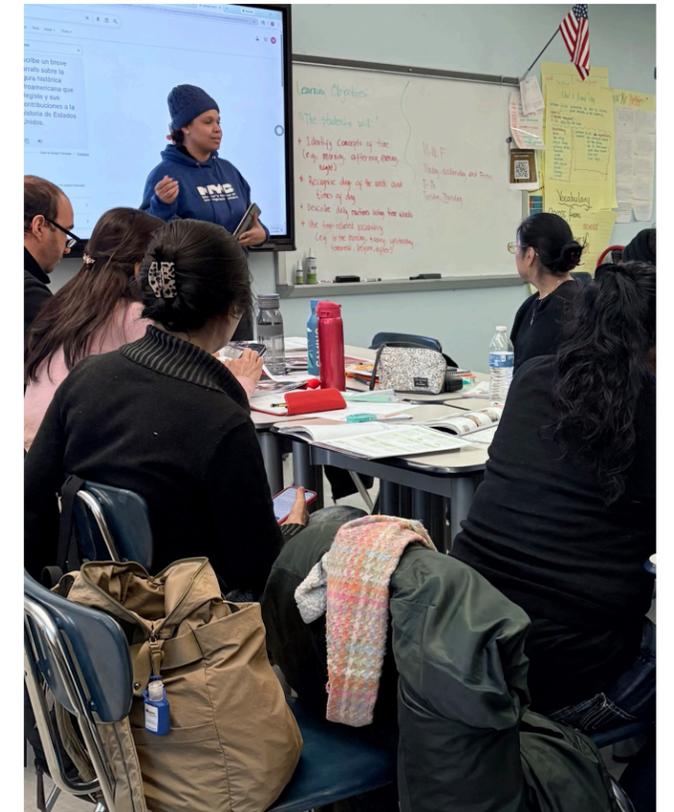


A Digital English Learning Platform

2025 also saw the completion of the English Learning Program website's development work, which allowed the team to upload a new tranche of content. Season 3, which features three new We Speak NYC episodes on the topics of sustainability and recycling, health insurance, and tenant rights, is now available with corresponding study materials and subtitles in NYC's Top 10 languages.

WeConnect

In 2025, 44 WeConnect presentations were given in classes around the city on topics including: emergency preparedness, aging resources, tenant rights, language access and services, and museum access.



**Learner Testimonials
taken from post
class surveys:**

“

This is my second class, and honestly, it's a really great program. I like it a lot; they teach new things every day.

- Learner

“

Oui ça m'a donné la confiance et le courage d'apprendre la langue anglaise avec ma maîtresse qui m'encourage tout le temps. Merci à tous d'avoir nous donné cette opportunité d'apprendre et nous améliorer.” Translated:

Yes, it gave me the confidence and courage to learn the English language with my teacher, who encourages me all the time. Thank you all for giving us this opportunity to learn and improve.

- Learner

**Facilitator Testimonials taken
from post class surveys:**

“

We Speak is a great program. Your team makes it very easy and simple to volunteer and give back in such a meaningful way. I'm very much looking forward to participating in future sessions and supporting the growth of the program!

- Facilitator

Language Access For Immigrant New Yorkers





A Citywide Language Access System Across More Than 45 Agencies

Through our language access team, MOIA leads a citywide initiative to embed language justice into the daily operations of government. MOIA provides oversight, monitoring, and support for language access for more than 45 City agencies and Mayoral Offices. This includes creating standardized guidance for interpretation and translation, and supporting training for staff, supervisors, and leadership. Staff members from these agencies and additional Mayoral Offices completed training on legal requirements, policy guidance, interpretation pathways, cultural competency, and trauma-informed communication. MOIA provided agencies with ongoing technical assistance, helping institutionalize language access as a permanent component of their service delivery. Interpretation and translation pipelines were expanded, and language access coordinators (LACs) were embedded directly into agency workflows.



New York City recognizes that language access is essential to safety, belonging, and dignity. While local laws have cemented the right to access government information in preferred languages, immigrant New Yorkers still experience inconsistent or nonexistent interpretation, long delays, or poor translation quality when interacting with city services.

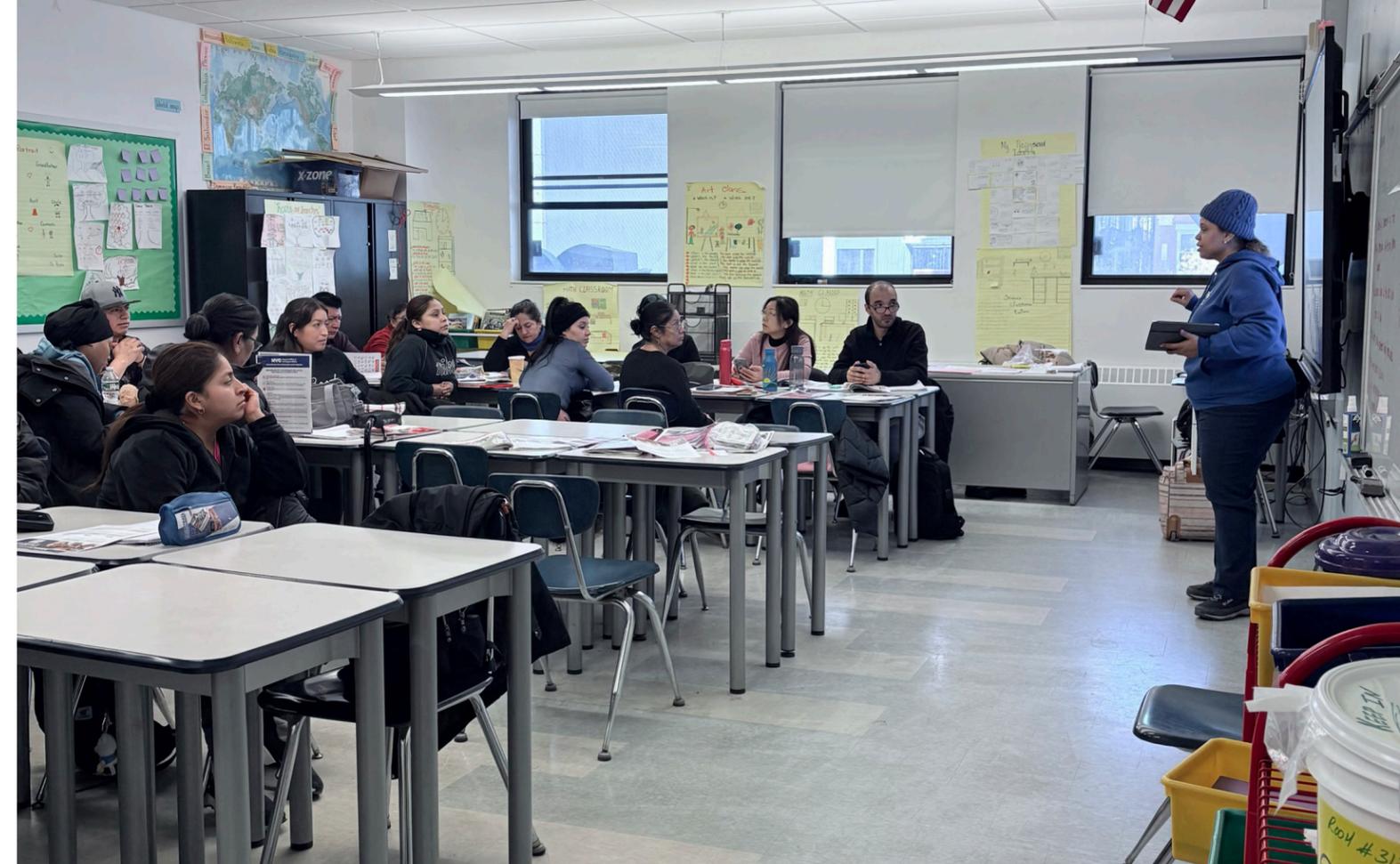
Rooted in the belief that language access is fundamental to how government serves its people, MOIA continued to lead a comprehensive and coordinated effort to improve language access across city government services.

The challenges were exacerbated in 2025, as the federal government's hostility towards immigrants, were mirrored by active steps to erode language access. In March, President Trump issued Executive Order 14224 that declared English as the official language of the United States and rescinded EO13166, the longstanding guidance for federal agencies to expand language access. Despite the underlying and unchallenged civil rights protections and case law regarding language access, EO14224 and other efforts to hollow out capacity and enforcement at the federal level had a chilling effect on language access.

MOIA collaborates with the Mayor's Office of Operations to produce an Annual Report on Local Law 30. As part of this ongoing endeavor, MOIA continues to develop a "Language Access Maturity Model" which was included for the first time in the LL30 Annual Report for 2025. This framework aims to provide covered agencies with a strategic roadmap for advancing, from basic compliance to optimized, integrated systems that truly advance language justice. The model also informs more targeted technical assistance by MOIA, serves as a self-assessment tool for agencies, and provides communities with LEP with expectations around language access.

MOIA continues to expand the range of partners within and outside of city government to strengthen the work on language access. MOIA continued training efforts including onboarding new LACs and supporting Local Law 30 implementation plan (LAIP) development. This includes working closely with the five District Attorney's Offices to ensure they develop robust LAIPs and consider how to leverage existing interpretation staff and resources. MOIA partnered with the Civic Engagement Commission to provide several trainings on language access for Community Boards and to support the CEC's Language Assistance Advisory Committee. MOIA's work also encompasses addressing languages of more recent arrivals, identified as "temporary languages" under Local Law 13, and opportunities to expand the involvement of community organizations in the delivery of language services.

While NYC has been a longtime leader in advancing language access, in recent years government entities at different levels, including New York State and New Jersey, have expanded their commitments to language access. Given the challenges at the federal level, the strengthening of language access infrastructure across the city and state has become more critical. In 2025, MOIA met regularly with colleagues at the New York State Office of Language Access and, together, expanded that collaboration with regional language access counterparts to discuss further alignment.



Language Access Rights Education

Recognizing that true language justice requires communities to know their rights and feel empowered to demand services in their preferred languages, MOIA developed language identification cards, multilingual educational one-pagers detailing language access rights, and multilingual workshop curricula for integration into English language learning programs. Following a successful pilot in Queens, Brooklyn, and the Bronx that reached 60 community members, MOIA is working to expand this initiative across the city's adult literacy program network.



Additional Projects

During the fall, MOIA served as a client for a graphic design class at the School of Visual Arts and taught by the esteemed graphic designers from Chermayeff Geismar and Haviv to explore the creation of a symbol for language access.

MOIA organized "Decoding NYC's Linguistic Diversity" as part of the NYC Open Data Week in May. This workshop brought together government, community organizations, and the public to explore data-driven approaches to language access.

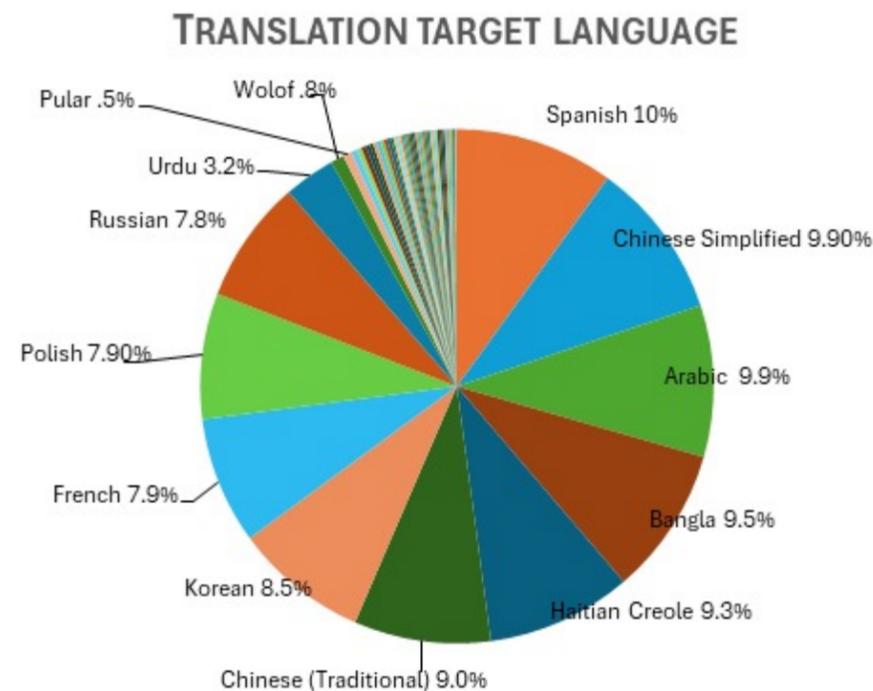
Members of MOIA's Language Access, Language Services, and Outreach teams also participated in citywide Emergency Operations exercises to bolster its capacity to lead the Language Access Task Force component in case of large-scale emergencies.

Translation and Interpretation Support

MOIA's Language Services Team also provides translation and interpretation for MOIA, other Mayoral Offices, and City Hall to support engagement with New York's diverse communities. Despite protracted procurement timelines that limited its capacity in 2025, the team served 41 offices and agencies and responded to 209 translation requests involving 53 languages. MOIA provided in-person interpretation support for events, including the Mayor's State of the City. While language support for asylum seekers wound down, as the needs related to supporting legal services increased. MOIA's telephonic interpretation provider fielded more than 10,000 calls across 64 languages.

Furthermore, the in-house linguists expanded their roles, including supporting more multilingual online presence. The team provided critical linguistic and cultural feedback and guidance for MOIA's collaboration with the Office of Technology and Innovation (OTI) on multilingual communications, including the citywide website redesign and machine translation technologies.

In February, MOIA and the Language Services Team hosted an International Mother Language Day celebration with Language Access Coordinators and several CBOs.



2025 Interpretation Highlights

1. Responded to nearly 10,025 calls
2. Provided ~3,900 hours of interpretation
3. Met needs in 64 different languages

UPLIFTING EMERGING AND UNDERREPRESENTED LANGUAGES



New York City is home to hundreds of languages, yet many communities have never seen their language reflected in government services. MOIA prioritized languages long overlooked, including Wolof, K'iche', Mixtec, Mandinka, and Pular. These communities gained interpretation support, written information, navigation assistance, and access to legal and social services. This work was especially important during the asylum seeker arrival, when many families from West Africa, Central America, and the Caribbean encountered city systems for the first time.

Outreach To Immigrant Communities



MOIA's outreach team is a central component of immigrant inclusion, and a primary way to bring services directly to communities. In 2025, MOIA's outreach team connected thousands of New Yorkers to legal assistance, navigation, English programming, IDNYC, housing support, health access, and other city services.

Hundreds of Days of Action Across All Five Boroughs

Through these events, immigrant residents saw MOIA consistently in trusted community places. City government became present in daily community life rather than distant and abstract

Tens of Thousands Reached Through Direct Engagement

MOIA reached 36,703 people through flyers, workshops, one-on-one navigation, street-level information, misinformation correction, and more.

Our askMOIA hotline received 2,541 calls helping people with legal referrals, IDNYC applications, English learner classes and housing information.

MOIA community engagement has also led to a high enrollment of IDNYC. Through vetting, registration, and application support for new migrants, MOIA has supported over 12,534 residents in completing their IDNYC applications in 2025. Outreach became the city's first line of defense against confusion, fear, and exploitation.

In 2025, MOIA conducted over

+ 500

Days of Action

in schools, hospitals, churches, mosques, food pantries, shelters, train stations, community centers, parks, respite sites, and neighborhood hubs.



Rights Workshops as Outreach Infrastructure

MOIA's own outreach and navigation teams became co-deliverers of rights education. Outreach staff led over 100 workshops in libraries, shelters, schools, houses of worship, providing immediate on-site navigation. Workshops were delivered in a variety of languages, including Spanish, Mandarin, and Haitian.

Each workshop became a hub of coordinated service. Participants received help enrolling their children in school, completing benefit applications, connecting to Medicaid or NYC Care, filing wage theft complaints, accessing legal aid, and entering English learning programs.

Lasting Impact for Immigrant New Yorkers

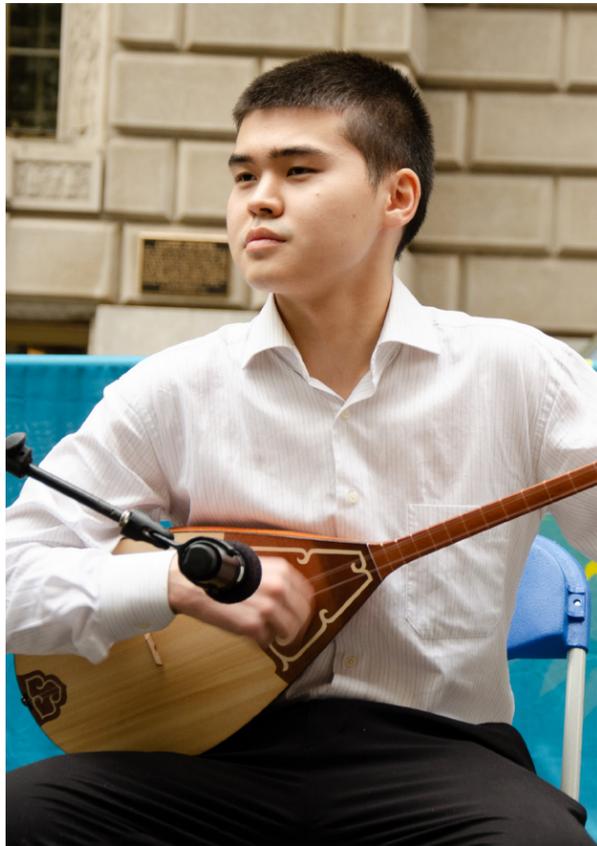
MOIA created a permanent model of outreach as a core function of government. Through our outreach team, the city now has a consistent presence in immigrant neighborhoods, an anti-misinformation system capable of responding to crisis, and a trusted relationship between immigrant communities and public institutions. This system improves outcomes in health, education, housing, legal services, workforce development, and public safety.

Events by Borough



Flag-Raisings

In partnership with the Mayor's Office for International Affairs and the Community Affairs Unit, MOIA hosted 40 flag-raising ceremonies in Immigrant Heritage Plaza. The flag-raising ceremonies included cultural celebrations for countries including Mexico, India, Haiti, Dominican Republic, Nigeria, Kenya, Guyana, Republic of Korea, Nepal, Peru, Ukraine, Romania, Pakistan, St. Vincent's and the Grenadines, Panama, Malaysia, Kazakhstan, Albania and more. In collaboration with cultural partners, faith groups, and consulates' offices, MOIA helped organize ceremonies celebrating each country's heritage and uplift the work of community leaders.



Communications To Immigrant Communities



Hundreds of Media Appearances Across Immigrant-Language Outlets

In 2025, MOIA continued to be one of the most visible public leaders on immigrant issues. We knew that to reach immigrant families, we needed to engage directly with community and ethnic media. MOIA continued to build the city's relationship with immigrant media by establishing two-way communications channels, hosting briefings, providing early access to announcements, sharing multilingual materials, and building trust with journalists. This transformed immigrant media from an overlooked audience into a key component of the city's public safety and emergency communications strategy.

+3.5 Mil

Views from New Yorkers

Highlights

MOIA connected with over 50 trusted immigrant media partners spanning the 5 boroughs reaching a viewership of over 3.5 million New Yorkers.

These outlets included Spanish language radio and television, Chinese newspapers and digital platforms, Haitian Creole stations, and West African community broadcasts in Wolof, Fulani, Mandinka, and Kiche. MOIA also engaged South Asian and Caribbean stations, YouTube commentators, WhatsApp channels, faith-based broadcast networks, and mainstream citywide outlets.

In 2025, MOIA co-hosted 12 ethnic media roundtables to promote critical resources such as: workers' rights, heat safety, back to school resources, and immigrant mental health to name a few.

This level of visibility ensured that families received messages from a trusted voice who shared their lived experience. It helped counter misinformation, provided clarity during moments of crisis, and expanded the reach of official guidance to communities that had long been excluded from citywide communications systems.

Launching the Largest Informational Campaign for Immigrant New Yorkers



In 2025, MOIA launched the largest informational campaign for immigrant New Yorkers to learn about their rights with federal immigration enforcement. This effort included a digital campaign posted across 4,000 LinkNYC digital screens earning 25 million impressions per month. Through this digital campaign, immigrant New Yorkers can scan the QR on the screen to easily access immigration legal resources and services in their own language.

This campaign also included a comprehensive Know Your Rights social media toolkit that was sent to 8,000 community partners via MOIA's weekly newsletter and over 200 agency communications contacts.

Thousands of copies of our redesigned Know Your Rights materials were printed and sent to community partners, local elected officials, public libraries, and distributed at in-person events.



Communications Embedded in Every MOIA Program and Initiative

2025 marked a new beginning to the MOIA website, centering accessibility and optimization. To address previously cumbersome navigation, MOIA uplifted the most critical information by simplifying navigation, synthesizing existing webpages and creating new pages to feature key information. The updated public website prominently showcases MOIA programs with one click to access Know Your Rights information, legal resources, English learning opportunities, and the latest policy updates.

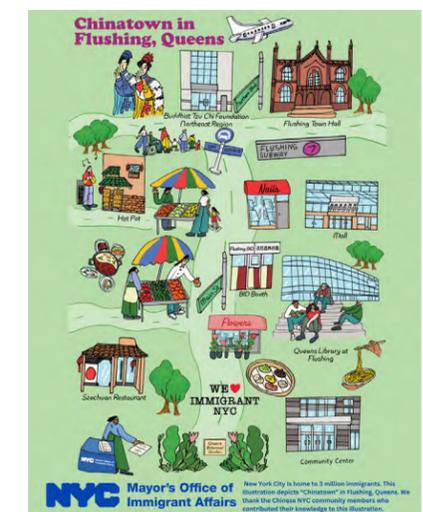
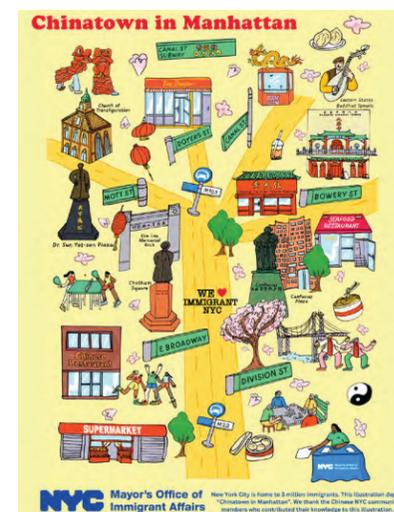
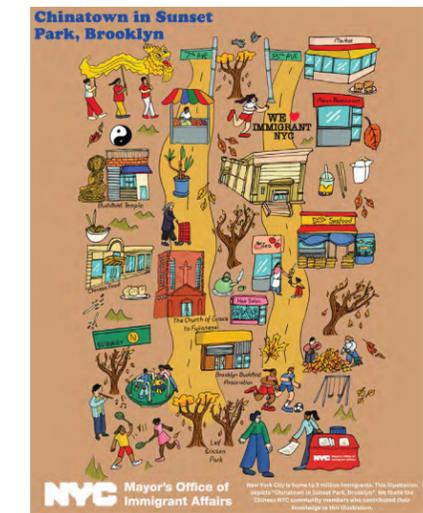
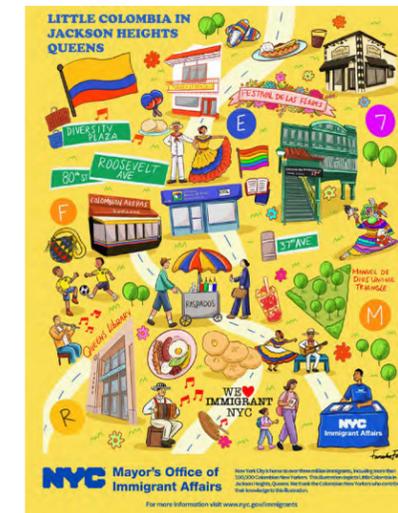
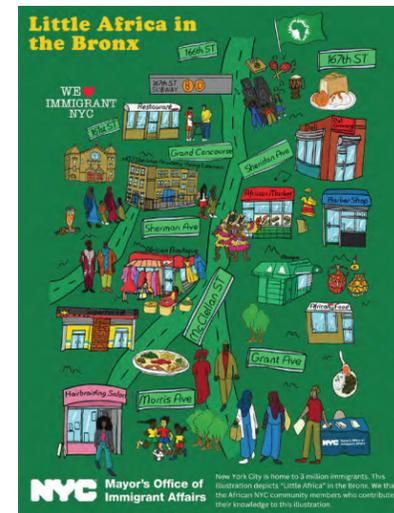
MOIA incorporated new visual navigation cues for users with lower-literacy and Limited English Proficiency. The improvements include new buttons on the homepage showcasing our most highly visited webpages, as well as flyer thumbnails alongside downloadable resources. Informed by website engagement data, MOIA provided the most pertinent information at the top and enabled short URL links to include on social media graphics and flyers (e.g. NYC.gov/knowyourrights).

The Immigrant Enclave Illustration Series

One of the most visible achievements for MOIA was our Immigrant Enclave Illustration Series. This initiative aims to pay tribute to and raise awareness of the vital contributions of immigrant communities to New York City by artistically capturing specific immigrant neighborhoods.

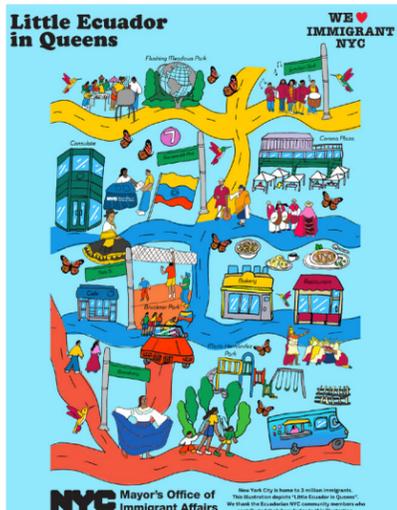
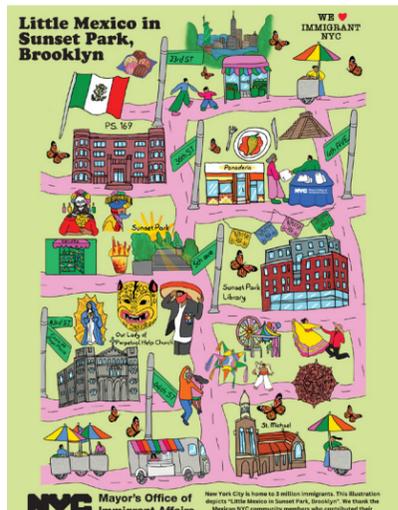
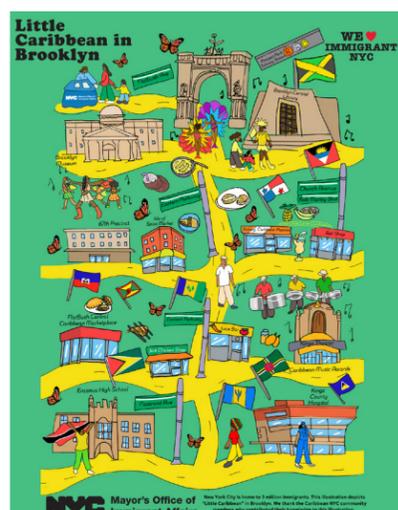
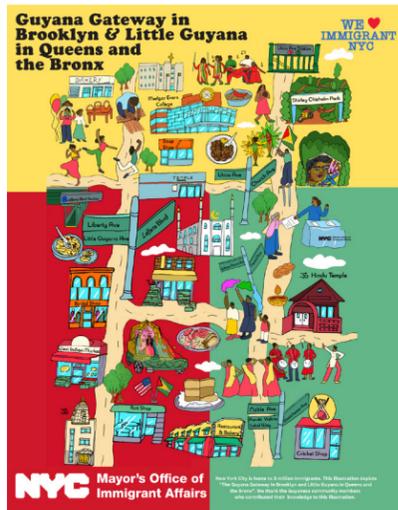
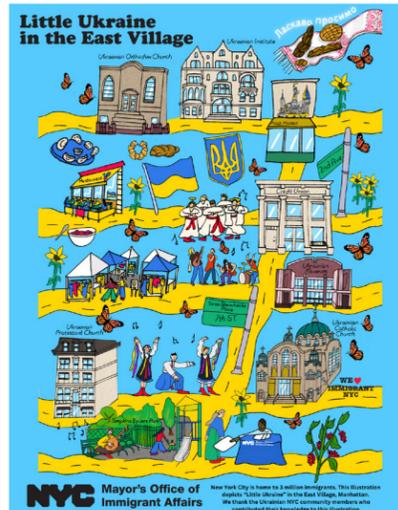
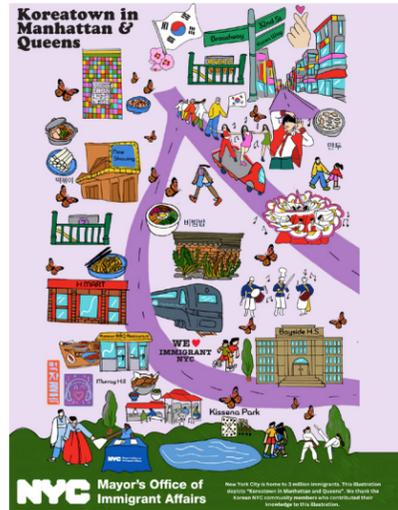
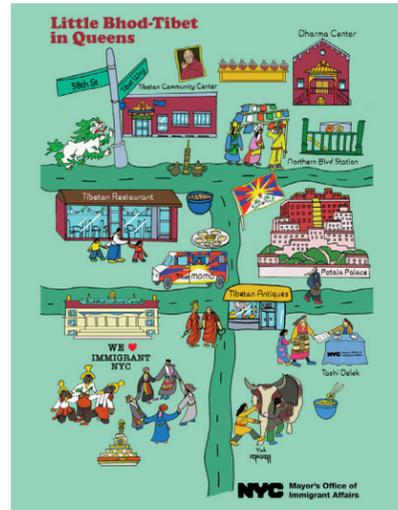
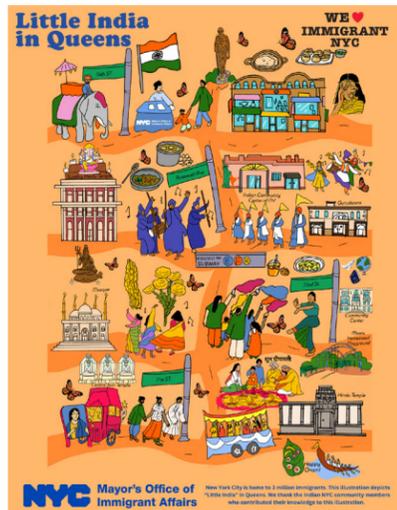
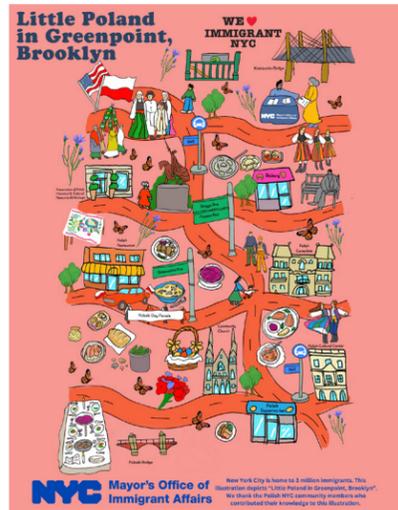
In 2025, MOIA released 18 illustrations on social media, reaching millions of people across the nation. Furthermore, MOIA staff, interagency partners, and community and faith-based organizations displayed large, printed posters of the illustrations at numerous community heritage celebrations, allowing hundreds of New Yorkers direct engagement with the artwork.

This ongoing series serves as one of the most powerful public affirmations of immigrant identity in New York's history. By celebrating the substantial contributions, rich histories, and unique cultures of NYC's immigrant communities, each illustration affirms belonging and dignity, establishing a permanent cultural legacy. The series successfully united community organizations and agency partners to ensure that NYC's immigrant communities are both recognized and represented within the city's history.



Ethnic Enclave Posters

Top to bottom, left to right: Little Africa in the Bronx; Little Dominican Republic in Washington Heights and Inwood Manhattan; Chinatown in Manhattan; Little Colombia in Jackson Heights Queens; Little Manila, Philippines in Woodside, Queens; Little Mexico in Port Richmond Staten Island; Chinatown in Sunset Park, Brooklyn; Little Haiti in Flatbush Brooklyn; Chinatown in Flushing, Queens



Ethnic Enclave Posters

Top to bottom, left to right: Little Bhod-Tibet in Queens; Little Albania in Bronx; Koreatown in Manhattan & Queens; Little Bangladesh in Queens; Little Caribbean in Brooklyn,

Ethnic Enclave Posters

Top to bottom, left to right: Little Africa in the Bronx; Little Yemen in Bronx ; Little India in Queens; Little Ukraine in East Village Manhattan ; Guyana Gateway in Brooklyn & Little Guyana in Queens & the Bronx; Little Pakistan in Brooklyn; Little Africa in Staten Island; Little Mexico in Sunset Park Brooklyn; Little Ecuador in Queens

WE ♥ IMMIGRANT NYC

Map Key

Little Manila	Little Ecuador	Little Africa in BX
Little Bhod-Tibet	Little India	Little Poland
Little Albania	Little Mexico in BK	Chinatown in MAN
Little Bangladesh	Little Mexico in SI	Little Pakistan
Koreatown	Little Africa in SI	Little Dominican Republic
Chinatown in QNS	Little Colombia	Little Haiti
Little Yemen	Chinatown in BK	Guyana Gateway and Little Guyana in QNS & the BX
Little Ukraine	Little Caribbean	

Know Your Rights Community Resources

In response to resident messaging needs, MOIA created 3 booklets, 15 new informational flyers and updated existing materials in more than 10 languages. In early 2025, MOIA published Know Your Rights booklets in over 10 languages to share information and resources on the following topics:

- **What to do if ICE (Immigration and Customs Enforcement) agents approach you**
- **What to do if your friend or family member is detained**
- **Sanctuary City Laws in New York City**



Know Your Rights with ICE

If ICE (Immigration and Customs Enforcement) agents approach you, you have rights!



January 2025 English

- English
- Arabic | العربية
- Bangla | বাংলা
- Chinese (Simplified) | 简化字
- Chinese (Traditional) | 正體字
- French | Français
- Haitian Creole | Kreyòl ayisyen
- Korean | 한국어
- Nepali | नेपाली
- Polish | Polski
- Pular | Pulaar
- Punjabi | ਪੰਜਾਬੀ
- Russian | Русский
- Spanish | Español
- Tibetan | བོད་ཡིག
- Wolof | Wolof
- Urdu | اردو



What to do after a friend or family member is detained by ICE/Immigration

Frequently Asked Questions

January 2025 English

- English
- Arabic | العربية
- Bangla | বাংলা
- Chinese (Simplified) | 简化字
- Chinese (Traditional) | 正體字
- French | Français
- Haitian Creole | Kreyòl ayisyen
- Korean | 한국어
- Nepali | नेपाली
- Polish | Polski
- Punjabi | ਪੰਜਾਬੀ
- Russian | Русский
- Spanish | Español
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- Wolof | Wolof



Sanctuary City Laws in NYC



January 2025 English

- English
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- Wolof | Wolof



Rapid Response Legal Collaborative (RRLC) Flyer

What can I do if my friend or family member is detained or facing deportation?

If your friend or family member:

- has been detained
- is at imminent risk of detention or deportation
- was told they cannot speak to an immigration judge
- or is facing a fast-track to removal

The Rapid Response Legal Collaborative (RRLC) may be able to provide legal assistance.

Scan the QR code to fill out the intake form



Please note, there are no guarantees that filling out the form will ensure legal representation.

on.nyc.gov/moia

English RRLC Flyer - Dec 2025

- English
- Arabic | العربية
- Bangla | বাংলা
- Chinese (Simplified) | 简化字
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For community outreach and for MOIA partners interested in locally amplifying these Know Your Rights resources, MOIA created three QR code infographics available as a poster, flyer, and palm card. Each QR code infographic was translated with a specific QR code link that opens MOIA's website in that language.

Get Immigration Legal Support for Detained New Yorkers

The New York Immigrant Family Unity Project (NYIFUP) is a legal representation program for New Yorkers detained and facing deportation who cannot afford an attorney.

- NYIFUP Contracted Providers**
- The Bronx Defenders**
360 East 161st St, Bronx, NY 10451
(718) 838-7878
bronxdefenders.org
 - The Legal Aid Society**
199 Water Street New York, NY 10038
(212) 577-3300
legalsociety.org
 - Brooklyn Defender Services**
177 Livingston St #7, Brooklyn, NY 11201
(718) 254-0700
bds.org
- *Any legal advice given through the listed organizations is not legal advice from City agencies.

New York Immigrant Family Unity Project (NYIFUP) Flyer

- English
- Arabic | العربية
- Bangla | বাংলা
- Chinese (Simplified) | 简化字
- Chinese (Traditional) | 正體字
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NYC Mayor's Office of Immigrant Affairs
Resources for Immigrant Parents and Caregivers

If you are an immigrant caregiver (including a parent, a legal guardian, a legal custodian, or other relative) who is worried that you may be separated from your child because of immigration enforcement, **get help to plan for the future by:**

- Contacting a free and trusted legal services provider by calling MOIA's Legal Hotline 1-800-854-0365
- Choosing an emergency contact, in the event that you are detained. Consider memorializing their phone number. This should be someone you trust, including someone like your lawyer.
- Updating emergency contact information at your child's school by updating their Blue Card in their school.
- Appointing someone to take care of your child and make important decisions in case you are unable to do so.

There are several ways to appoint someone to take care of your child. Scan the QR code to learn more.

1. The first way is to designate a person in parental relationship by filing suit a form with the NYC Office of Children and Family Services called the OCFS-4546. This can be done immediately and does not require you to go to court.
2. The second way to do this is through a process called standby guardianship. This process requires filing with a court.

Resources for Immigrant Parents and Caregivers Flyer

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NYC Mayor's Office of Immigrant Affairs
What can I do if I am being detained or arrested?

Remember

- You have the right to remain silent.
- You have the right to speak to an attorney.
- You do not need to sign any documents or answer any questions before you speak with a lawyer.

You have the right to request an interpreter for any conversation with ICE or any appointment or hearing you are given. You can say, "I need an interpreter."

Once detained, you will have the opportunity to make phone calls to your family, friends, community leaders, or attorney.

In detention, you can receive visitors, including your family, friends, community leaders, and attorney. Note that each jail has its own rules that visitors must review beforehand.

- If ICE agents are trying to talk to or arrest you, starting or continuing to record may put you at risk.
- However, people in the community may record ICE, so long as they do not interfere with officers.
- You can share with your attorney any audio, video, or written notes about your arrest from you or someone who saw your arrest.

MOIA's What to Do If You Are Detained by ICE Flyer

- English
- Arabic | العربية
- Bangla | বাংলা
- Chinese (Simplified) | 简化字
- Chinese (Traditional) | 正體字
- French | Français
- Haitian Creole | Kreyòl Ayisyen
- Korean | 한국어
- Polish | Polski
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- Spanish | Español

Also informed by community outreach, MOIA identified critical service information such as the MOIA Immigration Legal Support Centers and Rapid Response Legal Collaborative (RRLC). Flyers also featured information about immigrant rights, such as: Know Your Rights in Workplaces, What to Do If You Are Detained by ICE, New York Immigrant Family Unity Project (NYIFUP), and Resources for Immigrant Parents and Caregivers. In producing graphics and outreach materials, MOIA aims to amplify critical messaging in simple language with translations available to guide immigrant New Yorkers to City services.

Mayor's Office of Immigrant Affairs (MOIA)



+ TPS Update: Haiti

2/2/2026



+ TPS Update: Ethiopia

1/30/2026



+ Visa Applications Pause

1/21/2026



+ TPS Update: Burma (Myanmar)

1/23/2026

Launching an Immigrant-Focused Internal Communications System for City Employees

With updated materials available in 10+ languages, MOIA saw the opportunity to empower all city employees to amplify information and facilitate referrals. In 2025, MOIA announced a new Intranet website where employees can access and promote resources aimed at supporting and uplifting immigrant New Yorkers.

We notified over 250,000 NYC staff to explore tools to improve Language Access, streamline legal referrals, post critical Know Your Rights signage, keep up with policy updates, celebrate Immigrant Heritage Events and showcase Immigrant Enclave Illustrations. The Immigrant Affairs Intranet empowers all staff to take ownership of immigrant inclusion in every City agency.

Interagency Collaboration



Meeting these challenges cannot be accomplished by MOIA alone. That is why we lead a citywide, inter-agency, and multi-sector strategy that coordinates across city agencies and offices to close gaps, embeds immigrant support into policies and operations across city government, builds language and cultural competence into the city's infrastructure, and partners with trusted nonprofits and philanthropic partners to reach and serve immigrant communities across the city.

In 2025, MOIA trained 40+ agency partners on the city's sanctuary city laws to provide clarity on the policies that limit cooperation with federal immigration enforcement, as well as protect confidentiality, to ensure public safety and access to city services.

Concurrently, MOIA reinvigorated the immigration interagency task force, which coordinates partners across government on matters relevant to immigrant communities. MOIA convened four quarterly meetings, where it provided critical updates on federal policy changes that impacted immigrant New Yorkers and City agency capacity to serve its constituents. Under the Task Force umbrella, MOIA worked in tandem with other City agencies to hold targeted discussions on the heightened vulnerabilities of segments of New York communities, including those receiving programs and benefits, LGBTQ+ immigrants, victims of domestic violence, youth, and those facing mental health challenges.

To build upon its expanded relationships with funded community partners and to foster more solid engagement between internal and external partners, MOIA invited its 70+ contracted CBOs to a two-day convening in August to meet with government leaders.

Key Highlights

MOIA's expanded Immigrant Resource Portal on the city's intranet provides valuable resource to agency staff on supporting immigrant communities and includes extensive guides and resources on implementing Local Law 30 and expanding language access.

In 2025, MOIA trained

+ 40

Agency Partners

on the city's sanctuary city laws.

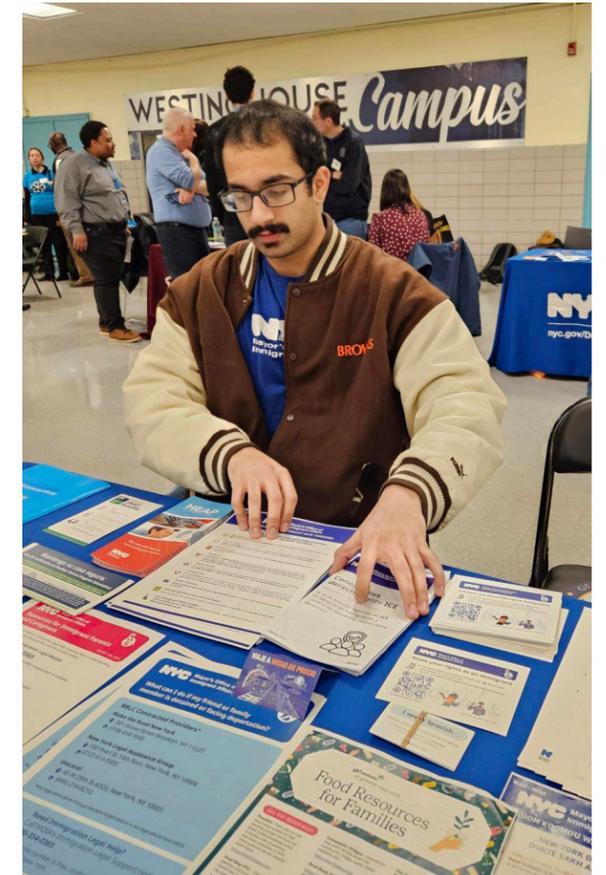
Advocacy Initiatives



MOIA promotes policies and practices that benefit immigrant communities, such as expanded access to affordable housing, healthcare, education, and legal services. MOIA also collaborates with other government agencies and advocacy organizations to develop and implement policies that support immigrants.

Cities for Action

MOIA is the founding member and current steering committee member of Cities for Action (C4A), a bipartisan coalition of U.S. local governments that collectively advocate for pro-immigrant federal policies. C4A exchanges best practices on local policies and programs that advance inclusion of immigrant residents. C4A was founded in 2014 and since then has grown to over 200 cities and counties. The U.S. mayors and county executives that make up our coalition recognize the pivotal role that immigrants play in strengthening communities. MOIA works closely with its co-chair counterparts in the City of Chicago and its steering committee cities including Atlanta, Boston, Chicago, Denver, Philadelphia, Los Angeles, San Francisco, and Seattle to lead the coalition. In 2025 following the December 2024 national C4A convening in NYC, the steering committee created the below set of strategic priorities to guide the coalition's advocacy:



- **Build out our sister city network in which more established offices provide guidance to newer offices, allowing for more dynamic, flexible news and resource sharing.**
- **Support local governments in their efforts to expand and fortify municipal language access programs and offices of immigrant affairs.**
- **Continue to build a coalition with state governments and cross-sector partners to promote immigrant inclusive programs and address federal funding gaps.**
- **Raise awareness about ways that localities can expand protections for immigrants via local and state policy, programming, and legislation.**

- Advocate for protections for all undocumented immigrants, including immigrant youth, DACA recipients and Dreamers, TPS holders, Humanitarian Parole recipients, Unaccompanied Children, and other vulnerable populations.
- Empower localities to highlight the importance of immigrants in our communities via digital platforms.
- With these priorities in mind, C4A engaged in various advocacy campaigns that unified the coalition in support of immigrants across the country.

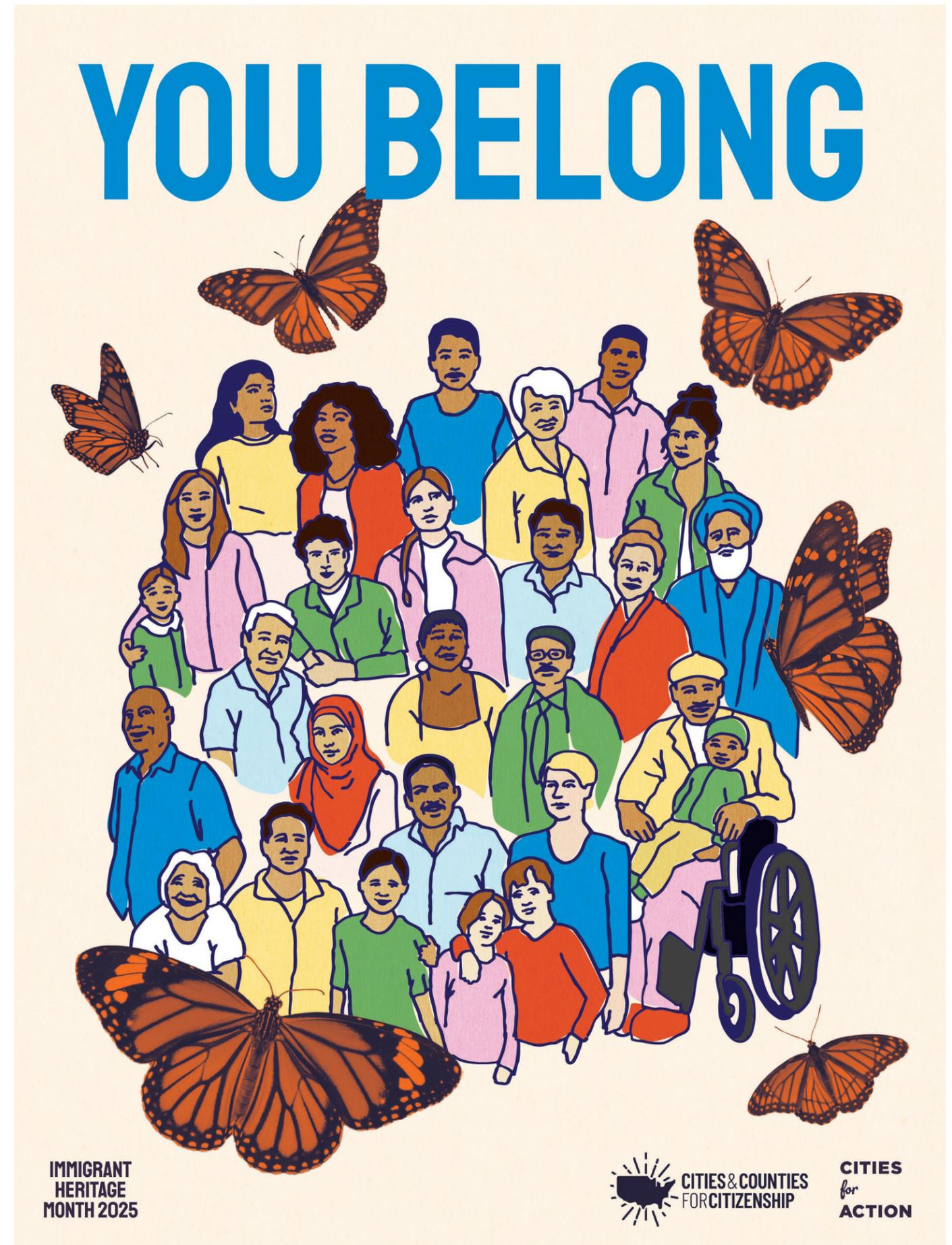
You Belong Campaign

In June, the coalition launched the You Belong campaign in honor of immigrant heritage month. Designed by artist Anna Pelavin, “You Belong” is a national campaign that sends a direct message to immigrant communities. This communications campaign aimed at having cities and counties share a unified message during national Immigrant Heritage Month. The messaging is intended to inspire, uplift, and support immigrant communities in our cities and the nation.

The following cities and counties participated in the campaign: Long Beach, San Francisco, San Jose, CA; Aurora, Boulder, Denver, CO; North Miami, FL; Atlanta, GA; Champaign, Chicago, Evanston, IL; Louisville, KY; New Orleans, LA; Boston, Somerville, MA; Baltimore, Montgomery County, MD; Minneapolis, Saint Paul, MN; Roselle, NJ; Albuquerque, NM; New York, NY; Erie, Montgomery County, PA; Dallas, El Paso County, TX; Salt Lake City, UT; and Seattle, Shoreline, WA.



The “You Belong” communications campaign is available in over 29 languages and can be found [NYC.Gov/Immigrants](https://nyc.gov/immigrants)



Looking Forward



MOIA is a vital bridge between the city government and immigrant communities. Through programming, interagency coordination, community engagement and advocacy, MOIA seeks to address the range of issues that impact the quality of life of immigrants in the city. As New York City continues to be a beacon for immigrants from around the world, the role of MOIA is more important than ever. MOIA will continue to exemplify its values being a community-rooted office that is steadfast in its focus on making New York City welcoming to immigrants.

Appendix



Appendix A

U-Visa and T-Visa Data for 2025

A person may be eligible for U Nonimmigrant Status if they are the victim of a qualifying crime and have suffered substantial physical or mental abuse because of that criminal activity.¹¹ A person may be eligible for T Nonimmigrant Status if they are the victim of human trafficking (labor or sex trafficking) and, if requested, have assisted law enforcement with the investigation, among other requirements. These two types of federal immigration relief can offer stability, work authorization, and a potential pathway to lawful permanent residency in the United States. Colloquially known as the “U-Visa” and “T-Visa,” these immigration statuses promote public safety by offering protection to immigrant survivors and encouraging them to seek assistance from law enforcement.

An important requirement for a U-Visa applicant is the submission of a certification from a law enforcement agency. The mandatory certification is an official statement detailing that a qualifying crime has taken place, and the victim has been helpful or will be helpful to the agency in the detection, investigation, and/or prosecution of the crime. Generally, T-Visas applicants may submit a law enforcement declaration. This declaration can be important evidence to include in an application, though it is not required. Annual statistics on U-Visa Certifications and T-Visa Declarations by City agencies in calendar year 2023 show the total number of requests received across all agencies continued to increase.¹² In 2024, the NYPD surpassed its 2023 record by receiving its highest recorded number of requests this past year.

Certification or declaration requests must be reviewed and approved by a law enforcement agency. The City certifiers include the NYC Administration for Children’s Services (ACS), NYC Law Department (Law), New York Police Department (NYPD), NYC Commission of Human Rights (CCHR), and Department of Consumer and Worker Protection (DCWP), as well as the City’s five District Attorney’s Offices. MOIA, ENDGBV, and MOCJ engage with City agency certifiers, advocates, and legal service providers to ensure awareness of City certification policies. The following charts include data on requests received and processed by City agency certifiers in calendar year 2025.

U-Visa Certification & T-Visa Declaration Requests in Calendar Year (CY) 2025

Types of Requests	NYC ACS	CCHR	DCWP	Law	NYPD	TOTAL
Requests received total	43	0	<10	20	1618	<1690
Requests processed total	48	0	<10	24	1617	<1700
Certifications issued	48	0	<10	24	1012	<1100
Requests denied	0	<10	<10	0	399	<408
Requests referred to other agencies	0	0	<10	0	206	<215

Reasons for Denials of Request in CY 2025

Reasons for Denials	NYC ACS	CCHR	DCWP	Law	NYPD	TOTAL
Public safety concern	0	0	0	0	<10	<10
Non-qualifying crime	0	<10	0	0	366	<372
Lack of helpfulness/cooperation (the victim has not assisted the Police Department in the investigation)	0	<10	0	0	<10	17
Indirect victim/witness (the individual named is not the direct or indirect victim)	0	0	0	0	0	0
Lack of qualifying investigation/no crime committed	0	0	0	0	<15	<15
Case could not be unsealed	0	0	0	0	0	0
Insufficient documentation	0	0	0	0	<10	<10
Statute of limitations expired	0	0	<10	0	0	<10
Applicant is subject of active investigation/ Respondent in Art. 10 case (must reapply after investigation/case is closed)	0	0	0	0	0	0
Total Denied	0	<10	<10	0	398	411

Certification & Declaration Denials Appealed in CY 2025

Appeal Status	NYC ACS	CCHR	DCWP	Law	NYPD	Total
Appeals Filed total	0	0	0	0	119	119
Appellant Certified (Approved)	0	0	0	0	35	35
Decision Upheld (Denied)	0	0	0	0	84	84

Certification and Declaration Request Processing Times

Agency	Approximate Processing Times
NYC ACS	41 days
CCHR	1 day
DCWP	41 days
Law	14-60 days
NYPD	45-60 business days, 90 days if additional investigation is necessary for U-Visa Requests

Appendix B

ACRONYM BANK

ACS	American Community Survey
ASLAN	Asylum Seeker Legal Assistance Network
BIA	Board of Immigration Appeals
C4A	Cities for Action
CALA	Central American Legal Assistance
CBO	Community-Based Organization
CCHR	NYC Commission on Human Rights
CEC	NYC Civic Engagement Commission
COIL	Comprehensive Overview of Immigration Law
CLINIC	Catholic Legal Immigration Network
CUNY	The City University of New York
DACA	Deferred Action for Childhood Arrivals
DCWP	NYC Department of Consumer and Worker Protection
DOF	NYC Department of Finance
DOHMH	NYC Department of Health and Mental Hygiene
DOJ	U.S. Department of Justice
DSS	NYC Department of Social Services
DVS	NYC Department of Veterans' Services
ELL	English Language Learner
ENDGBV	NYC Mayor's Office to End Domestic and Gender-Based Violence
EOIR	U.S. Department of Justice Executive Office of Immigration Review
ESOL	English for Speakers of Other Languages
FAQ	Frequently Asked Questions

FY	Fiscal Year
H+H	NYC Health + Hospitals
HAUP	Haitian Americans United for Progress
HCC	Haitian American Community Coalition
HEAP	Home Energy Assistance Program
HERRCs	Humanitarian Emergency Response and Relief Centers
HHS	U.S. Department of Health and Human Services
HRA	NYC Human Resources Administration
HRI	Haitian Response Initiative
ICE	U.S. Immigration and Customs Enforcement
ICP	International Child Program
IHW	Immigrant Heritage Week
IOI	Immigrant Opportunities Initiative
IRW	Immigrants Rights Workshops
KYR	Know Your Rights
LAIP	Language Access Implementation Plan
LEP	Limited English Proficiency
LL13	Local Law 13 of 2023
LL30	Local Law 30 of 2017
LPR	Lawful Permanent Resident
MOCJ	NYC Mayor's Office of Criminal Justice
MOIA	NYC Mayor's Office of Immigrant Affairs
MOIA	NYC Mayor's Office for International Affairs
MWBE	Minority and Women-owned Business Enterprises
NYC ACS	NYC Administration for Children's Services
NYC Law	NYC Law Department
NYC Opportunity	NYC Mayor's Office for Economic Opportunity

NYCHA	NYC Housing Authority
NYLAG	New York Legal Assistance Group
NYPD	NYC Police Department
NYS DREAM Act	New York State DREAM Act
NYSDAAAP	New York State Dream Act Application Assistance Program
OCME	NYC Office of the Chief Medical Examiner
PEU	Public Engagement Unit
PINY	Protecting Immigrant New Yorkers Taskforce
RHY	Runaway Homeless Youth
RRLC	Rapid Response Legal Collaborative
SBS	NYC Department of Small Business Services
SIJ	Special Immigrant Juvenile Status
TPS	Temporary Protected Status
USCIS	U.S. Citizenship and Immigration Services
WSNYC	We Speak NYC

Notes



Endnotes

- 1 This national survey administered every year to 3.5 million households and is designed to produce reliable estimates of population groups covering over 35 topics such as citizenship, employment, health insurance coverage, English proficiency, and place of birth, among other socioeconomic and demographic characteristics.
- 2 2023 population estimate is 3,038,550 immigrant residents. This is <1% decline from the previous year.
- 3 Source: <https://www.migrationpolicy.org/sites/default/files/publications/FRS-PRINT-2025-FINAL.pdf>
- 4 Being rent-burdened is defined by the U.S. Census Bureau as spending 30% or more of their household income on rent, with extreme rent burden defined as spending more than 50% on rent.
- 5 Approximately 23% of immigrant New Yorker households are rent-burdened compared to nearly 22% of their US-born population. For extreme rent burden, an additional 29% of immigrant households fall into this category compared to 26% of US-born households.
- 6 44.10% of immigrants aged fifteen+ compared to 44.51% of US-born counterparts who are in the labor full time force.
- 7 From the [Institute on Taxation and Economic Policy](#)
- 8 From [a 2025 report by FWD.us](#).
- 9 Reported from the Bureau of Labor Statistics NAICS.
- 10 90% of US-born New Yorkers have at least a high school degree.
- 11 Examples of qualifying crimes include, but are not limited to, domestic violence, sexual assault, physical assault, kidnapping, and extortion.
- 12 The District Attorney's Offices do not publish data on U-and T-Visa certifications and declarations.



NYC Mayor's Office of
Immigrant Affairs