



# **2024 ANNUAL REPORT ON NEW YORK CITY'S IMMIGRANT POPULATION AND INITIATIVES OF THE OFFICE**

**Eric L. Adams**  
**Mayor**

**Manuel Castro**  
**Commissioner**

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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 sixth such report, covering the calendar year 2024.

## **EXECUTIVE SUMMARY**

At a time of great uncertainty for immigrant communities, MOIA remains steadfast in its commitment to support and empower immigrant New Yorkers and their families. 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 the robust interagency work that the NYC Mayor's Office of Immigrant Affairs (MOIA) has led in 2024 to improve the wellbeing of immigrant New Yorkers.

This office seeks to address the many challenges, new and existing, facing immigrants by focusing on five areas:

- Resourcing legal services
- Expanding language access
- Engaging communities through outreach
- Promoting access to City services
- Influencing public policy

Highlights in 2024 include:

- MOIA's legal services programs have long been central to the office's work. In 2024, MOIA Immigration Legal Support Centers filed over 6,000 new cases, a record high. The MOIA Immigration Legal Support Hotline received at least 2,000 calls per month, peaking at nearly 10,000 per month at the beginning of the year. The Immigration Rights Workshop program delivered more than 400 presentations, informing nearly 10,000 New Yorkers about their rights in immigration matters.
- MOIA's staff reached more than 55,000 immigrant New Yorkers through over a thousand events. This outreach is part of a larger effort to ensure that City government is present in and responsive to the needs of immigrant communities.
- Through screening, registration, and application support for new migrants, MOIA has supported over 22,461 individuals with the completion of their IDNYC application.
- MOIA has led interagency coordination of language access by increasing oversight and reporting mechanisms. These efforts aim to ensure that the ability to speak English does not deter New Yorkers from accessing City services.
- MOIA's English Learning and Support Centers continued to teach beginner level English classes with our signature We Speak NYC English language learning curriculum. This year we rolled out We Speak NYC at sites across the five boroughs, including at shelters.
- MOIA continued its leadership in an interagency immigrant taskforce, whose core mission is to prevent and combat immigration services fraud.

These initiatives represent some of MOIA's accomplishments in 2024. The team looks forward to continuing its work on behalf of New York City's immigrant communities in 2025.

## **MESSAGE FROM COMMISSIONER CASTRO**

Dear fellow New Yorkers,

When I first arrived to New York City as a child, my mother and I found support in the communities that welcomed us – in church, in school, and in our neighborhood. Today, I am honored to lead a mayoral office that has the opportunity to welcome all immigrant New Yorkers as valuable members of our communities.

The Mayor's Office of Immigrant Affairs (MOIA) serves as a source of reliable information and a reminder that New York City's local government is here to serve all New Yorkers. At the heart of our work is the belief that a thriving immigrant community makes New York City stronger, more vibrant, and most resilient.

In 2024, MOIA expanded priority initiatives and programs that we deliver for immigrant populations. These programs serving immigrant communities are more imperative than ever. MOIA remains steadfast in our commitment to provide information and services that allow immigrant New Yorkers to thrive.

We have welcomed new immigrants to New York City, increased access to resources in preferred languages, and expanded legal services. As the need for legal and support services is ever-growing, MOIA is committed to providing legal and support services as a central part of our work.

Further, we continue to deliver community-rooted services thanks to our partnerships and direct connection to residents from all five boroughs. MOIA is committed to uplifting all immigrant New Yorkers, regardless of immigration status or when they arrived in our city.

We are proud of our legacy as a city of immigrants that offers hope to those seeking to build a new life. Immigrants comprise the rich fabric of the diverse city we know and love today, built thanks to their dedication, courage, traditions, and cultural vibrancy.

Thank you for joining us in the work ahead to continue offering resources, opportunity, and a future where immigrant New Yorkers succeed in our city.



**Manuel Castro**

Commissioner, Mayor's Office of Immigrant Affairs

## **MAYOR'S OFFICE OF IMMIGRANT AFFAIRS**

### ***Our Mission***

MOIA promotes the wellbeing of immigrant New Yorkers by serving as a bridge between the City's government and its immigrant communities. To ensure our programs and policy decisions are community-rooted, MOIA solicits input from immigrant communities through active participation in local events and leading "Days of Action" at accessible locations in immigrant-dense neighborhoods. MOIA also plays a pivotal role in advising and coordinating efforts to serve immigrant populations across city government. In recent years, MOIA has expanded its footprint to directly support the needs of immigrant communities through the launch of legal assistance, language services, and English language learning programs.

### ***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***

MOIA works to address these challenges through a range of programs that promote empowerment, support inclusion and integration, and enhance accessibility of the city services for immigrant communities. MOIA's efforts include:

1. **Engaging communities through outreach:** MOIA engages with immigrant communities to understand their needs, concerns, and experiences. MOIA participates in events, meetings, and forums that provide a platform for community members to voice their opinions and advocate for their rights.
2. **Promoting access to City Services:** MOIA works with city agencies and community partners to identify and address issues that impact the quality of life for immigrants in New York City. This includes ensuring access to city services such as healthcare, improving educational outcomes for immigrant students, increasing access to affordable housing, supporting workforce development programs, operating English language programming, and providing support to victims of crime.
3. **Expanding language access:** MOIA helps City agencies provide high-quality language services to New York City residents who need them. MOIA provides guidance and resources to mayoral offices on how to provide language assistance services, translates key documents into multiple languages, and trains government staff to work effectively with communities with Limited English Proficiency.
4. **Resourcing legal services:** MOIA collaborates with legal service providers across the City to enhance access to legal services for immigrants through the MOIA Immigration Legal Support Centers and other legal service providers. MOIA also hosts Immigrant Rights Workshops and legal clinics to educate immigrants on their rights and help them navigate the U.S. immigration legal system.
5. **Influencing public policy:** 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.

## IMMIGRANT POPULATION SNAPSHOT

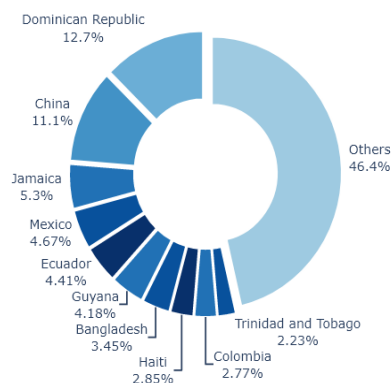
New York City has been shaped and built by the contributions of the waves of immigrants throughout history who have called this city home. MOIA is committed to honoring this legacy by advocating on behalf of immigrants. The following is a demographic snapshot of immigrant New Yorkers as presented in the U.S. Census Bureau's 2023 American Community Survey (ACS).<sup>1</sup>

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.<sup>2</sup> Nationwide, immigrant populations are growing. As of 2023, immigrants and their U.S.-born children represent 27 percent of the total civilian U.S. population, which is a 35% increase from 2010<sup>3</sup>.

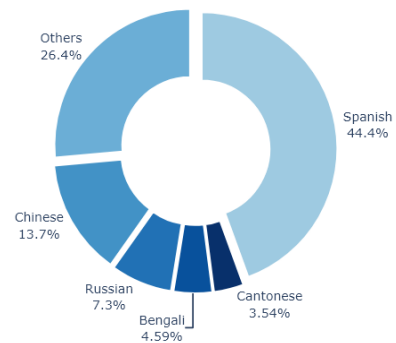
### **Diversity of NYC Immigrants**

New York's immigrant population is diverse; it is not dominated by a particular ethnicity. As of 2023, the three topmost common countries of birth for the more than 3 million immigrant New Yorkers are the Dominican Republic, China, and Jamaica. Mexicans, who have been one of the fastest-growing immigrant groups in recent decades, have dropped to the fourth most populous immigrant group in New York City. Almost 75% of foreign-born individuals with limited English proficiency speak four languages: Spanish, a dialect of Chinese (primarily Mandarin or Cantonese), Russian, or Bangla.<sup>4</sup>

Country of Origin



Top languages for foreign-born residents with Limited English Proficiency



<sup>1</sup> 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.

<sup>2</sup> 2023 population estimate is 3,038,550 immigrant residents. This is <1% decline from the previous year.

<sup>3</sup> From the [Migration Policy Institute](#).

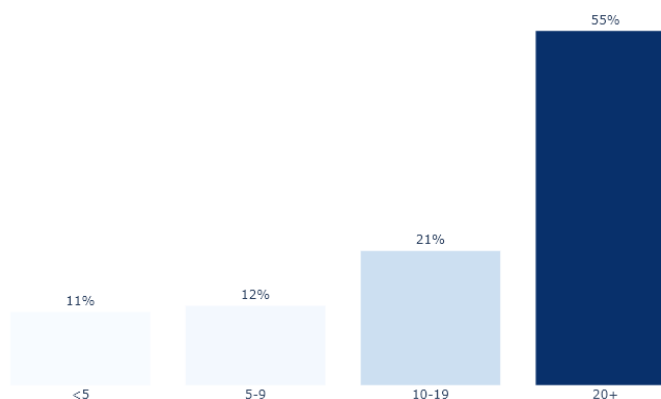
<sup>4</sup> As designated by the Census Bureau, Chinese includes dialects such as Mandarin and Fujianese.



### **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.

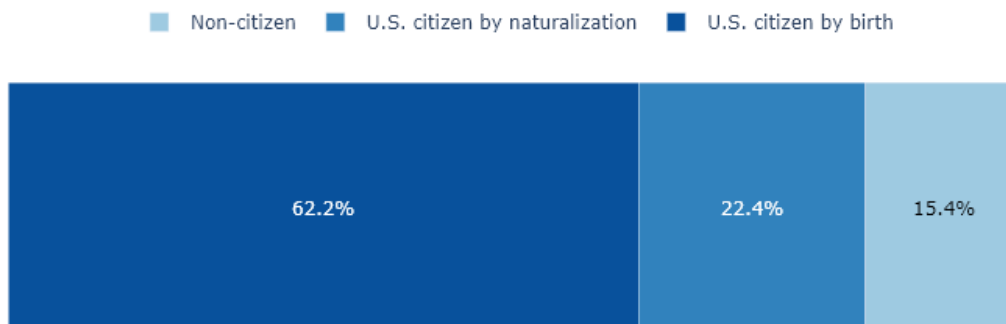
Years in the U.S.



### **Immigration 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.

Total NYC population by citizenship status



### **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 persons per room as extremely overcrowded. Almost 10% 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<sup>5</sup>. The rates of rent burdened households

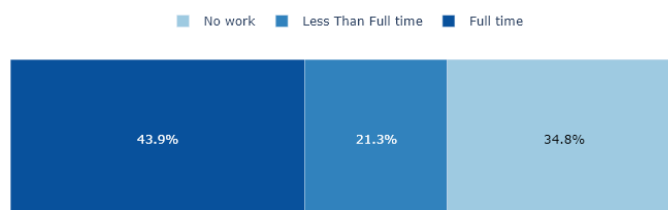
<sup>5</sup> Being rent-burdened is defined by the U.S. Census Bureau as spending 30% or more of their household income on rent, with extreme rent burden defined as spending more than 50% on rent.

are similar across these two populations, although immigrant populations are slightly more likely to be considered extremely rent burdened<sup>6</sup>.

### **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.<sup>7</sup> Approximately 65% of immigrants age 15 or older work full time or part time.

Work Type Distribution



Nationwide, we know that immigrants - including undocumented populations - are tremendous contributors to the economy. In 2023, households led by undocumented immigrants paid approximately \$89.8 billion in total taxes, \$33.9B in state and local taxes and \$55.8B in federal taxes.<sup>8</sup> The overwhelming majority of Deferred Action for Child Arrivals (DACA) recipients are employed and contributing approximately \$14 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.<sup>9</sup>

In New York City, U.S.-born residents have significantly greater median household earnings; foreign-born residents have a median income of \$42,820 while U.S.-born residents have a median income of \$61,171. The primary sectors for immigrant employment are:<sup>10</sup>

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

<sup>6</sup> 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.

<sup>7</sup> 43.9% of immigrants aged fifteen+ compared to 44.8% of US-born counterparts who are in the labor full time force.

<sup>8</sup> From the [American Immigration Council](#).

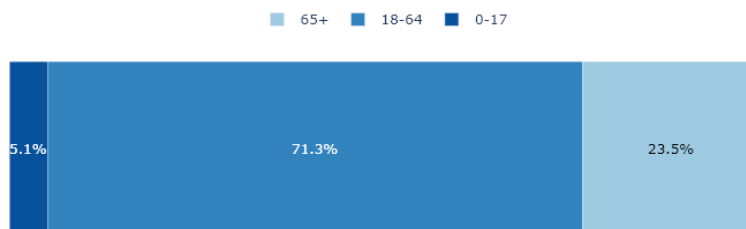
<sup>9</sup> From [a 2025 report by FWD.us](#).

<sup>10</sup> Reported from the Bureau of Labor Statistics NAICS.

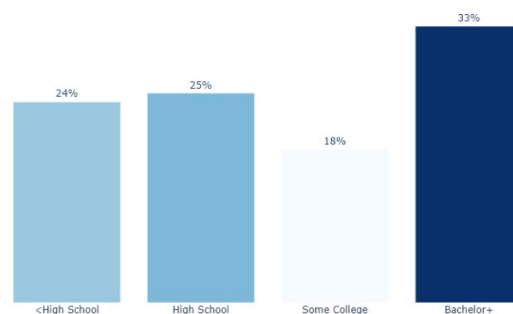
## Other Key Demographics

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

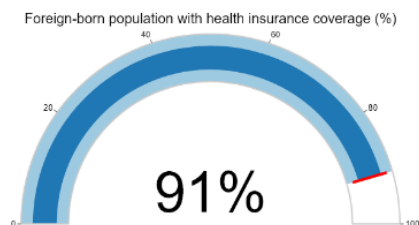
Percentage of Total Foreign-Born by Age Category



- **Education:** Education levels vary amongst the immigrant community. Approximately a third of immigrants 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.<sup>11</sup>



- **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.



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.

<sup>11</sup> 90% of US-born New Yorkers have at least a high school degree.

## **PROGRAMS AND SERVICES**

Over the past year, 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**

The MOIA Immigration Legal Support Centers --- MOIA Immigration Legal Support Hotline  
The Rapid Response Legal Collaborative --- Immigrant Rights Workshops  
Asylum Seeker Legal Assistance Network --- The Haitian Response Initiative  
Dreamers Programs --- Anti-Fraud Efforts

In 2024, New York City invested over \$60 million in legal services to support immigrant New Yorkers - the most of any municipality in the nation. MOIA plays a key role in managing or collaborating with partner agencies and CBOs to implement legal services at scale. The following is a portfolio of MOIA funded legal services programs for immigrant communities.

#### ***MOIA Immigration Legal Support Centers***

[MOIA Immigration Legal Support Centers](#) (formerly ActionNYC) provide access to free, confidential immigration legal services to immigrant New Yorkers in their preferred language. Our Immigration Legal Support Centers are located in immigrant dense neighborhoods across the five boroughs<sup>12</sup>. The program is operated in collaboration with over 20 CBOs, emergency shelters, schools, libraries, and legal services providers. These providers include:

- African Communities Together (ACT)
- African Services Committee (ASC)
- Arab American Association of New York (AAANY)
- BronxWorks
- CAMBA
- Caribbean Women's Health Association (CWhA)
- 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)

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<sup>12</sup> Legal Support Centers are run jointly by MOIA, DSS/HRA, and CUNY.

- MinKwon
- New York Legal Assistance Group (NYLAG)
- Northern Manhattan Improvement Corporation (NMIC)
- The Door
- Sunnyside Community Services (SCS)

Providers offer culturally and linguistically responsive immigration legal assistance including legal screenings and full legal representation on immigration matters such as citizenship applications, green card renewals, and Temporary Protected Status (TPS) applications<sup>13</sup>. Some Immigration Legal Support Centers also offer full representation in complex cases such as Special Immigrant Juvenile Status (SIJS), U and T-Visa applications, and asylum. Navigators at MOIA Immigration Legal Support Centers also connect immigrant New Yorkers to non-legal services such as IDNYC, health insurance enrollment, and school enrollment. Depending on capacity or specialized issues in a case, some clients are referred to other City-funded legal services.

Key accomplishments for MOIA Immigration Legal Support Center providers in 2024 include:

- Filed a record-high number (6,081) of new cases.
- Conducted over 10,000 comprehensive immigration legal screenings across CBOs, hospitals, libraries, and schools.
- Referred 1,706 cases to other legal service providers.

For cases in which immigration authorities rendered decisions in 2024, cases filed by these Centers had **over 97% approval**

In 2024, MOIA supported CBO partner Catholic Charities Community Services (CCCS) to screen youth for SIJS eligibility. Applying for SIJS is a potential pathway to permanent legal status, but eligible youth must apply before turning 21. In this pilot initiative, CCCS screened 175 youth who were potentially eligible for SIJS across Department of Youth and Community Development (DYCD) Runaway & Homeless Youth (RHY) shelters and opened or referred many of those screened for further legal support.

MOIA Immigration Legal Support Centers are also designed to increase the professional and operational capacity of community-based organizations to provide immigration legal services. In 2024, approximately 60 MOIA program staff members were issued a certificate for Catholic Legal Immigration Network (CLINIC)'s Comprehensive Overview of Immigration Law (COIL) training. MOIA plans to continue to support the Immigration Legal Support Centers with new multi-year contracts scheduled to commence in July 2025.

<sup>13</sup> All organizations and community navigators receive support to obtain and maintain U.S. Department of Justice (DOJ) Recognition and Accreditation, meaning the organization has permission from DOJ to practice immigration law before federal authorities and represent clients before USCIS, EOIR, and/or BIA through Accredited Representatives. Accredited Representatives are non-attorney professionals who have received the DOJ accreditation to practice immigration law before USCIS, EOIR, and/or Board of Immigrant Appeals (BIA).

### ***MOIA Immigration Legal Support Hotline***

The [MOIA Immigration Legal Support Hotline](#) provides free, confidential immigration information and referrals to City-funded, free, and safe immigration legal help. In 2024, demand for immigration legal information and services remained high, with 58,131 calls in total. Hotline call volumes have been a minimum of 2,000 calls a month since late 2022, and peaked in the first half of 2024 at nearly 10,000 calls a month. This continuous significant volume can be attributed to both growing awareness of services among long-residing immigrant New Yorkers, and an influx of newly arrived migrants calling the Hotline for information and immigration legal service appointments.

To accomodate the increased call volume and growing complexity and diversity of callers' needs, MOIA allocated additional funding to the Hotline for enhanced and updated call center system technology and additional Hotline operators. In 2024, Hotline operators also provided 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.

### ***Legal Assistance to Individuals Detained or at Risk of Deportation***

In 2024, 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, provides legal assistance to individuals detained by immigration authorities or at imminent risk of detention and deportation. Through the coalition, immigrant New Yorkers receive 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. RRLC efforts enable the City to continue serving immigrant New Yorkers facing urgent, complex, and high-stakes immigration legal challenges.

In 2024, RRLC providers responded to the needs of newly arrived asylum seekers who may have missed their immigration court hearings and were issued an Order of Removal *in Absentia*. This could be driven by a loss of federal immigration paperwork, lack of familiarity with immigration requirements, or problems attending their immigration court hearing due to overcrowding and entry policies at immigration court buildings.

Over 75% of the represented or assisted matters were Motions to Reopen (Pro Se), Board of Immigration Appeals (BIA) of Immigration Judge (IJ) decisions, Motions to Change Venue, Asylum (I-589), Asylum (I-589) filings, and FOIA with immigration court.

## ***Immigrant Rights Workshops***

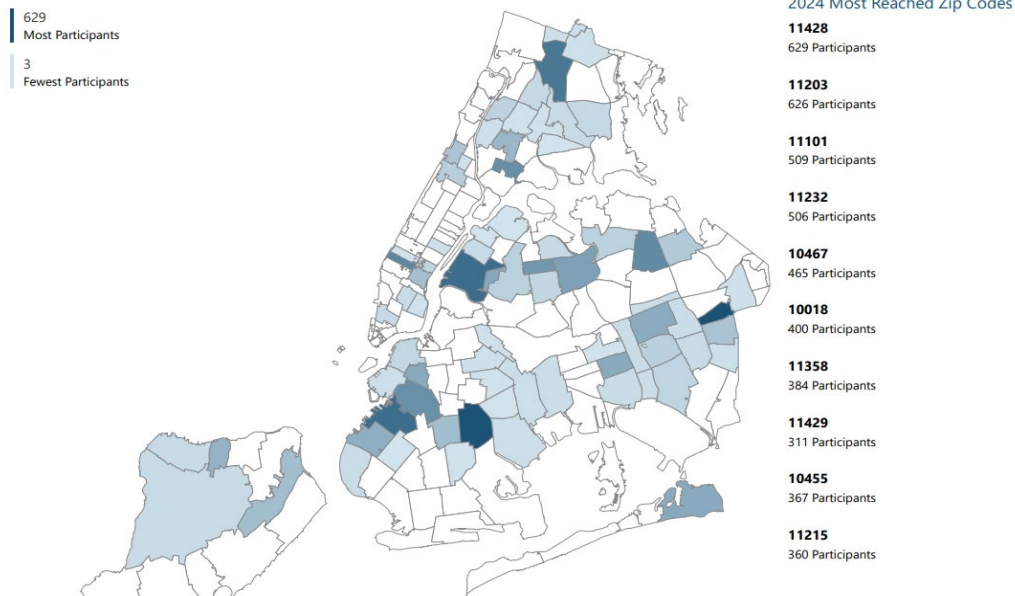
MOIA's [Immigrant Rights Workshop \(IRW\)](#) program supports and funds 17 trusted community organizations to provide relevant and timely information directly to immigrant communities through presentations. Our partners include:

- 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

Our partners host IRW sessions focusing on the general rights of all immigrant 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. In 2024, the IRW 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), French Creole, Malinke/Maninka, Punjabi, Quechua/Kichwa, and Wolof. Almost all the 2024 IRW presentations were facilitated in person, although virtual sessions were also available. These workshops spanned all boroughs, with the greatest number happening in Queens.

<p>In 2024, immigrant rights workshops hosted <b>412 presentations</b> reaching <b>9,307 New Yorkers.</b></p>
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## People Reached by Zip Code



### Asylum Seeker Legal Assistance Network

In 2024, MOIA continued to run the [Asylum Seeker Legal Assistance Network \(ASLAN\)](#), which was launched to support new arrivals with their legal needs. Since its launch, ASLAN has been an instrumental component in the City's effort to help new arrivals apply for asylum and TPS, obtain work authorization, and achieve self-sufficiency. In 2024, ASLAN consisted of a network of 11 non-profit organizations including:

- African Services Committee
- City University of New York (CUNY) Law
- CUNY Citizenship Now!
- Catholic Charities Community Services
- Lutheran Social Services of New York
- New York Legal Assistance Group (NYLAG)
- Pro Se Plus Project (PSPP): African Communities Together (ACT), Catholic Migration Services (CMS), Central American Legal Assistance (CALA), Masa, and UnLocal

The network continued to provide the following citywide services:

- Immigration legal information and advice, application assistance, and post-application assistance to newly arrived migrants and asylum seekers.
- Training for frontline workers and community helpers providing immigration legal assistance.
- Videos, printed materials, and other resources that help asylum seekers navigate the immigration court and application process.
- MOIA Immigration Legal Support Hotline, which provides callers with legal information and tailored referrals to legal help.



In 2024, more than 7,400 residents received live, 1-on-1 screenings with ASLAN attorneys and paralegals, and follow-ups included brief advice and counsel, *pro se* application assistance (asylum, TPS, work authorization), post-application assistance for *pro se* applicants, and referrals to legal services<sup>14</sup>. Approximately 40% of ASLAN clients were shelter residents at the time of service, 57% were non-shelter residents, and 3% did not disclose. Through its partnerships with African Services Committee (ASC) and International Child Program (ICP), ASLAN also included dedicated immigration legal capacity to assist newly arrived West African migrants, a historically underserved population.

In 2024, ASLAN also built professional and community capacity in New York City's immigration legal services field by recruiting, training, and deploying non-attorneys and attorneys to support the City's efforts. MOIA partnered with CUNY Citizenship Now! to recruit over 250 volunteers speaking more than 22 languages to provide immigration application assistance, operational support, and interpretation to newly arrived migrants and asylum seekers. CUNY Law students in the Emerging Needs Clinic provided asylum seekers with immigration legal information, screenings, and application assistance at community-based sites in the Bronx, Brooklyn, Manhattan, and Queens.

### ***Haitian Response Initiative***

Because of natural disasters, political upheaval, and eligibility for TPS, many 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 2024, MOIA continued to fund and support the [Haitian Response Initiative \(HRI\)](#) which serves newly arrived Haitian New Yorkers. Through HRI, MOIA partners with culturally responsive and linguistically competent community-based organizations to provide case management and immigration legal services to newly arrived Haitian New Yorkers. Our HRI partners include:

- Catholic Charities Community Services (CCCS)
- Caribbean Women's Health Association (CWhA)
- 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 2024, over 2,500 recently arrived Haitians met with HRI case workers for an initial intake to determine eligibility for services and resources. HRI case workers also referred clients to immigration legal information and services provided by Catholic Charities, which has:

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<sup>14</sup> If a person files an application or works on their own legal case *pro se* that means they do not have a lawyer or legal representation. Post-application assistance was critical to ensuring that *pro se* applicants receive the immigration protections and benefits for which they've applied, including but not limited to work permits.

- Screened more than 370 community members for immigration relief eligibility;
- Opened more than 370 cases for legal assistance; and
- Represented community members in dozens of immigration court appearances.

In 2024, 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.

### ***NYS DREAM Act Application Assistance Program***

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 2024, 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 370 students in 2024.

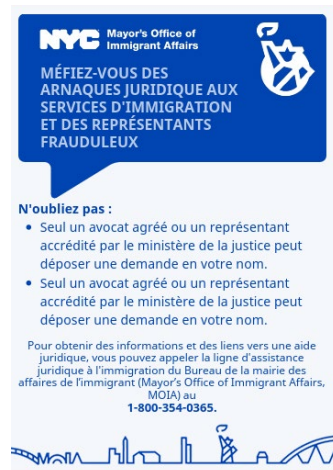
### ***Anti-Fraud Work***

MOIA deploys two key strategies to combat immigration fraud:

#### ***Dual Approach to Combating Immigration Fraud***

*A. Providing free, trusted immigration legal services through MOIA Immigration Legal Support Centers, ASLAN, the Haitian Response Initiative, and the Rapid Response Legal Collaborative.*

*B. Conducting outreach that gives immigrant communities clear, accurate, and timely information about issues impacting them and services available to them.*



In 2024, this work came to life throughout MOIA’s programming via Immigrant Rights Workshops, public facing-translated materials such as [Avoid Becoming the Victim of Immigration Fraud](#), inclusion of Fraud awareness in the WeSpeak curriculum, information given through MOIA Immigration Legal Support Centers, and direct communication with the public through press events. Flyers on how to avoid immigration fraud were included in the welcome packets for newly arrived migrants. MOIA is actively engaged in the Protecting Immigrant New Yorkers (PINY) Taskforce, whose core mission is to prevent and combat immigration services fraud that impacts New Yorkers.

## LANGUAGE ACCESS FOR IMMIGRANT NEW YORKERS

New York City’s remarkable linguistic diversity is a testament to its identity as a city of immigrants: 60% of New Yorkers are immigrants or the children of immigrants, with approximately half of New Yorkers speaking a language other than English at home. For the 22% of New Yorkers who are considered to have Limited English proficiency (LEP), expansion of language access is critical to full participation in civic life.

Recognizing language access as a civil rights issue, MOIA evaluates best practices in engaging with multilingual communities across government. MOIA’s mission is to remove language barriers and ensure that every New Yorker can access government services for which they are eligible in their preferred language. To this end, MOIA is proud that our staff speak more than 27 languages. This commitment reflects an understanding that effective language access is essential for building a more equitable, inclusive, and responsive City government.

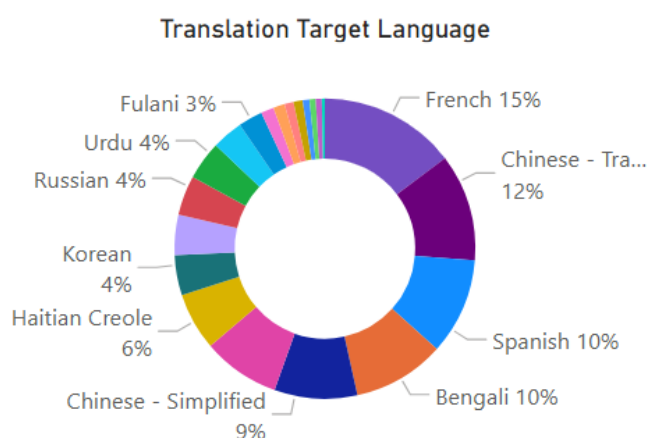
The MOIA Language Access Hub delivers on this objective by:

- Providing targeted technical assistance to agencies for advancing language access;
- Coordinating interpretation services;
- Delivering high-quality translation services; and
- Monitoring the implementation of Language Access Implementation Plans across city agencies.

### ***Written Translation Services for City Agencies***

MOIA’s Language Services Team provides translation and interpretation for MOIA, other Mayoral Offices, and City Hall to support engagement with New York’s diverse communities. In 2024, MOIA’s Language Services team served 47 different Mayoral Offices and responded to 414 translation requests across 65 languages. This is an over 50% increase from 2023.

As service demand continues to grow and diversify, particularly with the addition of “temporary languages” and expanding support to new offices<sup>15</sup>, sustaining and expanding capacity becomes increasingly critical for maintaining service quality and meeting language access mandates. The specialized expertise of MOIA’s staff not only ensures accurate translation but also builds institutional knowledge that strengthens the City’s overall language access infrastructure.



<sup>15</sup> [Temporary languages](#) are chosen due to global events/trends leading to an increase in the number of individuals arriving in New York City who speak those languages and are seeking urgent City services.

### ***Interpretation***

Telephonic interpretation services similarly saw extraordinary growth in 2024, more than doubling calls and nearly quadrupling interpretation hours. This growth indicates both increased awareness of language access services and growing demand across the Mayoral Offices. In-person interpretation services were available in limited amounts across 2024 due to budgetary constraints.

#### **2024 Interpretation Highlights**

1. Responded to nearly 30,000 calls
2. Provided ~20,000 hours of interpretation
3. Met needs in 94 different languages

### ***Responding to Emerging Language Needs***

As New York City's linguistic landscape continued to evolve in 2024, the MOIA team responded to adapt its language service delivery. MOIA launched a framework for implementation of Local Law 13 of 2023 (LL13) which designated "temporary languages" based on new preferred language data. Wolof and Fulani/Pulaar were consistently noted as the preferred languages of many immigrants<sup>16</sup>. Wolof emerged as the third most requested language for telephonic interpretation, and Pulaar also represented a major demand for telephonic interpretation. MOIA saw Wolof and Pulaar also consistently requested for in person interpretation and written translation. The successful rollout of LL13 demonstrates MOIA's commitment to responsive and inclusive language access, ensuring that emerging language needs are identified and addressed systematically across the City government.<sup>17</sup>

### ***Training Interpreters for Limited Diffusion Languages***

In recent years, as waves of new immigrants arrived to New York City, more language service capacity was needed in West African languages of limited diffusion. To meet the needs citywide, MOIA worked to increase capacity for translation and interpretation services in languages of limited diffusion. With support of the Rockefeller Brothers Fund and the Mayor's Fund, MOIA partnered with two community-based language service providers – the International Child Program and Refugee Translation Project – to upskill community members who speak languages of limited diffusion. Trained participants covered a wide range of languages, including Amazigh, Bambara, Dioula, Hassaniya Arabic, Hausa, Pulaar, Soninke, Twi, and Wolof. These trained individuals provided critical interpretation capacity, including at emergency shelter sites.

### ***Advancing Agency Language Access Implementation***

2024 marked a significant expansion of the City's ability to implement language access initiatives systematically. MOIA provided extensive technical assistance for agencies in updating their Language Access Implementation Plans (LAIPs). These plans require every covered agency, in

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<sup>16</sup> Fulani (aka Peul, Pulaar, Fula, Fulah, Fulfulde) consists of various dialects that are not always easily understood by speakers of other dialects. Several Fulfulde dialect areas on the continuum have names, locations, and general definitions that are more or less generally agreed upon by linguists, anthropologists, and others. These are the Pulaar of Senegal, Pular of Guinea, Fulfulde of Maasina, Fulfulde of Nigeria, and the Fulfulde of the Adamawa highlands in Cameroon. In the remainder of the document, this language group will be labeled Pulaar.

<sup>17</sup> For detailed information about the temporary language designations and the full implementation framework, please refer to MOIAs [Temporary Language Guidance](#).

consultation with MOIA, to outline their efforts to provide language access and ensure meaningful engagement with agency services amongst non-English speakers. While Local Law 30 established the foundational requirements for these agency plans, new requirements were introduced with the passing of additional legislation in 2023. From January to June, the Language Access team guided 40+ City agencies through the critical process of updating these plans

### ***Embedding Language Access into City Operations***

2024 marked a significant expansion in the Language Access team's partnership with the Mayor's Office of Operations (Operations), enhancing the City's ability to implement language access initiatives systematically. This collaboration has strengthened oversight of agency compliance in LL30, improved data collection and reporting mechanisms, and created more efficient processes for addressing language access gaps.

Through strengthened agency infrastructure, deepened community partnerships, and expanded service delivery, MOIA has built a more robust and responsive language access ecosystem. The Language Access and Language Services teams' complementary work—from guiding agency implementation to providing direct language support—shows how comprehensive language access requires both strong systems and quality services. As New York City continues to evolve, MOIA's integrated approach to language access ensures that the City can effectively serve all New Yorkers, regardless of the language they speak.

### **MOIA's English Language Learning Program**

MOIA English Learning and Support Centers are located across the city for immigrant New Yorkers to learn English. These centers help immigrant New Yorkers practice English conversation skills through beginner level courses led by trained volunteers facilitating classes throughout an eight-week cycle. The classes and materials are designed to provide a safe environment for learners to practice English, increase awareness about their rights, and develop confidence advocating for themselves and their communities. As part of the City's response to the increase of asylum seekers arriving to New York City, the program's focus for 2024 shifted toward expanding in-person classes. In 2024 alone, the program held over 1,200 English classes.

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

*"La mejor clase de inglés que he tomado."*  
(ENG: *The best English class I have ever taken.*)

*"Siga así ayudando aprender a las personas."*  
(ENG: *Keep helping people learn.*)

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

*"I can clearly see participants improving in language proficiency, and perhaps more importantly, their confidence. It's been a joy to work with them and I've loved spending time with them each week."*

Classes use the **We Speak NYC curriculum**, an award-winning curriculum developed in partnership with the City University of New York as a tool to teach English and educate New Yorkers on city resources and services. Through the We Speak NYC website, learners and educators can access all resources the program has available, expanding MOIA's English Language Learning program reach to immigrant New Yorkers beyond the traditional classroom setting. In addition to providing immigrant New Yorkers beginner and intermediate level in-

person English classes, these centers provide additional information about resources, make referrals to social and legal services, and act as a hub for English language learning in their communities. Over 5,000 individuals were served in We Speak NYC volunteer-led sessions, a 25% increase from the previous calendar year.

The We Speak NYC curriculum has always been a civic-focused English for Speakers of Other Languages (ESOL) program. Each English class revolves around a specific episode, which is based on a specific social issue and social service(s). Building on this foundation, the Beginner curriculum initiative includes a significant language access and direct support component: translations of keywords related to these services, as well as set dialogues commonly seen in service provider situations, and presentations from service providers themselves. The rights of immigrants and resources available to them are a central focus of the episode storylines. Additionally, the curriculum lesson plans include rights- and sector-specific vocabulary. Learners are also shown City websites with translations where they can go to get support on a variety of resource topics.

**Beginner-level materials  
are now live!**

MOIA's English Language Learning program relies on CBOs, shelters, faith-based organizations, schools, and libraries to host classes. 53% of sites ran Beginner-level classes and the rest (47%) Intermediate. Queens led with 49% of summer programming, followed by Brooklyn (23%), Manhattan (14%), the Bronx (9%), and Staten Island (5%). The diversity of primary languages represented in summer 2024 included: Spanish, French, Chinese, and Haitian Creole leading the way, followed by Russian, Arabic, Bangla, Wolof, Japanese, Portuguese, Ukrainian, Korean, Burmese, Albanian, and Thai.

Learning English is crucial for immigrants to search for and maintain employment and navigate life in New York City. Given that some of the most vulnerable immigrant populations are in (temporary) residence at City-run sites, MOIA advised on creation of a We Speak NYC curriculum and program for Humanitarian Emergency Response and Relief Centers (HERRCs) and supported 70 facilitators in providing this programming at shelters.

### ***WeConnect***

The WeConnect program is an interagency collaborative effort to embed critical information within civic-focused English language learning classes. In 2024, MOIA and NYC Emergency Management (NYCEM) hosted emergency preparedness workshops at 14 class sites. This civic-focused WeConnect content is now being scaled by additional community outreach staff and interagency partnerships to include presentations on language access, immigrant rights, aging, and transportation resources.

### **OUTREACH TO IMMIGRANT COMMUNITIES**

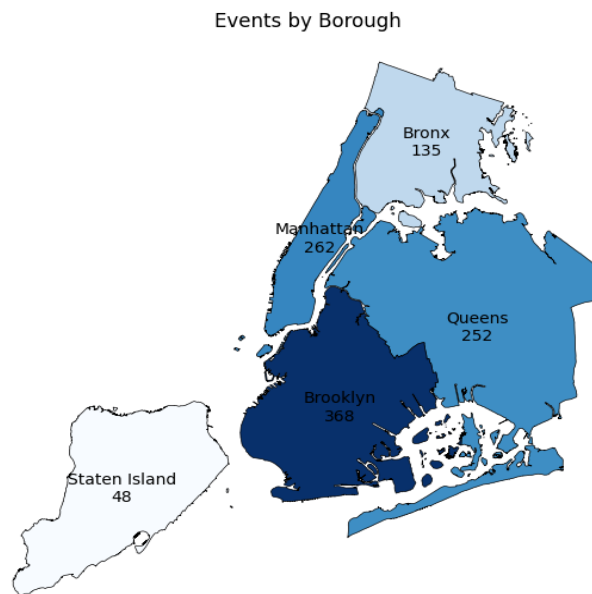
MOIA serves as a bridge between immigrant communities and city agencies. The goal is to educate immigrant New Yorkers about City resources, services, and guidance on various topics that might impact their communities.



### ***Community Engagement***

MOIA's boots-on-the-ground approach focuses on proactive measures to bring essential services to immigrant communities. MOIA's efforts are community-rooted, offering culturally and linguistically competent support to immigrant communities, with an emphasis on traditionally underserved immigrant communities.

MOIA is committed to reaching immigrant populations throughout all five boroughs. Last year, MOIA increased the scale of its outreach services to reach **over 55,000 immigrants** from a variety of cultural, ethnic and linguistic backgrounds. This was done through community engagement, specifically expanding partnerships with community-based organizations to promote cultural events. These 1,069 events include Lunar New Year celebrations, the annual Iftar prayer and meal event, and the International Mother Language Day event.



In 2024, MOIA strengthened its relationships with nonprofit groups, faith-based organizations, and public-facing city agencies including the Department of Homeless Services and Mayor's Office of Faith-Based and Community Partnerships. In 2024, MOIA conducted "Know Your Rights" presentations in schools, adult education centers, and community gathering places across all boroughs. These sessions were delivered in a variety of languages, including Spanish, French, Chinese (Cantonese or Mandarin), and Haitian.

A particular focus for MOIA community engagement has been encouraging enrollment in IDNYC. Through vetting, registration, and application support for new migrants, MOIA has supported over 22,461 residents in completing their IDNYC applications.

### ***Immigrant Heritage Celebrations***

Celebrating the heritage of our immigrant New Yorkers is a proud component of MOIA's work. In 2024, MOIA commemorated the 20th annual Immigrant Heritage Week in April with a campaign "Celebrating the City of Immigrants," honoring long time and recently arrived immigrant New Yorkers. The 2024 theme was to celebrate the resilience and determination of past immigrants who built longstanding support networks and the newest arrivals who are creating their own. From Ellis Island to now, New York City is proud to be a destination for so many to overcome barriers and achieve their American Dream.

(MOIA to insert photo with caption) An illustration of "Little Manila in Woodside, Queens" celebrates Filipino American History Month.

In celebration of National Immigrant Heritage Month in June 2024, MOIA collaborated with the NYC [Civic Engagement Commission \(CEC\)](#) and community partner [The People's Creative Institute](#) to host the "Celebrating Participatory Democracy and Immigrant Contributions to NYC Civic Life" ceremony at Immigrant Heritage Plaza. This event brought awareness of "[The People's Money](#)," NYC's annual citywide participatory budgeting initiative. MOIA also partnered with the [Mayor's Public Engagement Unit \(PEU\)](#) and [Department of Parks & Recreation](#) to spread awareness of MOIA's New English Learning and Support Centers and City resources.<sup>18</sup>

(MOIA to insert photo with caption) Offering a unique and personal touch to the campaign, "*Sunnies*" were installed throughout the City. These yellow clay humanlike figures, crafted by immigrant mothers from El Salvador, promoted NYC residents to vote in New York City's first citywide participatory budgeting process called "The People's Money."<sup>19</sup>

### ***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 Colombia, Haiti, Bolivia, Nepal, Mexico, Guyana, South Korea, Pakistan, Dominican Republic, Peru, Ukraine, Bangladesh, the Philippines, Albania, Romania 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.

(MOIA to insert photo with caption) The 2024 Flag-Raising ceremonies honored key community members for their leadership and highlighted the immigrant communities that comprise and enrich the diversity of the city.

### ***Roundtables with Immigrant Media***

Immigrant Media Roundtables with community and ethnic media reporters are a critical part of MOIA's approach to disseminating complex information to immigrant New Yorkers. In 2024, MOIA connected with over 670 trusted immigrant media partners spanning the 5 boroughs. In 2024, MOIA co-hosted the roundtables to promote critical resources such as: the Notify NYC app, NYC Cares eligibility expansion, Summer Youth Opportunities, NYC's supportive

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<sup>18</sup> Full menu of immigrant heritage events includes the Concordia Americas Summit, Cinco de Mayo Celebrations with Mexican Consulate in New York, Immigrant-Arc Night of Justice, CUNY Citizenship Drive, Saga Dawa a Buddha Purnima Day Prayer, Mayoral Townhalls, NYC Arab Community Roundtable, NYC Haitian Community Roundtable, NYC Ecuadorian Community Roundtable, Bangla New Year Festival, Center for Migration Studies Podcast, and NYC's Asylum Seeker Arrival Center One-Year Anniversary Tour.

<sup>19</sup> "The People's Money" is New York City's annual citywide Participatory Budgeting (PB) process, where community members decide how to spend part of the city's budget. This democratic process is open to all New Yorkers ages 11 and up. More information [available here](#).



resources/services for victims of domestic and gender-based violence, the Workers' Bill of Rights, Heat Safety and water safety guidelines, and information on business compliance.

### **HELPING IMMIGRANT NEW YORKERS NAVIGATE SERVICES**

MOIA's charter mandate is to "enhance the accessibility of city programs, benefits, and service to immigrants and speakers of languages other than English by establishing outreach programs... to inform and educate immigrants and speakers of languages other than English of relevant city programs, benefits, and services." In 2024, MOIA's investments to achieve this goal included:

#### ***Asylum Seeker Resource Navigation Centers***

In 2024, the following community-based organizations continued to operate Asylum Seeker Navigation Sites across the five boroughs:

- Aid for Life
- International Child Program
- Catholic Charities Community Services of New York
- La Colmena
- Mercy Center
- Mexican Coalition
- New Immigrant Community Empowerment (NICE)

Additional organizations joined the network:

- Afrikana
- Catholic Charities Brooklyn and Queens
- Life of Hope
- Parent-Child Relationship Association
- South Asian Council for Social Services

In 2024, these community partner sites served more than 22,000 asylum seekers. The sites provided in person support services, including job readiness trainings, comprehensive case management, food distribution, and immigrant rights workshops in Spanish, French, Wolof, Pulaar, Haitian Creole, Russian, Hindi, Urdu, and other preferred languages.

#### ***Settlement Houses***

New York City settlement houses have a long history of successfully integrating and including immigrant communities. In September 2024, MOIA established a partnership with the following historic settlement houses in support of newly arrived immigrant families with children:

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

The partnership with settlement houses provided new arrivals 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.

### ***Immigrant Peer Navigator Program***

In 2024, MOIA and the Mayor's Fund continued the Immigrant Peer Navigator Program through philanthropic funding from Rockefeller Foundation and other generous donors. Long time immigrant New Yorkers with similar immigration experiences served as mentors to newly arrived asylum seekers, giving them tips on navigating life in New York City, including finding work, housing, and making community connections. The following nine organizations supported 250 newly arrived migrants through the provision of cultural and linguistic services orientation sessions, matching mentees with mentors, and provision of transportation when appropriate:

- African Communities Together
- African Services Committee
- Aid for Life
- Catholic Charities
- Fundavenyc
- La Colmena
- Mexican Coalition
- Mixteca
- New Immigrant Community Empowerment (NICE)

### ***Ask MOIA Hotline***

The Ask MOIA Hotline helps eligible New York City residents access City services in the five boroughs. MOIA staff help callers navigate requests with the appropriate agency in their language. In 2024 there were 3,270 calls made to the Ask MOIA Hotline.

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***In 2024 there were  
3,270 calls made to  
the Ask MOIA Hotline.***

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### ***MOIA Directory of Immigrant Serving Organizations***

In 2024, MOIA released four directories that provide a comprehensive list of New York City's non-profit organizations and services available to all New Yorkers regardless of immigration status. These guides are organized by type of service provided and provide contact information and the languages in which these services are available. There are 1,802 organizations that speak over 100 different languages included across the four directories available in print and online.



## 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.

Mayors and county executives across the country recognize the pivotal role that immigrants play in strengthening communities. MOIA represents the City as a founding member and current steering committee member of Cities for Action (C4A), a bipartisan coalition of over 200 U.S. cities and counties that collectively advocate for pro-immigrant federal policies. Key advocacy efforts in 2024 included:

- [C4A released several multi-city mayoral advocacy letters](#) addressed to the Biden Administration calling for **equitable access to work authorization**. Several of the coalition's policy recommendations – including the extension of renewal applications for Employment Authorization Documents (EADs) via a temporary final rule in April and ultimately the permanent auto-extension final rule in December – were adopted by the Department of Homeland Security (DHS).
- C4A released the [Cities for DACA resource guides](#) to inform impacted communities about the state of play of the DACA program and to support elected local leaders in elevating the need for permanent protections for Dreamers.

In 2024, C4A held its 9th annual national convening in New York City, a two-day event that brought together representatives from 27 localities across 16 states and 23 advocacy and philanthropy organizations. This event centered around building the infrastructure for responsive, sustainable collaboration and developing a unified roadmap to promote immigrant justice at all levels of government.

***Across the country, local governments are working to expand access to city services for immigrant communities in some of the following ways:***

- Local governments recognized the economic contributions of immigrants, implementing policies to support their economic integration. C4A has prioritized coordination across local government on workforce development, access to employment authorization and preventing exploitation.
- Cities and counties recognized the challenges that immigrants with limited English proficiency face. C4A has raised awareness and advocated for improved language access across local government.
- Local governments created partnerships and programs to help immigrants navigate complex processes and get them connected to legal services.
- A growing number of cities and counties are establishing local offices of immigrant affairs that focus on supporting and integrating immigrant communities. These offices are

pivotal in providing resources directly to residents, advocating for inclusive policies, and helping ensure immigrants have access to essential city services and programs.

#### **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 A**

### **U-Visa and T-Visa Data for 2024**

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<sup>20</sup>. 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<sup>21</sup>. 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 2024.

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<sup>20</sup> Examples of qualifying crimes include, but are not limited to, domestic violence, sexual assault, physical assault, kidnapping, and extortion.

<sup>21</sup> The District Attorney’s Offices do not publish data on U-and T-Visa certifications and declarations.

### U-Visa Certification & T-Visa Declaration Requests in Calendar Year (CY) 2024<sup>22</sup>

<u>TYPES OF REQUESTS</u>	<b>NYC ACS</b>	<b>CCHR</b>	<b>DCWP</b>	<b>Law</b>	<b>NYPD</b>	<b>TOTAL</b>
Requests received total	33	<10	<10	<30	1392	1454
Requests processed total	30	0	<10	<30	1253	1307
Certifications issued	30	0	<10	<30	776	828
Requests denied	0	<10	<10	<10	304	313
Requests referred to other agencies	0	0	0	0	174	174

### Reasons for Denials of Request in CY 2024

<b>REASONS FOR DENIALS</b>	<b>NYC ACS</b>	<b>CCHR</b>	<b>DCWP</b>	<b>Law</b>	<b>NYPD</b>	<b>TOTAL</b>
Public safety concern	0	0	0	<15	<15	<b>13</b>
Non-qualifying crime	0	<10	0	<60	261	<b>320</b>
Lack of helpfulness/cooperation (the victim has not assisted the Police Department in the investigation)	0	<10	0	<15	<15	<b>17</b>
Indirect victim/witness (the individual named is not the direct or indirect victim)	0	0	0	0	0	<b>0</b>
Lack of qualifying investigation/no crime committed	0	0	<10	0	<10	<10
Case could not be unsealed	0	0	0	0	0	<b>0</b>
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	<b>0</b>
<b>TOTAL DENIED</b>	<b>0</b>	<b>&lt;10</b>	<b>&lt;10</b>	<b>61</b>	<b>300</b>	<b>368</b>

### Certification & Declaration Denials Appealed in CY 2024

<u>APPEAL STATUS</u>	<b>NYC ACS</b>	<b>CCHR</b>	<b>DCWP</b>	<b>Law</b>	<b>NYPD</b>	<b>Total</b>
Appeals Filed total	0	0	0	0	106	106
U-Visa Certification Appeals Filed	0	0	0	0	106	106
T-Visa Declaration Appeals Filed	0	0	0	0	0	0
Pending	0	0	0	0	0	0
Appellant Certified (Approved)	0	0	0	0	25	25
Decision Upheld (Denied)	0	0	0	0	20	20
Referred to Other Agency	0	0	0	0	61	61

<sup>22</sup> U and T visa requests aggregated in this section. Some values per agency were so small that more disaggregated reporting cannot be done in a way that preserves anonymity.

## Certification and Declaration Request Processing Times

AGENCY	APPROXIMATE PROCESSING TIMES
NYC ACS	32.64 days for U-Visa Requests; 29 days for T-Visa Requests
CCHR	1 day
DCWP	49 days
Law	60–120 days
NYPD	45–60 business days, 90 days if additional investigation is necessary for U-Visa Requests; 45 business days for T-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