



Mayor's Office of
Immigrant Affairs

STATE OF OUR IMMIGRANT CITY

Mayor's Office of Immigrant Affairs
(MOIA) Annual Report
for Calendar Year 2019

Message from the Mayor

Dear Friends:



New York City is not only the safest big city in the nation, it is thriving because of our unwavering commitment to being an inclusive and equitable city for all New Yorkers, regardless of immigration status. We continue to make strides in our work to promote fairness and justice as we reject xenophobic attacks that have targeted our immigrant neighbors, knowing we are stronger because of the diversity of our communities.

This annual report showcases the tremendous economic and cultural growth our city has experienced thanks in large part to generations of immigrants deciding to make New York City their home. It demonstrates how our values of inclusion have benefited our communities. This is not revelatory. In fact, we are leading in showing the import of an inclusive and welcoming agenda, the results of which are reflected and embraced as the new normal in diverse cities across our country.

Over the past year, the Mayor’s Office of Immigrant Affairs has helped lead efforts in our city to protect and uplift our immigrant neighbors. This report outlines their work to ensure our residents know their rights in their homes and in the workplace; understand the fundamental necessity and success of NYC Care — guaranteed healthcare for all; and recognize the importance of providing all people with access to services and benefits without fear.

As we continue our tradition of embracing newcomers, we are showing the world how our communities thrive when we stand up against hate and refuse to be driven by fear. No matter where you came from, if you live here, you’re a New Yorker and your city has your back.

Sincerely,

A handwritten signature in black ink that reads "Bill de Blasio". The signature is fluid and cursive, with a long horizontal line extending from the end.

Bill de Blasio
Mayor

Message from Commissioner Bitta Mostofi

To my fellow New Yorkers:



Welcome to the third annual report of the Mayor’s Office of Immigrant Affairs. This report comes at a moment when our national conversation about immigration tends to fall into extreme, diametrically opposed narratives. Yet, our bold history as a beacon of hope and opportunity is fundamentally reliant on the principle that we are a global, resilient city, and the diversity and drive of our communities is what propels us forward. As local government we feel that reality intensely and have been targeted for asserting the simple truth of who we are and why.

We continue to drive an agenda that advances the well-being of all New Yorkers and requires a deep understanding of the barriers to reaching one’s fullest potential, be it immigration status or English proficiency. At the same time, we have felt and share in the concerns experienced by our communities, strengthened our commitment to building trust with immigrant New Yorkers, and confronted the havoc and reckless agenda of the Trump administration.

To that end, we have used data, facts, and dignity for all New Yorkers to inform our work, not fear. We hope our data findings on key indicators experienced by immigrant New Yorkers serve as a tool to help others understand the needs of our communities and inform responses. Among the findings in this report, we see that out of the City’s 3.1 million immigrants, approximately 56 percent are naturalized U.S. citizens and an estimated 622,000 immigrant New Yorkers, who are lawful permanent residents, are potentially eligible to naturalize. We also see out of the one million New Yorkers who live in mixed-status households, in which at least one household member is undocumented, 265,500 or 27 percent are children.

Our report also highlights critical cross-agency collaborations, showing the City operating as one coordinated body in response to the ever shifting immigration landscape. Specifically, we demonstrate the incredible launch of NYC Care, guaranteed healthcare for all; the close coordination to address the public charge rule change and its harmful impacts on immigrant families; and the ways in which we worked alongside community and elected partners to respond to heightened immigration enforcement efforts. We will continue to challenge ourselves to think bigger alongside all our partners and to build resilient communities as we work together towards a fairer and more just New York City for all.

Bitta Mostofi
Commissioner

A handwritten signature in black ink, appearing to be 'B. Mostofi', written over a faint, light-colored signature line.

Mayor’s Office of Immigrant Affairs

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Acronyms

City Agency Acronym/Initialism	Full Name of City Agency
NYC ACS	Administration for Children’s Services
CAU	Mayor’s Community Affairs Unit
CCHR	City Commission on Human Rights
CEC	Civic Engagement Commission
DCWP	Department of Consumer and Worker Protection
DCLA	Department of Cultural Affairs
DCP	Department of City Planning
DFTA	Department for the Aging
DOB	Department of Buildings
DOE	Department of Education
DOHMH	Department of Health & Mental Hygiene
DOT	Department of Transportation
DPR	Department of Parks & Recreation
DSNY	Department of Sanitation
DSS	Department of Social Services
DYCD	Department of Youth & Community Development
H+H	NYC Health + Hospitals
HPD	Housing Preservation and Development
HRA	Human Resources Administration
NYCHA	New York City Housing Authority
NYC Law	New York City Law Department
NYC Opportunity	Office of Economic Opportunity
MOIA	Mayor’s Office of Immigrant Affairs
MOCJ	Mayor’s Office of Criminal Justice
MOPD	Mayor’s Office for People with Disabilities
M/WBE	Mayor’s Office of Minority and Women-owned Business Enterprises
NYCEM	NYC Emergency Management
NYPD	Police Department
SBS	Department of Small Business Services
TLC	Taxi and Limousine Commission

Other Official and Non-Official Acronym/Initialism	Full Name
ACS	American Community Survey
ADPA	American Dream and Promise Act
BID	Business Improvement District
C4A	Cities for Action
CBO	Community-Based Organization
CBP	U.S. Customs and Border Protection
DACA	Deferred Action for Childhood Arrivals
DAPA	Deferred Action for Parents of Americans and Lawful Permanent Residents
DED	Deferred Enforced Departure
DHS	U.S. Department of Homeland Security
DOJ	U.S. Department of Justice
FY	Fiscal Year
FFY	Federal Fiscal Year
HESC	New York State Higher Education Services Corporation
KYR	Know Your Rights
ICE	U.S. Immigration and Customs Enforcement
LEP	Limited English Proficient
MPP	Migrant Protection Protocols
MWBE	Minority and Women-owned Business Enterprises
NYS DREAM Act	New York State DREAM Act
OMB	United States Office of Management and Budget
RFP	Request for Proposals
SCOTUS	Supreme Court of the United States
SNAP	Supplemental Nutrition Assistance Program
SSA	U.S. Social Security Administration
SSN	Social Security Number
TAP	New York State Tuition Assistance Program
TPS	Temporary Protected Status
USCIS	U.S. Citizenship and Immigration Services
WIC	Special Supplemental Nutrition Program for Women, Infants, and Children

Acknowledgments

This report is 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 third such report, covering calendar year 2019. This report was published in March 2020.

This report incorporates accessibility features, including larger font size and alternative text for photos, as well as textured graphs for color blind users.

This design would not have been possible without the hard work of our designer, Diane Zhou, Eddie Ortiz, and the Mayor's Office print shop.

In addition, the authors of the report thank the many MOIA and City agency staff who contributed to the final report. In particular, the authors thank Vicky Virgin, Senior Poverty Researcher at the NYC Office for Economic Opportunity, for her help with the report.

Executive Summary

The New York City Mayor’s Office of Immigrant Affairs (MOIA) promotes the well-being and full inclusion of immigrant New Yorkers in the City’s civic, economic, and cultural life. Through initiatives and collaborative partnerships with City agencies, elected officials, sister cities, community-based organizations (CBOs), and advocates, MOIA leads and supports a range of programs and policies that empower immigrant communities. As experts on immigration policy, community engagement, and social justice, MOIA strives to mitigate the hardships of immigrant New Yorkers by advancing economic justice and access to due process, legal, language, and health services while advocating for immigration reform at all levels of government.

This report reviews MOIA’s work in 2019 that demonstrates New York City’s leadership in fighting the Trump Administration’s federal immigration policies that directly attack immigrants. Under the leadership of Mayor Bill de Blasio, and with the City Council’s coordination and support, MOIA’s work has helped ensure the City’s unwavering commitment to protecting, serving, and safeguarding the rights of all New Yorkers, regardless of immigration status.

To assess the state of our immigrant city, this report provides a demographic overview of our immigrant population, describes barriers faced by these communities, and outlines the programs and activities that MOIA conducted to help address these challenges. Highlights of MOIA’s 2019 Annual Report include:

- **Looking back at the last decade.** From 2008 to 2018, New York City’s immigrant and overall population experienced steady growth through 2017, while the undocumented population declined both citywide and nationwide.
- **Mobilizing rapid response efforts.** MOIA led the City in quickly responding to anti-immigrant federal policy changes in 2019. In coordination with City agencies, State offices, elected officials, and community partners, MOIA mobilized critical support — including legal assistance and legal challenges to proposed policy — to address community concerns and immediate needs in the wake of changes to the public charge rule and other federal developments including threats of escalated immigration enforcement.
- **Institutionalizing immigration legal services.** With ever-increasing demand for free immigration legal services, MOIA, with the Department of Social Services (DSS)/ Human Resources Administration (HRA), initiated the process of embedding the free, community-based immigration legal services program, ActionNYC, into the fabric of the City by inviting organizations to apply for three-year contracts to provide legal and navigation services in CBOs, schools, hospitals, and libraries. In 2019, ActionNYC also continued its focus on remaining responsive to federal developments to support immigrant access to justice and building capacity in the field.

- **Increasing knowledge of worker’s rights.** As part of MOIA’s work to advance economic justice, MOIA and CBO partners engaged with immigrant workers to provide information about workers’ rights in the workplace and when interacting with federal immigration agents, as well as how to avoid immigration scams and access free worker and immigration legal services. MOIA’s We Speak NYC program won its third Emmy Award for Rolando’s Rights, an episode providing vital information about enforcing workers’ rights.
- **Advancing health care access for all.** MOIA partnered with NYC Health + Hospitals (H+H) to lead a group of trusted CBOs in community outreach to promote the new NYC Care health care access program for New Yorkers who do not qualify for or cannot afford health insurance. By the end of 2019, the CBOs reached more than 22,000 unique community members and the program enrolled approximately 10,000 New Yorkers in the Bronx.
- **Expanding access to IDNYC.** IDNYC, the City’s free municipal ID program, added a third gender “X” designation to allow transgender, non-binary, and gender non-conforming New Yorkers to affirmatively select their gender identity on their IDNYC card; created a special middle school ID card in partnership with the NYC Department of Education (DOE); and launched its first renewal campaign with an online platform to make it easier for cardholders who enrolled in 2015 to renew their cards in 2020.
- **Supporting the City’s commitment to community and ethnic media.** Mayor de Blasio signed an executive order requiring all city agencies to spend at least 50 percent of their annual print and digital publication advertising in community and ethnic media. MOIA played a lead role in the City’s investment in these critical sources of information to immigrant New Yorkers.
- **Coordinating multi-city advocacy.** MOIA and Cities for Action (C4A) worked with partners across the nation to push back against the Trump Administration’s attempts to threaten Deferred Action for Childhood Arrivals (DACA) recipients, Temporary Protected Status (TPS) recipients, and access to justice for asylum seekers, while dramatically increasing immigration application fees and eliminating existing fee waivers.

In 2020, MOIA will continue to build on this work to serve, protect, and empower all New Yorkers, while helping to ensure our city is inclusive, equitable, and just for all.

Mission of the Mayor's Office of Immigrant Affairs

New York City has a long and proud history as the ultimate city of immigrants. In recognition of this heritage and the important role that immigrants continue to play in New York City's economic, civic, and cultural life, Mayor Edward Koch established the Office of Immigrant Affairs as a division of the Department of City Planning in 1984. In 1990, Mayor David Dinkins elevated the office to a mayoral office, and four years later, Mayor Rudolph Giuliani merged the Offices of Immigrant Affairs and Language Services to expand MOIA's mandate. In 2001, New York City voters adopted a ballot proposal via referendum, placing the Office of Immigrant Affairs within the City's charter, making it the country's first chartered office dedicated to serving immigrants. Mayor Michael Bloomberg appointed the office's first commissioner in 2002.

Under the Mayor Bill de Blasio administration, MOIA has promoted programs and policies that advance the civic, economic, and social inclusion of immigrant New Yorkers. That work is focused on advancing three priorities: 1) furthering equity and justice with a focus on economic justice, language access, and access to legal and health services; 2) empowering immigrant communities through both civic and cultural engagement; and 3) advocating for immigration law and policy reforms at local, state, and federal levels in order to combat inequalities that harm New York's immigrant communities. To advance these goals and its mission, MOIA conducts research and analysis, provides guidance to other city agencies, develops partnerships with community-based organizations and other community leaders such as faith and business leaders, elected officials, and advocates at all levels of government for immigrant New Yorkers.

Immigrant New Yorkers and Their Families – Barriers and Contributions

Using the latest available data, the following is a demographic snapshot of immigrant New Yorkers in 2018 and new analysis on how the characteristics of undocumented immigrants in New York City have changed in the last 10 years. This report uses data from the U.S. Bureau’s American Community Survey (ACS) that has been augmented by the NYC Mayor’s Office for Economic Opportunity (NYC Opportunity). MOIA works in close partnership with NYC Opportunity to derive a methodology that estimates immigration legal status in the ACS.¹ Because the U.S. Census Bureau releases its ACS data with a one-year lag, the demographic overview is presented using the most recent ACS data set (2018) and the city’s response and interventions cover 2019. These are generally comparable because demographic trends tend to change very slightly from year to year.

In 2018, the data show that the total number of immigrants in New York City has had a measurable decline compared to the previous year. Despite this shift in the overall number of immigrants, the data continue to show that the city’s immigrant population remains extremely diverse in terms of immigration status, languages spoken at home, and national origin. Likewise, immigrants continue to contribute substantially to the city’s thriving economy. However, despite being deeply embedded in our city, immigrant New Yorkers continue to face impediments to full inclusion and well-being, such as access to health insurance and English language proficiency. Understanding and monitoring these disparities over time is critical to the city’s ability to provide effective services that are responsive to the needs of immigrant New Yorkers, in collaboration with other government and community partners.

This report also explores how the socioeconomic attributes of the New York City’s undocumented population have changed in the last decade. As the city prepares for the 2020 decennial census, MOIA and NYC Opportunity provide a look at how the undocumented population today compares to ten years ago in 2008.

¹ All data in this report, unless otherwise noted, is based on 2018 1-Year American Community Survey Public Use Microdata Sample (ACS PUMS) as augmented by the Mayor’s Office for Economic Opportunity (NYC Opportunity). For more information on the methodology, see “An Economic Profile of Immigrants in New York City,” NYC Office for Economic Opportunity, accessed December 6, 2019, <https://www1.nyc.gov/assets/opportunity/pdf/immigrant-poverty-report-2018.pdf>.

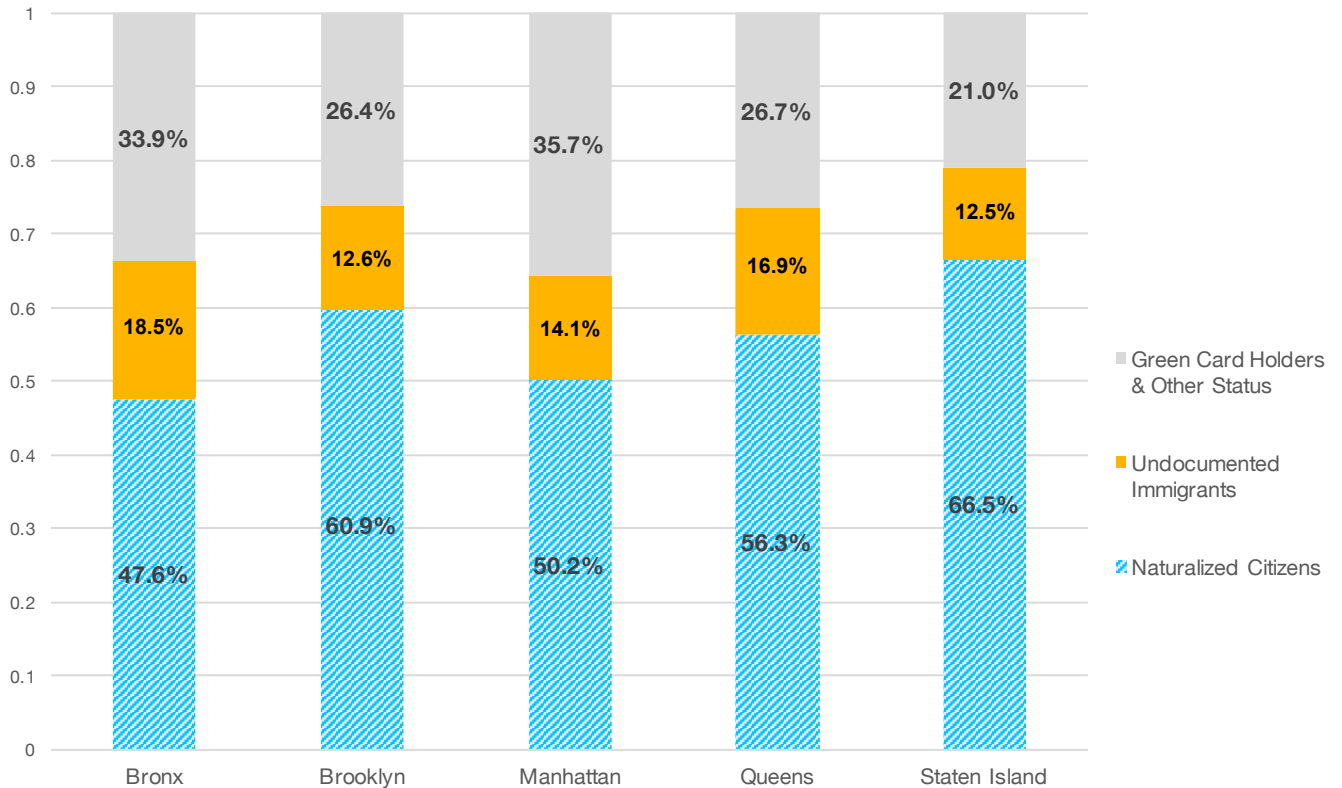
Overview

New York City is home to 3.1 million immigrants who comprise about 37 percent of the city’s population and 45 percent of its workforce.² The foreign-born population resides in all corners of the five boroughs. A particularly high concentration of immigrant residents can be found in certain neighborhoods across the city, predominantly in Queens and Brooklyn but also in certain areas of the Bronx and Manhattan.³

Immigration Status

All five boroughs have significant immigrant populations, including undocumented immigrants.

Immigrant Population by Borough (%)

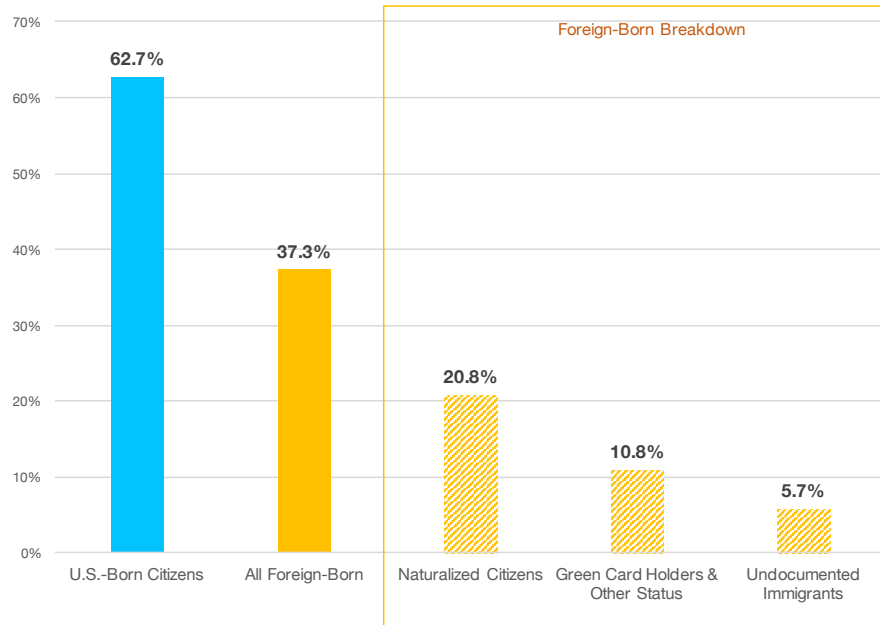


Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

2 U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample

3 Several terms are used throughout this section. “Foreign-born” and “immigrants” are used interchangeably to mean either naturalized U.S. citizens or non-citizens. “Green card holders & other status” includes individuals with lawful permanent resident status, immigrant and nonimmigrant visas, and other forms of status. Undocumented immigrants in this context include persons who either entered the country across a U.S. border without inspection or entered the U.S. legally and subsequently lost legal status. Also included in this population estimate are immigrants who have a quasi-legal status known as “PRUCOL,” certain individuals who are allowed to stay in the country for an indefinite period with the authorization of the Department of Homeland Security, such as pending asylee applicants, Temporary Protected Status (TPS), and Deferred Action for Childhood Arrivals (DACA).

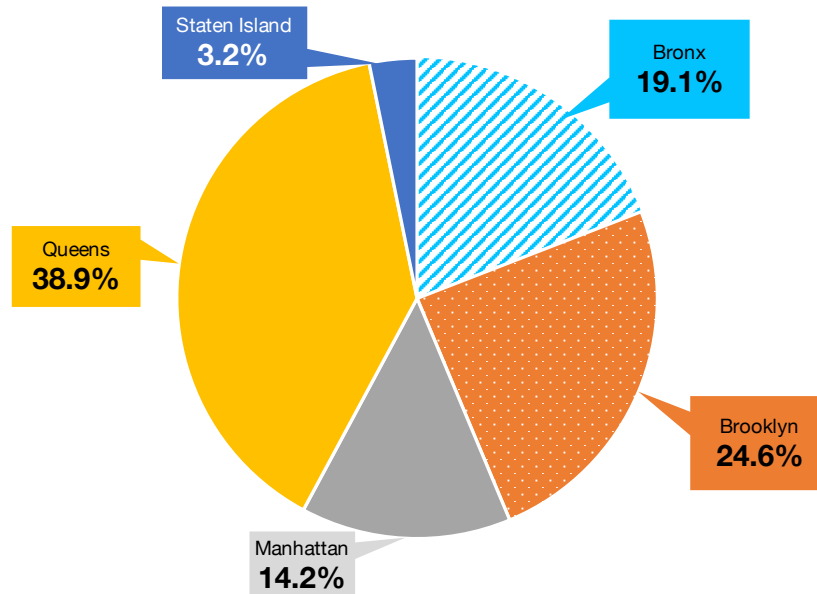
NYC Population by Immigration Status (%)



Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Approximately 56 percent of immigrant New Yorkers are naturalized U.S. citizens. In addition, an estimated 622,000 immigrant New Yorkers, who are lawful permanent residents (i.e., green card holders), are potentially eligible to naturalize.⁴

Undocumented Immigrants by Borough (%)

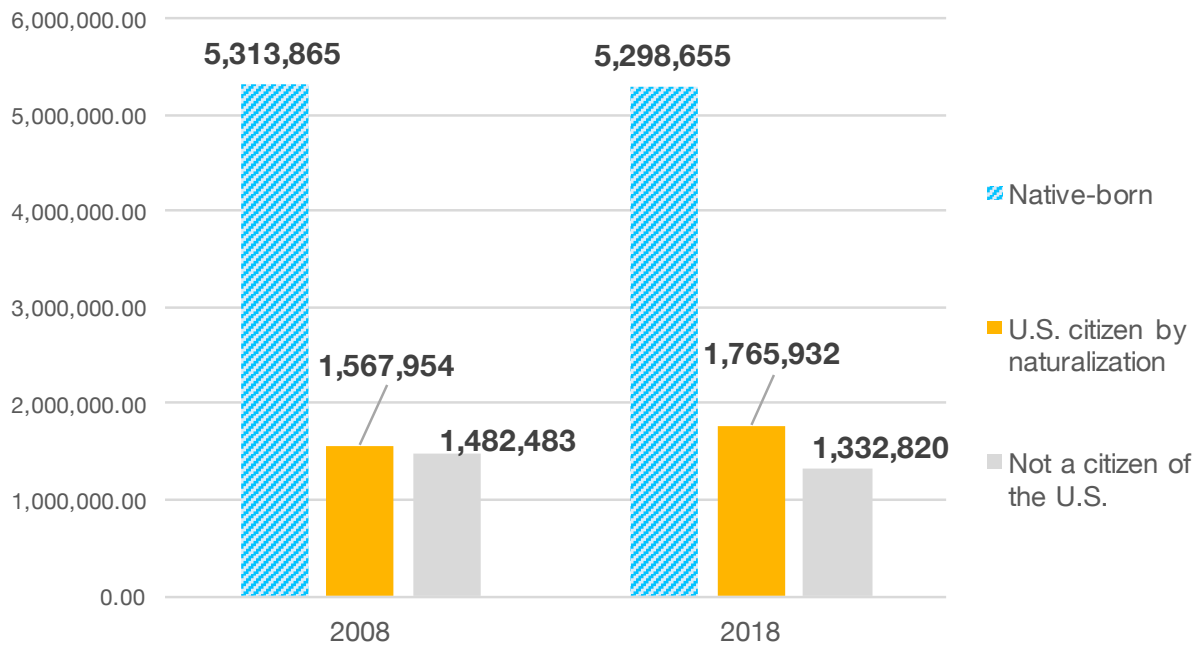


Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

⁴ NEW YORK CITY MAYOR'S OFFICE OF IMMIGRANT AFFAIRS, "Fact Sheet: Eligible to Naturalize New Yorkers," Dec. 2019, available at <https://www1.nyc.gov/site/immigrants/about/research-evaluations.page>.

New York City was also home to approximately 504,000 undocumented immigrants in 2018, as compared to 507,000 in 2017.⁵ In the last decade, the overall undocumented population has been on the decline both in the city and nationwide. Between 2008 and 2018, the undocumented population declined by 25 percent. This can be attributed to a number of conditions, including a weak U.S. economy following the 2008 housing market collapse, improved economic conditions in Mexico, and heightened enforcement at the U.S. and Mexico border.⁶

2008-2018 NYC Population by Immigration Status



	2017	2018	2017-2018 Population Change
U.S.-born	5,448,493	5,298,655	-149,838
U.S. citizen by naturalization	1,777,354	1,765,932	-11,422
Not a citizen of the U.S.	1,396,959	1,332,820	-64,139
Total foreign-born	3,174,313	3,098,752	-75,561
Total NYC population	8,622,806	8,397,407	-225,399

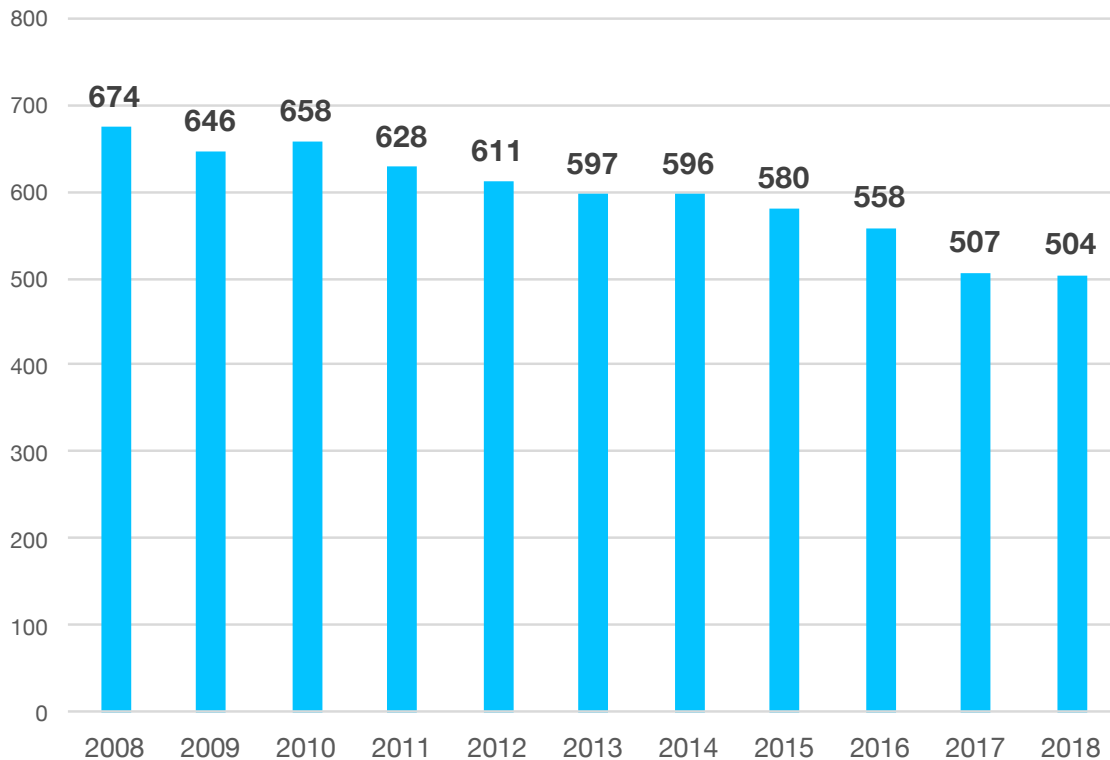
Source: U.S. Census Bureau, 2008, 2017, and 2018 American Community Survey 1-Year Public Use Microdata Sample

5 Due to improvements in the methodology, the yearly estimates of the undocumented population presented in this report differ from what was published in the 2018 annual report. See the description of the methodology in NYC Mayor’s Office of Economic Opportunity, *An Economic Profile of Immigrants in New York City*, Dec. 6, 2019, available at <https://www1.nyc.gov/assets/opportunity/pdf/immigrant-poverty-report-2017.pdf>.

6 See, Warren, Robert, “US Undocumented Population Continued to Fall from 2016 to 2017, and Visa Overstays Significantly Exceeded Illegal Crossings for the Seventh Consecutive Year,” Center for Migration Status (January 2019), available at <http://cmsny.org/publications/essay-2017-undocumented-and-overstays/> and Passel, Jeffrey S. and Cohn, D’Vera, “U.S. Unauthorized Immigrant Total Dips to Lowest Level in a Decade,” Pew Research Center (November 2018), available at <http://www.pewhispanic.org/2018/11/27/u-s-unauthorized-immigrant-total-dips-to-lowest-level-in-a-decade/>.

The city’s immigrant population has held steady between 2000 and 2017. But for the first time in this decade, the city experienced a decline of about 75,000 immigrant residents in 2018.⁷ While the city’s overall population has declined, the drop among non-citizens compared to other groups was most pronounced. This decline can potentially be attributed to a number of factors,⁸ including the indirect effects of the Trump Administration’s immigration policies.

NYC Undocumented Population Over Time in thousands



Source: U.S. Census Bureau, American Community Survey 1-Year Public Use Microdata Sample from 2008-2018 as augmented by NYC Opportunity

7 Based on U.S. Census Bureau, 2008-2018 1-year American Community Survey Public Use Microdata Sample.

8 The change in the foreign-born population between 2018 and 2017 can also be attributed to a revision in the estimation methodology the Census Bureau uses to produce intercensal estimates. See link: <https://www1.nyc.gov/site/planning/planning-level/nyc-population/current-future-populations.page>

Diversity of NYC Immigrants

The top 10 countries of birth for the 3.1 million foreign-born City residents are:

	Country of Birth for NYC Immigrants	Population in 2018	% of all Foreign-born in 2018	Population in 2008	2008-2018 % Change
1	Dominican Republic	424,400	13.7	347,600	+22.1%
2	China	342,900	11.1	268,700	+27.6%
3	Mexico	163,200	5.3	173,800	-6.1%
4	Jamaica	153,600	5.0	177,500	-13.5%
5	Guyana	131,700	4.2	146,700	-10.3%
6	Ecuador	118,100	3.8	140,000	-15.7%
7	Bangladesh	97,700	3.2	53,400	+82.9%
8	Haiti	80,900	2.6	92,300	-12.3%
9	India	79,900	2.6	72,000	+11.0%
10	Colombia	71,800	2.3	70,400	+2.0%

Source: U.S. Census Bureau, 2008 and 2018 American Community Survey 1-Year Public Use Microdata Sample

Notably, the number of immigrants from Mexico and the West Indian countries such as Jamaica, Haiti, and Guyana, have been on the decline in New York City, while populations from the Dominican Republic, China, and Bangladesh, and India continue to grow.

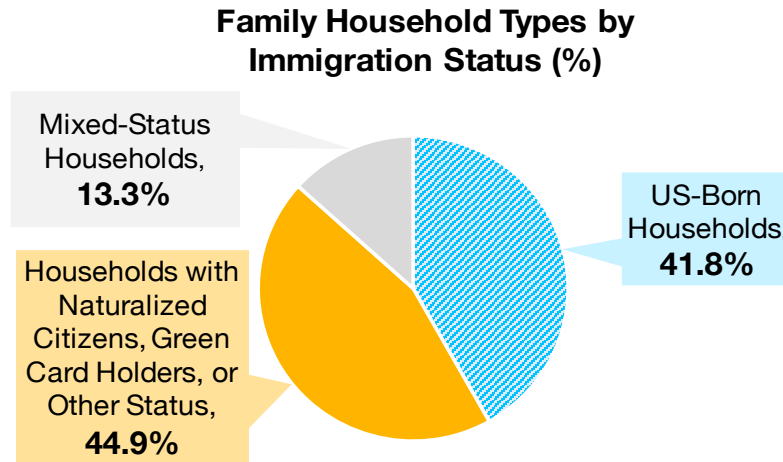
Household and Family Types

About one million New Yorkers live in mixed-status households (where at least one undocumented person lives with other people who have legal status). This next section provides an overview of mixed-status households and families in New York City. By examining family households, we show more clearly how connected millions of U.S. citizen New Yorkers are to their undocumented fellow residents and how all New Yorkers are impacted by federal policies that separate families.⁹ We describe three categories for households:

- 1. U.S.-born-only households:** Every household member is U.S.-born. This category comprises 38 percent of all New York households.
- 2. Naturalized citizens, green card holders, or other status households:** The household has one or more members who is a naturalized citizen, green card holder or other status, or U.S.-born citizens. Approximately 49 percent of all New York households fall into this category.

⁹ The Census Bureau defines households as family or nonfamily. A family household is comprised of a one or more individuals who are related to the householder. Family households can also include nonrelatives such as boarders. Nonfamily households are comprised of persons either living alone or persons living with other nonrelated individuals such as roommates.

3. Mixed-status household: At least one household member is undocumented. This accounts for 14 percent of households in New York.



These categories help differentiate the effects that immigration status has on family outcomes and well-being.

Mixed-Status Households

Almost 60 percent of New Yorkers live in family households with at least one immigrant. Of the one million New Yorkers who live in mixed-status households, 265,500 or 27 percent are children. A majority of these children (80 percent) are U.S.-born citizens. Other relatives, such as aunts, uncles, or adult children, comprise 26 percent of individuals living in mixed-status households, an indication that these are often large, multi-generational households.

Children

In New York City, there are about 1.7 million children under 18 years of age. Over one million, or 62 percent, of those children live in a household with at least one foreign-born family member.

Children in mixed-status families are differently situated than their peers in other household categories in terms of English proficiency, overcrowded housing, and rent burden:

- **Linguistic Isolation.** Children living in mixed-status families tend to be less proficient in English than their peers in other household categories. Nearly a quarter of children in mixed-status families are Limited English Proficient (LEP), meaning that they self-identify as speaking English “less than very well,” compared to 13 percent of children born in families with green card holders or other status, and just five percent in U.S.-born households. In addition, 33 percent of children in mixed-status families live in a linguistically isolated household where all adults in the household (aged 14 and over) speak a language other than English and in which no adults speak English well. This suggests that children with English proficiency in these households may bear a disproportionate level of family responsibility as the only proficient English speaker in the home.

- **Overcrowded Housing.** Over half (55 percent) of the children living in mixed-status households in New York City live in an overcrowded household (having more than one person per room), which is more than double the rate of overcrowding in U.S.-born households (26 percent).
- **Rent-Burdened Households.** Over half (65 percent) of all children in mixed-status households live in households where rent is 30 percent or more of the total family income, as compared to 52 percent of children in U.S.-born-only households.

Demographic Overview and Barriers

While the City has come a long way in helping to close gaps for immigrants over the last 10 years, there still exist a number of persistent barriers. The following section provides an overview of some of these hurdles as well as some work that MOIA has either led or directly collaborated with agencies to do that address these barriers. Note that this is just a narrow snapshot of the City’s work and does not cover the breadth of work that City agencies do to serve immigrants as the work of every single city agency is aimed at serving and protecting immigrant New Yorkers. For further information about how MOIA partners with agencies to do this work, please see 41 about our interagency taskforce.

Language Access

The City has significant linguistic diversity with more than 200 languages spoken by residents across the five boroughs. The top 10 languages spoken by foreign-born New York City residents with LEP¹⁰ are:

	Language Spoken by the foreign-born with LEP	% of all foreign-born LEP
1	Spanish	45.0%
2	Chinese*	20.0%
3	Russian	7.0%
4	Bengali	4.0%
5	Haitian Creole	2.3%
6	Korean	2.2%
7	Arabic	1.7%
8	French	1.6%
9	Polish	1.5%
10	Urdu	1.4%

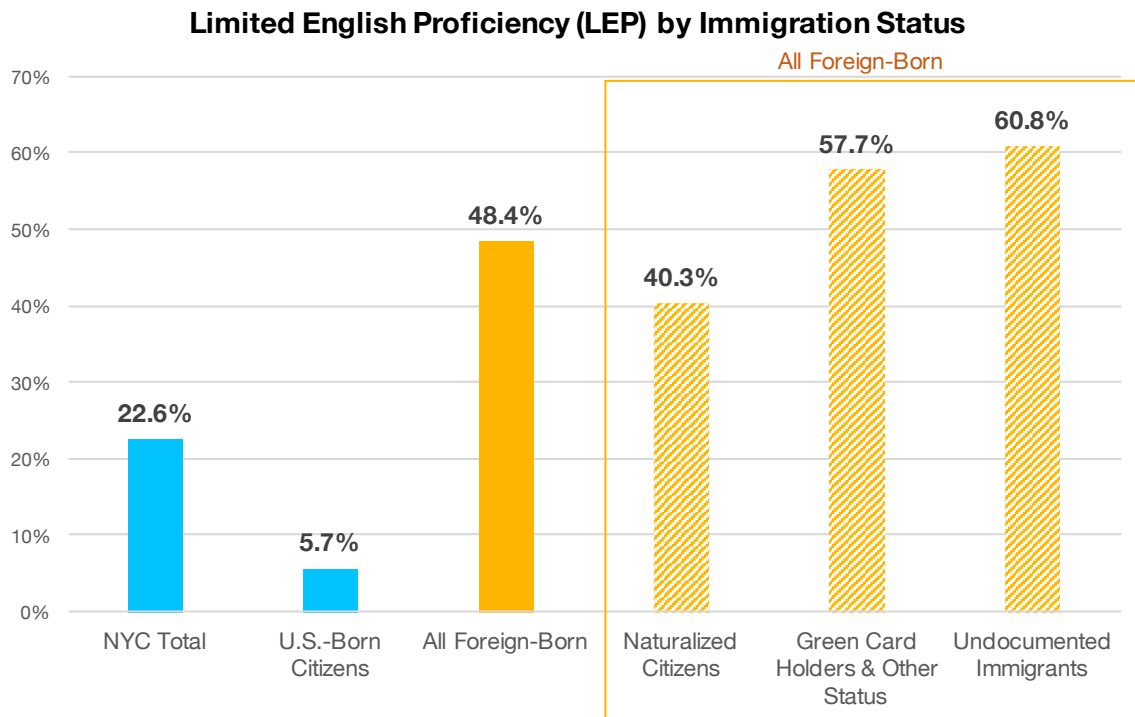
*Chinese includes Cantonese and Mandarin.

Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample

Speakers of these 10 languages account for more than 85 percent of total LEP foreign-born New Yorkers.

¹⁰ Among those aged 5 and older.

Approximately half of immigrants are LEP. Nearly 61 percent of undocumented immigrants are LEP. Overall, 23 percent of all New Yorkers are LEP – regardless of status.

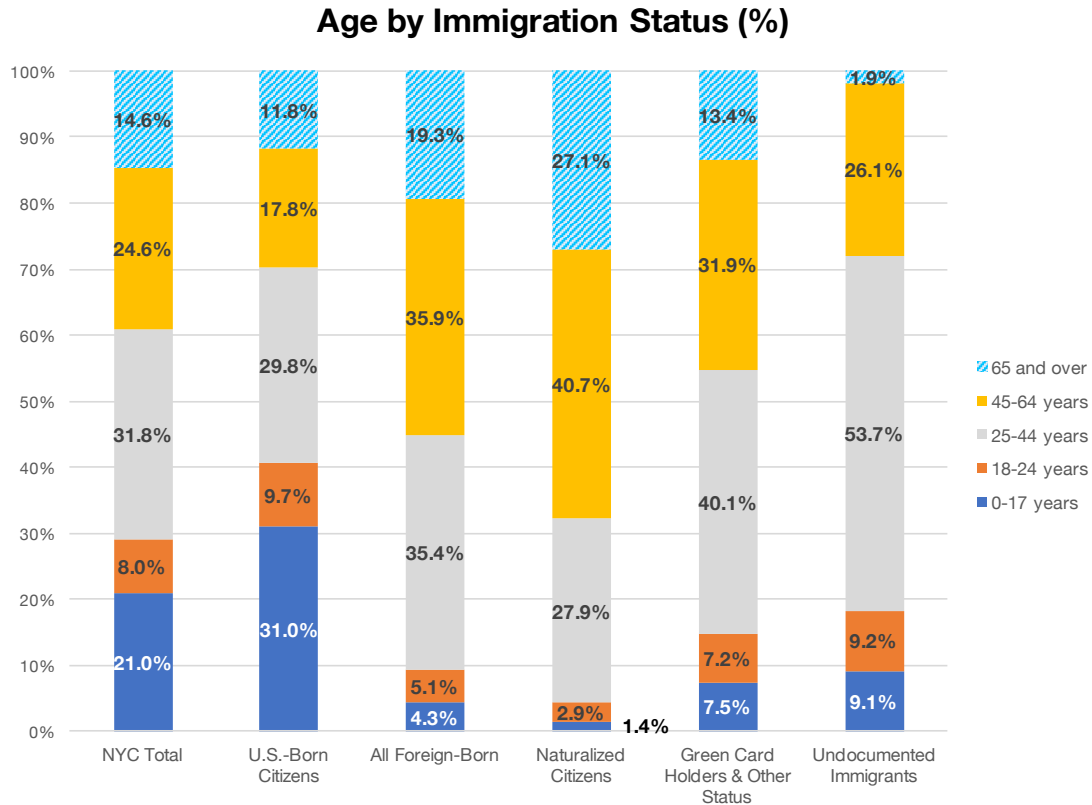


Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

To address this, MOIA works across a number of fronts. In an oversight and policy role, MOIA works with sister agencies to implement Local Law 30, the City’s language access law, to ensure that city government can effectively communicate with and serve New Yorkers with LEP. Programmatically, MOIA has helped advocate to secure \$12 million in literacy funding and administers the Emmy Award-winning ‘We Speak NYC’ program, which offers free, civic-focused learning tools for English language learners and teachers. See page 46 for more information on MOIA’s language access work and page 53 for more on the We Speak NYC program.

Age

Immigrant New Yorkers are a slightly older population than U.S.-born citizens. Within the immigrant population, naturalized citizens are on average older than undocumented immigrants and other non-citizens.

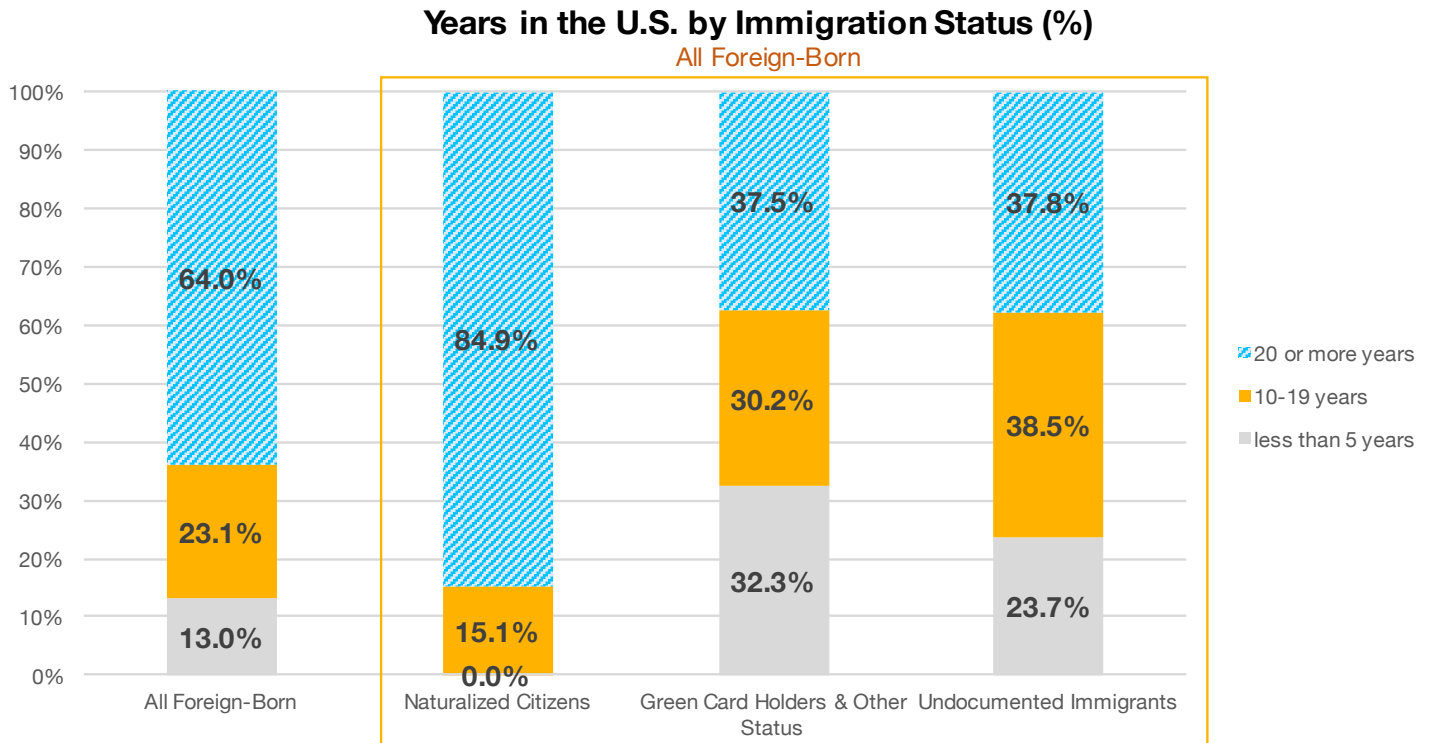


Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Immigration Status	NYC Total	U.S.-Born Citizens	All Foreign-Born	Naturalized Citizens	Green Card Holders & Other Status	Undocumented Immigrants
Median Age	36	29	47	54	42	36

Years in the U.S.

In addition, almost half of immigrant New Yorkers have lived in the United States for 20 years or more.



Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

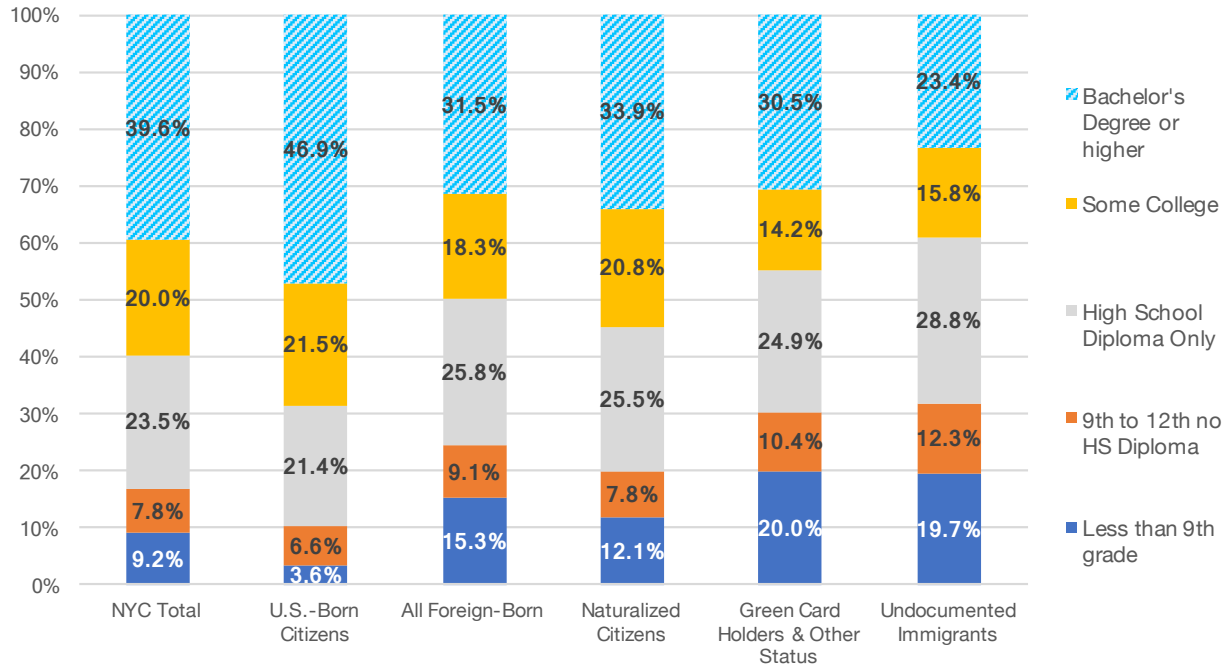
Education

About half of immigrant New Yorkers age 25 or older have attended some or graduated from college. These rates are notably higher for naturalized U.S. citizens compared to other immigrant groups. About 32 percent of undocumented immigrants living in New York City have less than a high school diploma, compared to approximately 30 percent of those with green cards or other status, 20 percent of naturalized U.S. citizens, and 10 percent of U.S.-born citizens who have less than a high school diploma.

To further immigrant access to education, MOIA supports application assistance and outreach for New Yorkers applying for financial aid through the New York State DREAM Act. MOIA helped to successfully advocate for the passage of the NYS DREAM Act in 2019 to address how cost may be a barrier to higher education. The NYS DREAM Act offers undocumented and other students access to New York State-administered grants and scholarships that support their higher education costs. New York State’s Tuition Assistance Program (TAP) is now available to more students, including those who meet certain criteria. Furthermore, this law codifies the practice of allowing all New Yorkers to access the 529 College Savings Program regardless of immigration status. For more information on MOIA’s

work to reduce barriers to higher education for immigrants in connection with the NYS DREAM Act, see page 92.

Educational Attainment by Immigration Status (%)*



*For those aged 25 and older

Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

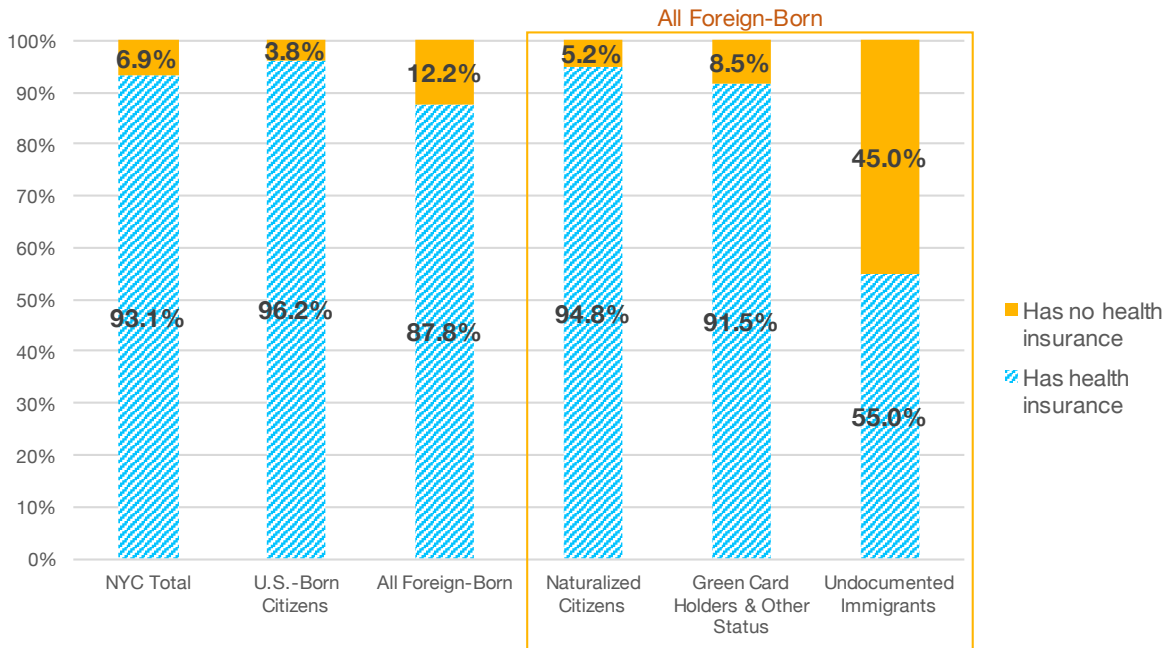
Health

In New York City, there are persistent disparities in health insurance coverage between citizens and non-citizens. Approximately 96 percent of U.S.-born New Yorkers have health insurance, compared to only 79 percent of non-citizen New Yorkers. The disparity is starker between citizens (both U.S.-born and naturalized) and undocumented immigrants, where only 55 percent of undocumented immigrants have health insurance.¹¹

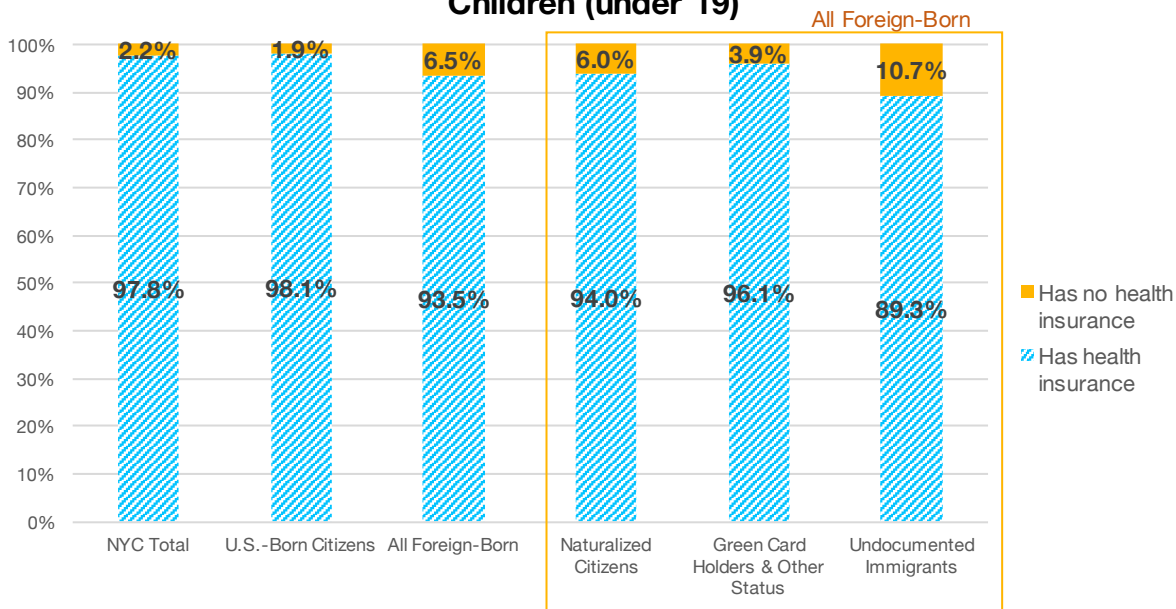
The gap in insurance coverage by immigration status also persists among children (under age 19) despite the fact that universal coverage is available for children under state law: 11 percent of undocumented children are uninsured, compared to two percent of U.S.-born citizen children. Overall, there are 40,500 children in New York City who are uninsured across all immigration statuses.

¹¹ Undocumented immigrants may have health insurance through state-mandated universal coverage for children, coverage as a dependent, employer-sponsored insurance coverage, coverage purchased on the private market, or, for those who have forms of temporary status or quasi-status like DACA or TPS, public health insurance programs for which they are eligible under federal or state law.

Health Insurance Coverage by Immigration Status (%)



Health Insurance Coverage by Immigration Status (%) Children (under 19)



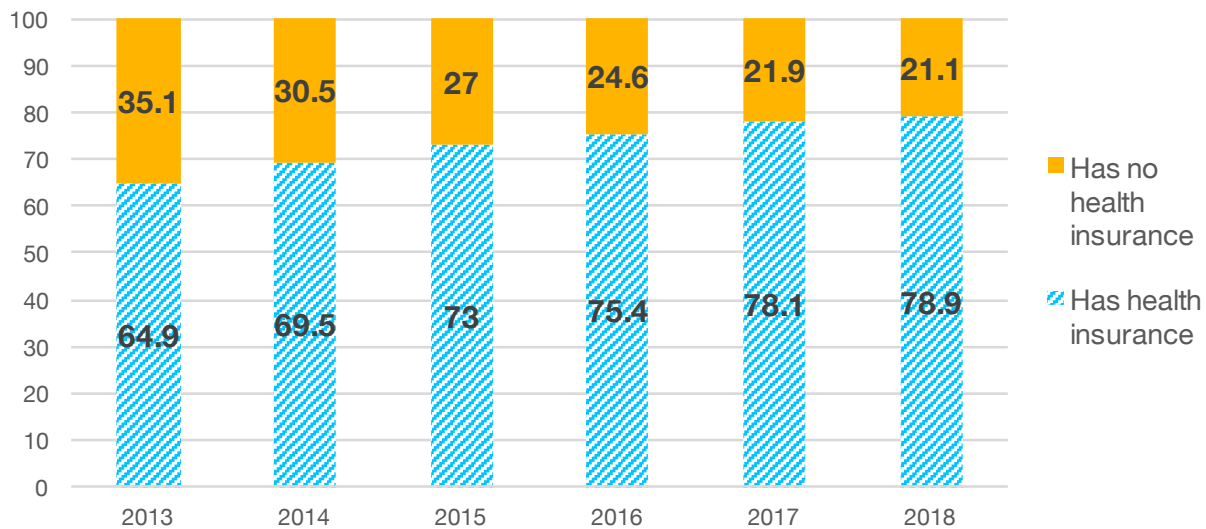
Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Notably, the gap in health insurance coverage between the U.S.-born and the foreign-born populations has closed considerably in recent years: in 2018, 21 percent of non-citizens were uninsured — much lower than just five years earlier in 2013, when about 35 percent of non-citizens were uninsured.¹² This is largely due to the Affordable Care Act and the City’s GetCoveredNYC effort.

12 Based on American Community Survey 1-year Public Use Microdata Sample.

In addition to these achievements in health insurance coverage, the City has also made historic progress with the Mayor’s guaranteed healthcare for all program. In 2019, Mayor Bill de Blasio launched NYC Care, the largest, most comprehensive plan in the nation to guarantee health care for every New Yorker. The plan aims to serve the 600,000 New Yorkers without insurance by strengthening the City’s public health insurance option, MetroPlus, and guaranteeing anyone ineligible for insurance – including undocumented New Yorkers – has direct access to NYC Health + Hospitals’ physicians, pharmacies, and mental health and substance abuse services through a new program called NYC Care. For more information about how NYC Care reached immigrants in 2019 and MOIA’s work in the program, see page 74.

Health Insurance Coverage for Non-Citizens Over Time (%)



Source: 2013-2018 1-year American Community Survey Public Use Micro Sample data

Housing

About 22 percent of immigrant New Yorkers reside in overcrowded households, defined as more than one person per room. This data point is unchanged from previous years when this report has been published. The number includes the approximately eight percent of the total immigrant population who live in extremely overcrowded housing, defined here as having more than 1.5 persons per room. The prevalence of overcrowding is particularly high among non-citizens and markedly lower among naturalized citizens.

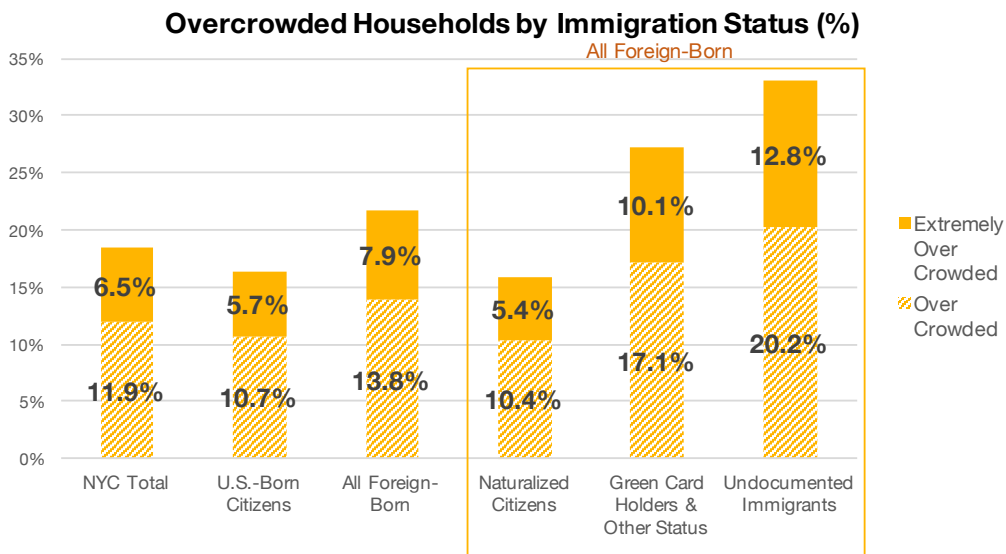


Figure above: Overcrowded households are defined as having more than one person per room. Extremely overcrowded households are defined as having more than 1.5 persons per room.

Source: 2018 1-year American Community Survey Public Use Micro Sample data as augmented by NYC Opportunity

Regardless of immigration status, about one-half of all New Yorkers are rent-burdened, defined by the U.S. Census Bureau as spending 30 percent or more of their household income on rent. This problem is greater for non-citizens — green card holders and undocumented immigrants alike.

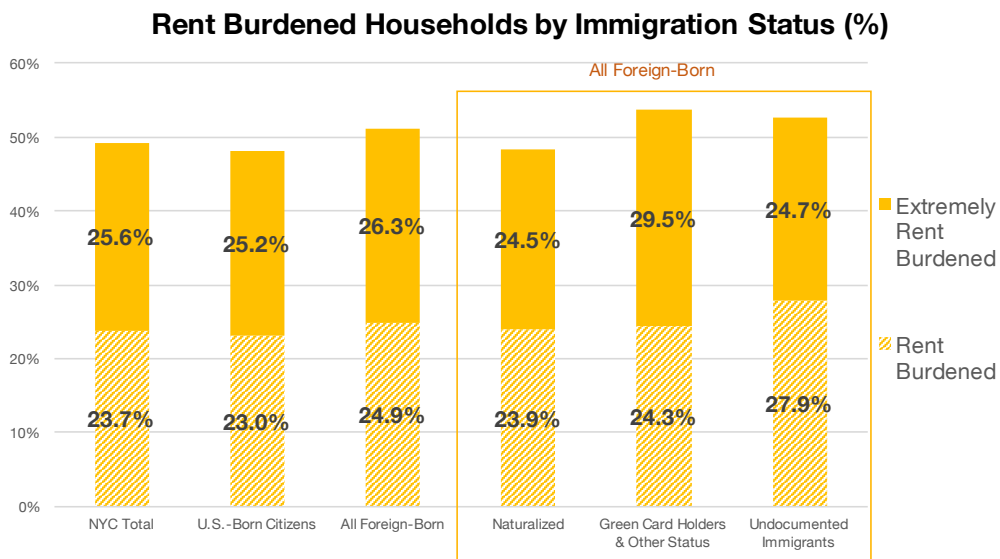


Figure above: Rent-burdened households are defined as paying 30 percent or more of their household income on rent. Extremely rent-burdened households are defined as paying more than 50 percent of household income on rent.

Source: 2018 1-year American Community Survey Public Use Micro Sample data as augmented by NYC Opportunity

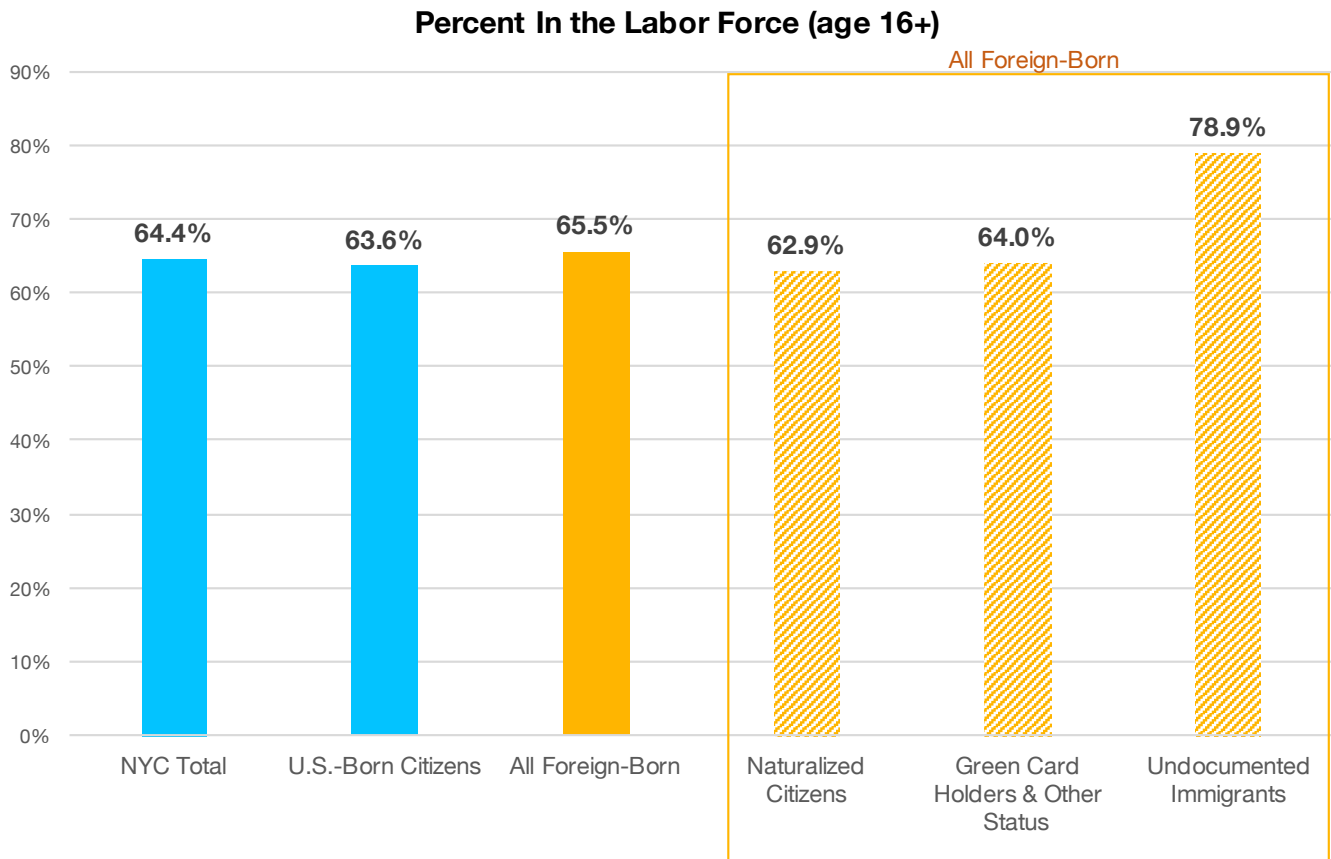
The percent of persons who are rent burdened is lowest for immigrants who have naturalized. In recent years, the City has made great strides to expand affordable housing. This includes efforts to make these affordable housing units more accessible to New Yorkers, regardless of immigration status. For instance in 2019, the Department of Housing Preservation and Development (HPD) and the NYC Housing Development Corporation announced major changes to HPD's affordable housing lottery application that further increase access for a wide range of New Yorkers to qualify for affordable housing. The new guidelines offer applicants the option to show positive rental history instead of submitting to credit checks, or providing their own credit checks, and allow for additional occupants per unit. These changes reduce the chances of a tenant being denied a unit due to poor credit history, with the introduction of the option for applicants to provide 12 months of positive rent payment history rather than a landlord-initiated credit check. The change also paves the way for applicants to apply for affordable housing without the need to provide a Social Security Number (SSN) or an Individual Taxpayer Identification Number for every adult in the household.

In 2019, MOIA continued to lead the citywide interagency effort to fight back against the Trump Administration's public charge rule that implicated immigrants' use of public benefits, including housing programs. MOIA worked with HPD and the New York City Housing Authority (NYCHA) to train staff in programs directly impacted by the rule. Additionally, HPD worked with MOIA to respond to a proposed rule from the U.S. Department of Housing and Urban Development that would prohibit members of mixed immigration status households from accessing certain affordable housing programs. This work will continue into 2020. See more about the City's response to the public charge rule on page 44.

Notably, a big victory in 2019 was the City's passage of the landmark legislation that creates a pathway for transforming certain basement and cellar apartments into safe, legal, and affordable homes. The law establishes a three-year demonstration program to facilitate the creation and renovation of apartments in the basements and cellars of qualifying one- and two-family homes in Brooklyn Community District 5. The City is now partnering with community organizations to do this work in East New York.

Labor and Earnings

Immigrants have a labor force participation rate similar to that of the general population, though the rate is significantly higher among undocumented immigrants. Over three-quarters of undocumented immigrants are in the labor force compared to 64 percent of the U.S.-born. Notably, the foreign-born proportion of New York City's labor force has grown significantly compared to several decades ago; in 1990, foreign-born workers made up 31 percent of the City's labor force.¹³



Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

¹³ New York State Comptroller, The Role of Immigrants in the New York City Economy, Nov 2015, available at <https://osc.state.ny.us/osdc/rpt7-2016.pdf>

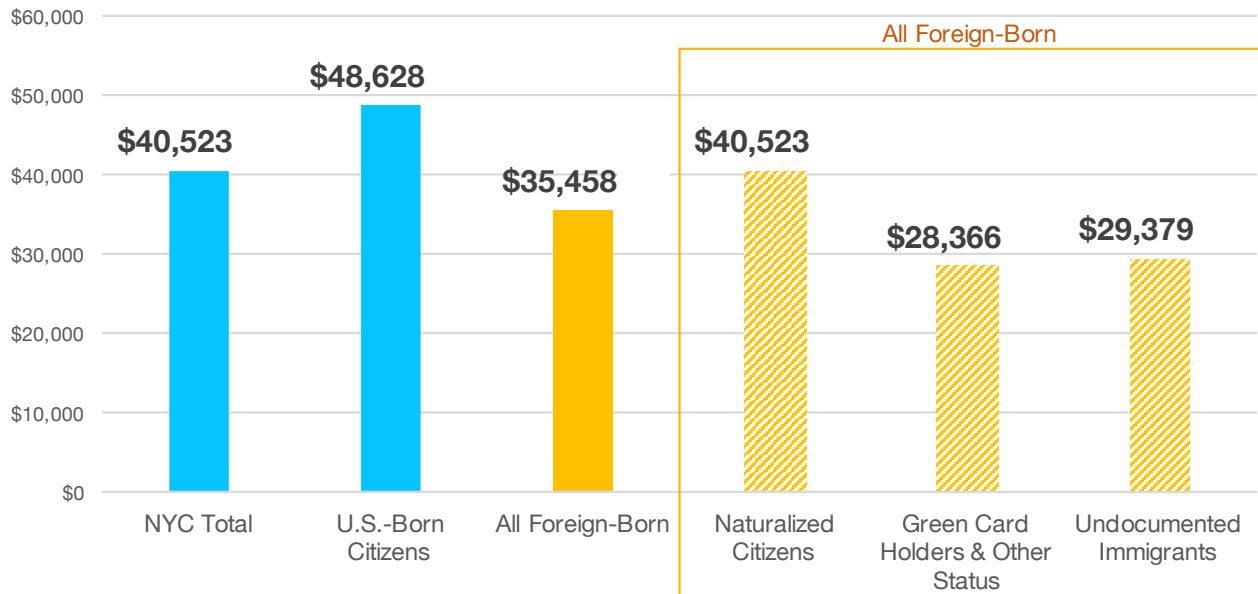
12 Immigrant New Yorkers are employed in a wide range of industries. Top industries among immigrant New Yorkers are:

	Top Ten Industries	All foreign-born who work in this industry	% foreign-born of total industry	Total New Yorkers who work in this industry
1	Restaurants and Other Food Services	197,442	60.4%	326,922
2	Construction	160,252	64.7%	247,562
3	Home Health Care Services	117,918	79.4%	148,545
4	General Medical and Surgical Hospitals, and Specialty (except Psychiatric and Substance Abuse) Hospitals	107,865	47.6%	226,600
5	Elementary and Secondary Schools	88,880	31.8%	279,366
6	Taxi and Limousine Service	77,092	84.6%	91,126
7	Individual and Family Services	55,147	50.1%	110,020
8	Colleges, Universities, and Professional Schools, Including Junior Colleges	46,417	38.3%	121,241
9	Child Day Care Services	45,612	57.1%	79,818
10	Services to Buildings and Dwellings (Except Cleaning During Construction and Immediately After Construction)	44,641	71.0%	62,915

Source: U.S. Census Bureau, 2018 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Although foreign-born New Yorkers participate in the labor force at the same or greater rates than U.S.-born New Yorkers, immigrants’ median earnings (\$35,500) are significantly lower than those of U.S.-born residents (\$48,600). Median earnings also vary significantly by immigration status.

Median Earnings by Immigration Status*



*For those aged 16 and older with positive earnings

Source: U.S. Census Bureau, American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Despite lower median earnings, foreign-born New Yorkers nevertheless contribute significantly to the City’s economic health. Immigrants own over half of New York City’s businesses.¹⁴ And in 2018, immigrants contributed \$232 billion to the city’s GDP, or about 25 percent of the city’s total GDP.¹⁵

Supporting economic justice for New York’s immigrant workforce and immigrant business owners is critical to the work of city agencies.

MOIA regularly collaborates with SBS, the NYC Department of Consumer and Worker Protection (DCWP), and the Commission on Human Rights (CCHR) to engage interested employers and workers, to provide more in-depth information about how to interact with federal agents in the workplace. For instance in 2019, MOIA and CCHR developed guidance for employers about the U.S. Social Security Administration’s (SSA’s) “no-match” letters, partnering with SBS, the Office of Nightlife, and New York business leaders to distribute the guidance and ensure that industries with a significant immigrant workforce were informed about their rights regarding these letters. For more information around MOIA’s advocacy and workplace Know Your Rights (KYR) work, see page 76.

¹⁴ Based on 2018 1-year American Community Survey Public Use Micro Sample data.

¹⁵ NYC Mayor’s Office of Management and Budget (OMB) calculations based on Feb 2020 Financial Plan. City GDP measures the value of the goods and services produced by the New York City economy in a given time period. Employment counts, and average earnings from the 2018 1-Year ACS microdata (via NYC Opportunity).

Also in 2019, MOIA collaborated with SBS to launch a photo exhibit at the Tenement Museum celebrating the legacy and contribution of New York City’s immigrant business owners. The photo exhibit, called “Immigrants Mean Business: An Enduring History of Entrepreneurship,” featured present-day and archival images of NYC immigrant business owners representing a range of countries of origin.



To support immigrant workers and businesses, the City has greatly expanded its work with Minority and Women-owned Business Enterprises (MWBE): in 2019, New York City increased its goals for city contracts to certified MWBEs by \$5 billion. This new investment brings the city’s total 10-year target to \$25 billion by 2025.

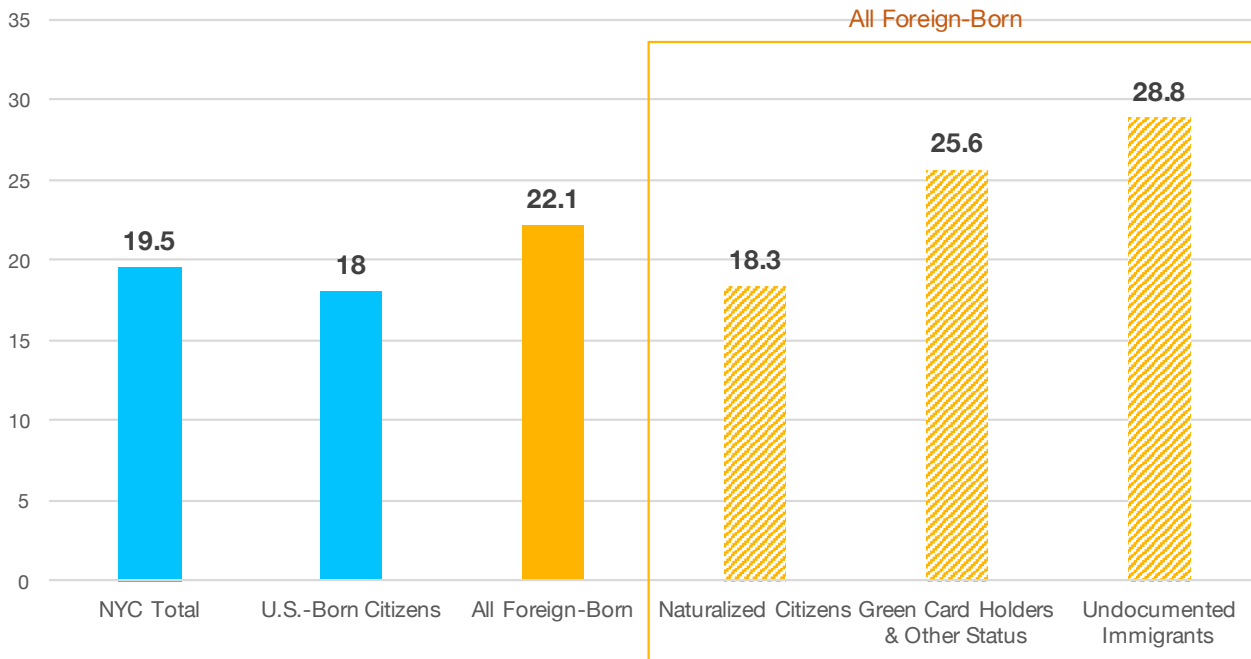
Commissioner Mostofi joined Small Business Services Commissioner Bishop and Deputy Mayor Thompson for the opening of the “Immigrants Mean Business” exhibition at the Tenement Museum in June to honor the enduring tradition of immigrant entrepreneurship in New York City. Immigrant business owners featured in the exhibition were in attendance and recognized by the City for their incredible contributions to local communities and our economy. Photo Credit: Jake Adler

Poverty

Immigration status is an important predictor of poverty among New York City residents: immigrant New Yorkers have higher rates of poverty despite working more hours and participating in the labor force at the same or greater rates than U.S.-born New Yorkers. This can be in part attributed to the fact that median earnings vary so significantly by immigration status. Using New York City’s poverty measure,¹⁶ we find that while the poverty rate for all New Yorkers was 19.0 percent in 2017 when accounting for immigration status, this rate increases to 22.1 percent for foreign-born New Yorkers. Notably, the poverty rate for undocumented immigrants is 28.8 percent, higher than the 25.6 percent for green card holders and immigrants with other statuses. Additionally, the two groups with the lowest NYC poverty rate are U.S.-born citizens and naturalized citizens.

16 NYC Mayor’s Office of Economic Opportunity, *An Economic Profile of Immigrants in New York City*, Feb 2019, available at <https://www1.nyc.gov/assets/opportunity/pdf/immigrant-poverty-report-2017.pdf>. Data based on 2017 1-year American Community Survey Public Use Microdata Sample as augmented by the Mayor’s Office for Economic Opportunity.

NYC Poverty Rate by Immigration Status (%)



Source: U.S. Census Bureau, 2017 American Community Survey 1-Year Public Use Microdata Sample as augmented by NYC Opportunity

Tracking this poverty measure from the peak year of the City’s recession in 2013, we find that the poverty rate for the undocumented population dropped by six percentage points; from 34.8 in 2013 to 28.8 in 2017.

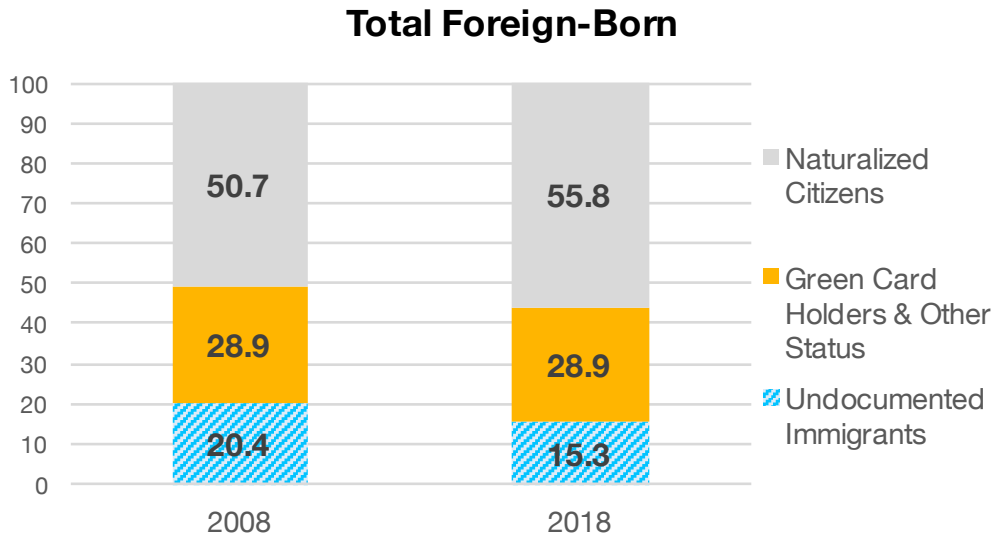
Poverty is an important measure to monitor among foreign-born residents. As such, it is worth noting that *all* of MOIA’s work is aimed at addressing poverty. As federal efforts, including the public charge rule change, stand to have a significant impact on immigrant families, MOIA has doubled down on its work to mitigate the rule’s impact. While the public charge rule applies only to a narrow subset of immigrants who use public benefits, the announced changes have already had a broad chilling effect on public benefits enrollment among immigrant New Yorkers — regardless of whether they are actually impacted or not.¹⁷ For more information on the City’s work to mitigate and respond to the impacts of this rule, see page 44.

Progress over the last decade

Despite this list of barriers, the socioeconomic characteristics of immigrants, including undocumented immigrants in New York City have changed significantly in the last 10 years. As we gear up for the next decennial census, MOIA and NYC Opportunity took a look at how the population today compares to ten years ago in 2008.

¹⁷ NYC Mayor’s Office of Immigrant Affairs, *Fact Sheet: SNAP Enrollment Trends in New York City*, June 2019, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/Fact-Sheet-June-2019.pdf>.

An increasingly large share of the foreign-born population is comprised of naturalized citizens, accounting for 56 percent in 2018, up from 51 percent in 2008.



Source: U.S. Census Bureau, 2008 and 2018 American Community Survey 1-Year Public Use Microdata Samples as augmented by NYC Opportunity

Between 2008 and 2018, the number of non-citizens has declined:

	2008	2018	2008-2018 Population Change
Native-born	5,313,865	5,298,655	-15,210
U.S. citizen by naturalization	1,567,954	1,765,932	+197,978
Not a citizen of the U.S.	1,482,483	1,332,820	-149,663
Total foreign-born	3,050,437	3,098,752	+48,315
Total NYC population	8,364,302	8,397,407	+33,105

Source: U.S. Census Bureau, 2008 and 2018 American Community Survey 1-Year Public Use Microdata Sample

The undocumented immigrant population changed in other significant ways between 2008 and 2018. The median age for this group increased from 33 years in 2008 and is now the same as the City’s overall median age of 36 years in 2018. There was also noteworthy change in the educational attainment of undocumented immigrants. The share with less than a high school degree declined from 36 percent to 32 percent between 2008 and 2018, while 20 percent of all undocumented immigrants had a Bachelor’s degree or higher, up from 17 percent in 2008. While educational attainment has been increasing citywide, the percent of the City’s population with less than a high school degree is still far higher for undocumented immigrants, at 31 percent compared to the 17 percent for the total city.

2019 in Review



MOIA teamed up with NYC Parks and the Greenthumb Initiative to conduct outreach and capture the stories of immigrant New Yorkers who volunteer in community gardens across the city year-round, which produce over 550,000 pounds of food annually. These gardens also work to clean our air, beautify our neighborhoods and promote biodiversity in our urban environment. Photo Credit: Jake Adler

State and Federal Developments

State Developments

In 2019, there were significant legislative achievements for immigrants at the state level. As just one example, after almost a decade of advocacy and negotiation in the state legislature, the legislature passed and the governor signed the NYS DREAM Act.¹⁸ That law allows undocumented immigrants and other students who meet the requirements — including receiving a

NYS high school diploma or a NYS high school equivalency diploma — to apply for financial aid. Because of this law, an estimated 47,000 New York City residents can now apply for the financial aid programs provided by the state. As one example, about 29,000 individuals may now be eligible for TAP, which has certain income requirements.¹⁹ The application for the NYS DREAM Act opened in July of 2019.

Another long-fought bill also became law in 2019. The “Driver’s License Access and Privacy Act,” also known as the

¹⁸ More information about MOIA’s work related to the NYS DREAM Act is available at page 92.

¹⁹ NYC Mayor’s Office of Immigrant Affairs, *Fact Sheet: The Impact of the New York State Dream Act in New York City 1* (October 2019), available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/NYS-Dream-Act-Fact-Sheet-2019.pdf>.

“Green Light” bill, allows undocumented immigrants to access non-commercial drivers’ licenses and learners’ permits and ensures that applicants’ privacy is protected. After this proposal became law, several county clerks sued the state to try to stop the law from going into effect.²⁰ As of this report’s publication, litigation over the Green Light law remains pending; however, the State was allowed to move forward with the law’s implementation. On December 16, 2019, New York State began accepting applications under the new law.

The state also implemented a new law that reduced the maximum sentence of misdemeanors from one year to 364 days. This law addresses disproportionately harsh immigration consequences for immigrants convicted of misdemeanors, due to federal immigration laws that impose severe consequences for crimes punishable by one year or more, without regard to the actual sentence imposed.

Federal Developments

In 2019, the Trump Administration accelerated its attacks on immigrant New Yorkers through continued enforcement, threats, and a range of anti-immigrant federal policies significantly diminishing access to justice in different areas of immigration law through executive action.

The federal government’s own data speaks to the enforcement climate. In FFY 2019, total arrests by U.S. Immigration and Customs Enforcement (ICE) — including of individuals without criminal convictions — remain at higher levels than in FFY 2016, the last year of the Obama Administration.²¹ Additionally, according to an Immigrant Defense Project report from 2020, courthouse operations in calendar year 2019 were 1,700 percent higher than in calendar year 2016, with nearly half (47 percent) of total operations occurring after the April 2019 Unified Court System Directive prohibiting warrantless arrests inside courthouses.²²



MOIA staff and volunteers participated in a public charge Day of Action in August, canvassing grocery stores across the five boroughs to provide information about public benefits and immigration in several languages.

20 Phillip Pantuso, *Will New York’s Green Light Law Get the Green Light Everywhere?*, The River, Nov. 20, 2019, available at <https://therivernewsroom.com/2019/11/20/will-new-yorks-green-light-law-get-the-green-light-everywhere/>.

21 NYC Mayor’s Office of Immigrant Affairs, *Fact Sheet: ICE Enforcement in New York City*, Jan. 2020, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/enforcement-factsheet-2020-01-22.pdf>.

22 Immigrant Defense Project, *Denied, Disappeared, and Deported: The Toll of ICE Operations at New York’s Courts in 2019 2*, Jan. 2020, available at <https://www.immigrantdefenseproject.org/wp-content/uploads/Denied-Disappeared-Deported-FINAL.pdf>.

In summer 2019, the Trump Administration also escalated efforts to instill fear in immigrant communities nationwide by publicizing an impending raid and threatening to arrest thousands of undocumented immigrants in New York and elsewhere in weekend raids. While these particular raids did not appear to lead to a significant number of arrests, the threats caused enormous fear, confusion, and anxiety among immigrant communities in New York and across the country.

Alongside these changes, the Department of Homeland Security (DHS) announced a significant expansion of “expedited removal” — a procedure that allows U.S. Customs and Border Protection (CBP) officials to rapidly deport certain non-citizens without an immigration court hearing before a judge.²³ Advocates challenged this in court and a judge blocked the expansion for now, with ongoing litigation as of the publication of this report.²⁴

Beyond its enforcement activity, in 2019, the Trump Administration sought to bypass Congress and fundamentally change the immigration system through the regulatory process, as well as by wielding executive orders and presidential proclamations. These proposed changes represent an attempt to create new barriers to justice for low and middle income immigrants facing various wealth tests to obtain an immigrant visa or adjustment of status, asylum

seekers, refugees, and other vulnerable immigrant populations. As of publication of this report, many of these changes have been challenged in litigation, while community confusion and fear remain acute.

The Trump Administration has sought to erect a number of barriers to immigration for those without substantial means and resources. Key among these is DHS’s “public charge” rule, expanding when immigrants may be denied permanent residence or a visa due to an assessment that they may be a “public charge.”²⁵ In addition to cash benefits for income maintenance, use of certain, specified non-cash benefits even for a short period of time could bar someone from obtaining lawful permanent resident status or a visa. As of the publication of this report, the DHS public charge rule remains in litigation, challenged by New York City, together with New York State, as well as by a number of other jurisdictions and organizations.²⁶ In 2018, the Department of State amended the Foreign Affairs Manual to broaden the scope of public charge inadmissibility inquiries, which led to an over 300 percent increase in immigrant visas denied based on public charge grounds.²⁷ An interim final rule, making further adjustments to the Foreign Affairs Manual to align with the DHS public charge rule, was published in 2019.²⁸

To create yet another barrier in the immigration legal process, in October 2019,

23 Designating Aliens for Expedited Removal, 84 Fed. Reg. 35409, 35409 (July 23, 2019); Matthew Albence, *Implementation of July 2019 Designation of Aliens Subject to Expedited Removal*, July 24, 2019, available at https://www.americanimmigrationcouncil.org/sites/default/files/challenging_the_expansion_of_expedited_removal_guidance_on_implementation_of_july_2019_expansion_of_er.pdf.

24 *Make the Road New York v. McAleenan*, Case 1:19-cv-02369 (D.D.C. 2019).

25 Inadmissibility on Public Charge Grounds, 84 FR 41292 (Aug. 14, 2019).

26 *Dep’t of Homeland Sec. v. New York*, 140 S. Ct. 599 (2020) (staying the grant of a nationwide injunction).

27 Based on Federal Fiscal Year 2017 and Federal Fiscal Year 2018 data from the U.S. Department of State. Available at <https://travel.state.gov/content/travel/en/legal/visa-law0/visa-statistics.html>

28 Visas: Ineligibility Based on Public Charge Grounds, 84 FR 54996 (Oct. 11, 2019).

President Trump issued a “Presidential Proclamation on the Suspension of Entry of Immigrants Who Will Financially Burden the United States Healthcare System.”²⁹ This proclamation attempted to halt entry for immigrants outside the United States who cannot prove that they would be able to secure health insurance within a month of entry, or that they have enough wealth to pay for their medical costs. A lawsuit filed in Oregon stopped the proclamation from going into effect for now and litigation continues as of the publication of this report.

In 2019, U.S. Citizenship and Immigration Services (USCIS) also published a proposed fee schedule, which would block access to justice for immigrants, from asylum-seekers to lawful permanent residents seeking to naturalize. By raising a range of application fees, some dramatically, this proposal would price out working class and low-income immigrants who already struggle with the high costs of immigration fees, and institute a fee for asylum applications for the first time in our nation’s history.³⁰

While using the regulatory process as a weapon to make immigration benefits unattainable to most, the Trump Administration continued to attack some of the most vulnerable by imposing restrictions on those seeking fear-based relief. This year, the federal administration’s policies virtually closed the doors to asylum

seekers at the U.S. southern border. In particular, the implementation of “Remain in Mexico,” officially known as the Migrant Protection Protocols (MPP), forced asylum seekers at the southern border to return to Mexico and wait for the duration of their immigration proceedings. As of mid-November 2019, over 55,000 migrants and children had been returned to Mexico under this program — the majority from Central America.³¹

To further exacerbate the risks to asylum-seekers, the Trump Administration’s Asylum Transit Ban denied asylum to seekers if they traveled through and did not seek asylum from a third country on their way to the southern border of the U.S. Despite several lawsuits, the Asylum Transit Ban went into effect, though litigation to stop the ban continues as of publication of this report.³²

In addition to asylum seekers, the federal administration has turned its back on our country’s historic commitment to accepting refugees. At a time when the federal administration had already set a cap of 18,000 on the number of refugees admitted to the United States next year — the lowest level since the program began four decades ago — it introduced a new executive order that gave cities and states the ability to ban refugees.³³ This executive order has been preliminarily enjoined as of the publication of this report, though litigation continues.³⁴ These actions threaten to significantly

29 Proclamation 9945, 84 FR 53991 (Oct. 4, 2019).

30 U.S. Citizenship and Immigration Services Fee Schedule and Changes to Certain Other Immigration Benefit Request Requirements, 84 FR 62280 (Nov. 14, 2019).

31 Department of Homeland Security, *Assessment of the Migrant Protection Protocols (MPP)*, Oct. 28, 2019, available at https://www.dhs.gov/sites/default/files/publications/assessment_of_the_migrant_protection_protocols_mpp.pdf

32 Asylum Eligibility and Procedural Modifications, 84 Fed. Reg. 33829 (July 16, 2019), *codified* at 8 C.F.R. § 208.13(c)(4); see e.g., *Al Otro Lado, Inc. v McAleenan*, 2019 US Dist LEXIS 200654, at *56 (S.D. Cal Nov. 19, 2019).

33 Executive Order 13888, 84 Fed. Reg. 52355 (Sept. 26, 2019).

34 *Hias, Inc. v. Trump*, Case 8:19-cv-03346 (D. Md. 2020).

weaken or even dismantle the refugee resettlement infrastructure altogether, making it even harder to protect refugees who are fleeing their countries of origin due to persecution, violence, and hardships.

The Trump Administration's broad attempts to threaten immigrants extended to DACA and Temporary Protected Status (TPS) recipients. A decision on DACA termination is expected by June 2020, while several lawsuits continue to challenge TPS termination.

In spite of persistent attacks by Trump's anti-immigrant agenda, efforts to advance pro-immigrant policies persisted in Congress. Democrats in the U.S. House of Representatives introduced the American

Dream and Promise Act (ADPA), which would provide a pathway to U.S. citizenship for certain immigrants impacted by the termination of DACA and the upending of TPS and Deferred Enforced Departure (DED). While movement in the Senate is unlikely, the U.S. House of Representatives' passage of the ADPA is a testament to the growing power of immigrant communities.

On December 20, 2019, Congress passed new law called the Liberian Refugee Immigration Fairness Act, which allows Liberian nationals who have lived in the United States since November 20, 2014 to apply for green cards. As DED for Liberians expires on March 30, 2020, Liberians now have a pathway to a green card and eventual citizenship with this new law.



Volunteers distributed information about NYC Care to community members in the Bronx in tandem with the program's launch.

Reviewing MOIA's Progress

In 2019, MOIA proposed a set of five recommendations to address barriers to immigrant New Yorkers and their families as highlighted on page 18. These remain critical areas of work for MOIA, and we look forward to continuing to review MOIA's progress in 2020.

Lower barriers to access

Identifying the urgent threat to immigrant access to public benefits created by the Trump Administration's public charge rule, the 2018 Annual Report recommended that MOIA focus on lowering barriers for immigrants in accessing critical services. In pursuing this recommendation in 2019, MOIA:

- Fought the implementation of the final public charge rule, in strong partnership with City agencies, through litigation and public awareness campaigns (page 44);
- Worked with H+H to roll out the City's NYC Care program, enrolling over 10,000 individuals in the program in the Bronx (page 74); and
- Built on our language access (page 18), outreach (page 86), Know Your Rights (page 75), and Immigrant Information Desk initiatives (page 84) to connect New Yorkers to the services they need.

Build with and empower communities

MOIA has consistently celebrated the great power and role of immigrants in New York's civic and cultural life. The 2018 Annual Report included a recommendation that MOIA work to expand our democracy and help all New Yorkers fully participate in our joint civic life by assisting the 622,000 lawful permanent residents (green card holders) who are currently eligible to become U.S. citizens through naturalization, but have not yet done so.³⁵ To work toward this goal, MOIA:

- Provided legal services to help New Yorkers become U.S. citizens (page 64);
- Provided poll site interpretation services in four elections in 2019 as we prepare for the project's transition over to the Civic Engagement Commission (page 47);
- Partnered with NYC Census 2020 on community engagement, inclusive funding, communications, and national advocacy in preparation for the 2020 count (page 42); and
- Built on the work we've done to highlight immigrant stories through art (page 82) and cultural events (page 82).

³⁵ NYC Mayor's Office of Immigrant Affairs and NYC Mayor's Office for Economic Opportunity, *Fact Sheet: Eligible to Naturalize New Yorkers*, Dec. 2019, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/Elig-to-natz-fact-sheet-2019-12-18.pdf>.



MOIA celebrated Eid al-Adha in Brooklyn with Bengali community organizations to offer free chai and Know Your Rights with ICE information to local residents. It is important for all New Yorkers, regardless of immigration status, to know their rights under the law.

Further economic justice

As noted in our 2018 Annual Report, and as demonstrated on page 11, significant economic disparities exist between citizens and noncitizens, with undocumented immigrants particularly at risk of exploitation and fraud. By addressing these existing issues in 2019, MOIA worked with agency and community partners to:

- Continue our work to fight against fraud, especially fraud targeting undocumented immigrants (page 69);
- Coordinate with workers and employers in response to an increase in the distribution of SSA “no-match” letters (page 86);

- Share information about worker’s rights with immigrant communities to empower immigrant workers (page 79); and
- Continue support for low-wage worker legal services funding (page 79).

Fight anti-immigrant federal policies

As noted on page 34, the federal government has continued its all-out assault against our immigrant communities. These attacks have taken many forms, including attempts to make naturalization harder, to force certain immigrants through expedited removal proceedings, and to attack asylum-seekers and refugees. To address these issues in 2019, MOIA:

- Funded a rapid response initiative to address the legal services needs of New Yorkers facing deportation (page 67);
- Engaged in sustained multi-agency (page 44) and multi-city federal advocacy (page 89); and
- Supported litigation against illegal and unconstitutional federal changes (page 90).

Advocate at the state level

In 2018, MOIA worked to engage with a new, single-party state government, the first such government in a decade. As mentioned on page 33, the state legislature passed and the governor signed several significant changes into state law in 2019. MOIA supported those changes, and in conjunction with our partner agencies, took

several actions to continue to advocate for immigrant New Yorkers at the state level:

- Assisted with the implementation of the NYS DREAM Act by engaging with stakeholders, raising awareness, and securing funding a pilot program for application assistance (page 92);
- Advocated with the state legislature about bills related to civic engagement, language access, and other issues relevant to immigrant New Yorkers (page 91); and
- Produced materials and engaged in community outreach around the new driver’s license law.



Commissioner Mostofi joined NYS Attorney General James at a rally in August to announce a lawsuit against the Trump Administration’s public charge rule. The suit, joined by the states of Connecticut and Vermont, challenged the federal government’s attempt to target our immigrant neighbors and put our communities at risk. The lawsuit resulted in a temporary nationwide injunction, barring the rule from taking effect. However, as of the date of publication of this report, the DHS public charge final rule is in effect while litigation continues. Photo Credit: Jake Adler

MOIA Programs and 2019 Activities



Flags of the world flew high at Brooklyn Borough Hall during the Immigrant Day of Friendship — Brooklynites read the history behind each nation’s flag and met with MOIA and local organizations to learn ways to support immigrants’ rights through advocacy and action.

In the most diverse city of immigrants, MOIA is dedicated to addressing the barriers and needs of immigrant New Yorkers and their families as highlighted on page 11. Critically, MOIA is not and should not be the only city entity driving this effort. Instead, MOIA coordinates with multiple city agencies — whose work touches every aspect of immigrant life — to ensure the City explicitly addresses the needs of our immigrant communities.

Interagency Coordination

In a city like New York, every City agency bears the responsibility to serve all New Yorkers, regardless of immigration status or place of birth. Whether providing assistance with housing, access to health care, or helping small businesses thrive, City agencies must work to ensure that all New Yorkers get the help they need. In this context, MOIA’s role is to advise our partner agencies on the specific barriers and needs that immigrants face, to provide guidance on how to address those needs, and, where appropriate, to enact immigrant-specific programs.

Interagency Immigrant Taskforce

MOIA's Interagency Immigrant Task Force serves as a forum to brief agencies on federal policy changes, their impacts on immigrant New Yorkers, and the City's response; facilitate updates on agency programs and initiatives that impact immigrant New Yorkers; and share resources and best practices to assist agencies in better serving their immigrant clients. MOIA convened the taskforce three times in 2019: in March, July, and November.

The formal structure of the taskforce helped supplement MOIA's ongoing work to inform and advise our sister agencies in response to federal policy changes. During the taskforce meetings, MOIA provided policy updates and shared the City's response on topics such as public charge, immigration enforcement, border developments, DACA, TPS, and other federal developments such as the proposed rule changes regarding fee increases and the elimination of fee waivers for immigration applications.

The taskforce also served as a way for MOIA and agencies to share updates on programs and initiatives that impact immigrants, and best practices and tools for serving immigrant New Yorkers. For example, the taskforce shared information about NYC Care and IDNYC renewals and MOIA and DCWP advised on best practices for conducting outreach to and engaging with immigrant communities. Similarly, CCHR presented on its enforcement guidance regarding discrimination based on immigration status and national origin. One of the key tools MOIA has developed for agencies is its Interagency Immigrant Resource Portal – a site accessible to

city agencies that centralizes resources to help agencies better serve immigrant New Yorkers. In 2019, MOIA updated and amplified this resource through the taskforce.

These meetings have served to keep agencies informed of the changing federal policy landscape that impacts their constituents, what the City's response is, and resources and programs that can address immigrants' needs.

Cross-cutting agency collaborations

While the taskforce is an important forum for briefing agencies on critical policy changes, ensuring agencies are aware of programs and initiatives that impact their immigrant customers, and sharing resources and best practices for serving immigrant New Yorkers, much of MOIA's work with agencies happens outside of the taskforce.

In 2019, MOIA partnered with NYC Census 2020 and other leaders on community engagement, inclusive and accessible funding strategies, and communications and national advocacy. In addition to the day-to-day work of our Outreach and Organizing team, MOIA Commissioner Mostofi spoke at several census-focused events and meetings throughout 2019, served on the NYS Complete Count Fund Commission, and worked with elected officials to plan for the census. MOIA also consulted on NYC Census 2020's Request for Proposals (RFP) to ensure that immigrant-serving community-based organizations could navigate the RFP process and apply for city funding. Finally, we supported and will continue to support NYC Census 2020 as it engages with community and ethnic media

outlets and connects community members to get out the count.

MOIA also continued its close partnership with NYC Emergency Management (NYCEM) to ensure the needs of immigrants and New Yorkers with LEP are met in an emergency. MOIA is part of NYCEM's Language Access Lead Team, through which MOIA, NYCEM, and other Lead Team members, including the DSS and the Mayor's Community Affairs Unit (CAU), collectively assess language access needs and coordinate language services to better address immigrant New Yorkers' needs in emergency situations. In August 2019, in response to apartment fires that occurred in the Bronx, MOIA worked with NYCEM and DSS to ensure interpreters were available in Spanish and Mandingo, and that staff working at the disaster assistance service center were aware of their language access obligations and of the language resources available to them to assist individuals with LEP. Similarly,

when a fire in Sunset Park primarily affected members of the Chinese immigrant community in April 2019, MOIA organizers worked with NYCEM and the office of Council Member Carlos Menchaca to respond to an acute need for identification after the fire and to ensure residents impacted by the fire were able to enroll for and obtain IDNYC cards.

Finally, as discussed on page 44, MOIA acted to counter the effects of the proposed public charge rule change in 2019 through steady engagement with agencies most impacted by the rule — DSS, H+H, NYCHA, HPD, and others including DOHMH, NYC Administration for Children's Services (NYC ACS), and NYC Census 2020 — to coordinate New York City's response.

These are just some examples of the interagency work MOIA engages in on a day-to-day basis.

Public Charge



MOIA partnered with HRA, H+H, NYS Office of New Americans, Catholic Charities, Legal Aid, NYLAG, El Diario, and Univision in October to host a series of phone banks for New Yorkers to call and find answers to their questions about the public charge rule. Mayor de Blasio stopped by to thank volunteers for their time and service. Photo Credit: Jake Adler

Since the start of the Trump Administration, MOIA has played a key role working closely with City agency and community partners to lead the City’s response to the “public charge” rule. Recognizing the threat that the rule posed to the health and well-being of New York’s immigrant communities — particularly due to a chilling effect, with eligible immigrant families avoiding public benefits usage out of fear and confusion — MOIA has focused on both broad and tailored community outreach and education, as well as advocacy against the rule and similar efforts by the federal government to impose what amounts to a wealth test for prospective immigrants.

In 2019, MOIA led the City’s rapid response to the August 2019 publication of the public charge rule, including:

- Conducting outreach at over 100 events, meetings, town halls, religious services, and food pantries citywide between August and October 2019;
- Briefing elected officials, agency partners, and community organizations

and supporting them with resources, materials, and talking points about the rule;

- Convening faith leaders for a City Hall roundtable discussion;
- Coordinating a citywide Day of Action at grocery stores that engaged 13,000 New Yorkers;
- Working with State, City, media and nonprofit partners to hold a three-day phone bank, fielding over 1,500 calls from community members seeking information and assistance with their questions about the public charge rule;
- Working with legal service providers to ensure community members could access legal help through the City’s free ActionNYC hotline;
- Holding a roundtable for community and ethnic media to discuss the rule, its impact, identify available resources, and address misinformation and confusion.

In addition, MOIA worked consistently throughout 2019 to share accurate information

about the status of the public charge rule and its impacts to address the chilling effect created by confusion about the rule. For example, in June 2019, MOIA and DSS/HRA partnered on a campaign to encourage non-citizen immigrants not to disenroll from Supplemental Nutrition Assistance Program (SNAP) benefits unnecessarily and direct immigrants worried about public benefits and immigration to legal information and help through ActionNYC. The campaign — which included advertisements on social media and community and ethnic media newspaper websites such as World Journal, El Diario, and Vision Times — was created in response to concerning data trends identified by DSS regarding a decline in Supplemental Nutrition Assistance Program (SNAP) benefits usage among eligible non-citizens. MOIA also worked with DOHMH, DSS, and a third-party research firm to conduct a survey measuring New Yorkers’ awareness about the public charge rule and assess best practices for messaging to prevent unnecessary withdrawal from public services and benefits. MOIA released a fact sheet summarizing the survey results in June 2019. After the DHS published its final rule in

August 2019, MOIA worked closely with City agency partners throughout the fall on implementation of local legislation passed by the City Council to promote community education and awareness about the rule, strengthen training for agency staff, and disseminate information for immigrant families about accessing legal help. As of the date of publication of this report, the DHS public charge final rule is in effect while litigation continues.

Lastly, MOIA supported advocacy in opposition to the rule and similar efforts by the Trump Administration. We worked closely with the New York City Law Department (NYC Law) and other partners in support of litigation challenging the rule. MOIA also worked with NYC Law, H+H, and other partners to oppose the Presidential Proclamation on Health Care, which would deny entry to the U.S. for immigrants who cannot show access to certain types of insurance or sufficient funds to pay medical expenses out of pocket. As of the date of publication of this report, the proclamation has been temporarily enjoined pending litigation.



MOIA Deputy Commissioner and General Counsel Sonia Lin joined HRA Administrator Grace Bonilla and community partners in June for a community and ethnic media roundtable to discuss the City’s concern over immigrant New Yorkers disenrolling from SNAP at alarming rates. Photo Credit: Jake Adler

Equity and Justice

Immigrants face a host of barriers to access, as outlined on page 11. MOIA works closely with our agency partners to help dismantle these barriers, both through the interagency partnerships highlighted in this report, and through our language access work. In addition, MOIA oversees several programs aimed at helping immigrants connect more deeply into the fabric of the city.

Language Access

Language access is a necessary and fundamental aspect of the City's work to ensure that all New Yorkers can access City services. In New York City specifically, where immigrants are more likely to self-identify as LEP, and where 60.8 percent of undocumented immigrants self-identify as LEP, City agencies must take concrete steps to ensure that language access is incorporated into their day-to-day work.

The City Council worked to formalize that mandate with the passage of Local Law 30 (LL30) of 2017, which requires city agencies that provide direct public and emergency services to translate documents into 10 commonly-spoken languages. In 2019, MOIA

collaborated with the City agencies covered by LL30 in order to continue building the City's language access infrastructure by providing ongoing technical assistance, monitoring, and oversight.

MOIA held meetings, developed language access tools for agencies, and engaged one-on-one with agencies on language access implementation. MOIA held three meetings of Language Access Coordinators focused on the effective use of interpretation services, improving procedures for language access, vendor management, and accessibility of licenses, permits, and registrations.

MOIA works closely with agencies to advance LL30 implementation by convening agency language access coordinators, developing and disseminating language access guidance and tools, and meeting one-on-one with agencies to understand language access implementation progress, challenges, and best practices, and to offer guidance. MOIA's three convenings of Language Access Coordinators in 2019 focused on various topics, including the effective use of interpretation services, improving procedures for language access,

At a We Speak NYC graduation ceremony in Queens in the spring, immigrant mothers from Mexico and Bangladesh discussed how learning English together helped to bridge the cultural and language barriers between them and form long-lasting, supportive friendships in a country they had just begun to call home. Photo Credit: Jake Adler





MOIA joined the festivities at the 2nd annual Vaisakhi event with the NYC Commission on Human Rights and the Sikh Coalition at New York University. Vaisakhi is an important celebration in the Sikh faith, and we were honored to join NYC's Sikh communities and work together to combat anti-Sikh discrimination. Photo Credit: Jake Adler

vendor management, and strategies to make licenses, permits, and registrations more accessible to New Yorkers with LEP.

MOIA also expanded LL30 coordination and provided language access training, technical assistance, and language services to additional units in the Mayor's Office, including new offices such as NYC Census 2020 and the Civic Engagement Commission (CEC).

In our oversight role, MOIA monitored and reported on the progress of agencies covered by LL30. In 2019, MOIA submitted the second annual report on LL30 to the City Council, which included 35 agency implementation plans. In addition, MOIA coordinated and reviewed agency annual updates on LL30 implementation.

Poll Site Interpretation

In 2019, MOIA successfully worked in close coordination with the CEC and Department of City Planning (DCP) to publish a

proposed methodology for the CEC's Poll Site Language Assistance Program that will provide interpretation at poll sites with the highest concentrations of voting-eligible New Yorkers with LEP that speak the designated citywide languages.³⁶ The proposed methodology takes a language equity approach and aims to ensure that every LL30 language gets interpretation services in at least one poll site. While the CEC is on track to take over this work in 2020, MOIA will continue to serve as an advisor.

In the interim, MOIA, in partnership with the Mayor's Office of Operations and DemocracyNYC, continued to improve access to voting for LEP New Yorkers through the poll site interpretation pilot program in 2019, in which the City provided interpretation at four elections and served approximately 1,153 LEP voters with LEP. For each election, MOIA worked with a vendor who recruited, screened, and hired interpreters. MOIA also trained

³⁶ The proposed methodology is available here for public comment: <https://www1.nyc.gov/site/civicingagement/get-involved/get-involved.page>.

all interpreters on their role, the voting process, how to provide services to voters with LEP, the prohibition of electioneering, and Election Day logistics.

The City provided interpreters during each of the City's four elections in 2019:

- February Special Election
 - Provided interpretation services in Russian, Haitian Creole, Yiddish, or Polish at 48 sites.
- May Special Election (Brooklyn's Community District 45)
 - Provided interpretation services in Haitian Creole at three sites in Brooklyn's Community District 45.
- June Primary
 - Provided interpretation services in Russian, Haitian Creole, Yiddish, or Polish at 48 sites.
- November General Election
 - Provided interpretation services in Russian, Haitian Creole, Yiddish, Polish and Italian at 100 sites.

MOIA's Language Services Team

MOIA is also a hub for language services, both for MOIA-events and materials, as well as for other mayoral offices. In 2019, MOIA worked to improve the quality of translation and interpretation services provided to immigrant communities and to more effectively track and report on the services it provides. One such example is MOIA's work to create and use databases and glossaries of translations that help linguists develop more accurate and consistent translations. MOIA also created its first in-house Spanish translation unit, which translated, edited,

and/or typeset over 100 source documents in 2019. The source documents were translated in-house into Spanish as part of the full body of documents that MOIA provides translations for, including KYR flyers, forum notices, rapid response resources, face sheets, and more.

MOIA improved its project management and coordination of language services requests to meet increased demand. Language services saw an increase not only in volume, but also rapid response translation and interpretation services, complexity of projects such as print and digital multilingual content, and materials for a variety of public-facing events across the five boroughs. In 2019, MOIA expanded its linguistic reach to New Yorkers who speak languages of limited diffusion, such as Quechua, Kichwa, Nahuatl, Mixteco, Wolof, Kyrgyz, Tajik, Soninke, and Gujarati.

Citywide language contracts

The City's spending on language access contracts³⁷ — including telephonic and in-person interpretation, translation, sign language, transcription, and real time captioning (CART) services — has doubled over the last few years. This increase in language services utilization can be attributed to the passage and agency implementation of Local Law 30 as well as increased awareness about the language services available. Fiscal Year (FY) spending:

- FY15: **\$5.0 million**
- FY16: **\$5.9 million**
- FY17: **\$7.0 million**
- FY18: **\$9.7 million**
- FY19: **\$10.0 million**

³⁷ These numbers do not include DOE, H+H, NYPD, or small purchases for language access services.

Key indicators for MOIA translations

2019:

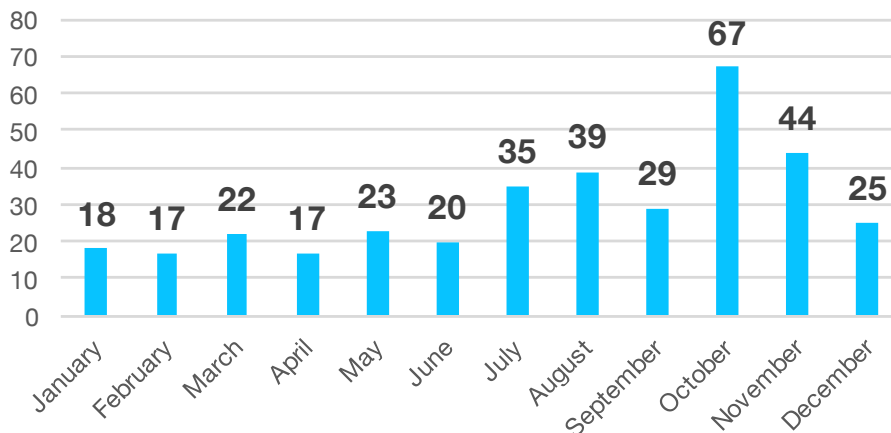
Source Docs	Languages	Word Count	Total Translations
559	46	903,863	1,430

*Note: these numbers do not account for work we advise on and assist with that is ultimately paid for with other agency contracts, including work we have done on IDNYC and NYC Care.

Percent increase (from 2018):



Translation Projects by Month



Key indicators for MOIA interpretation

2019:

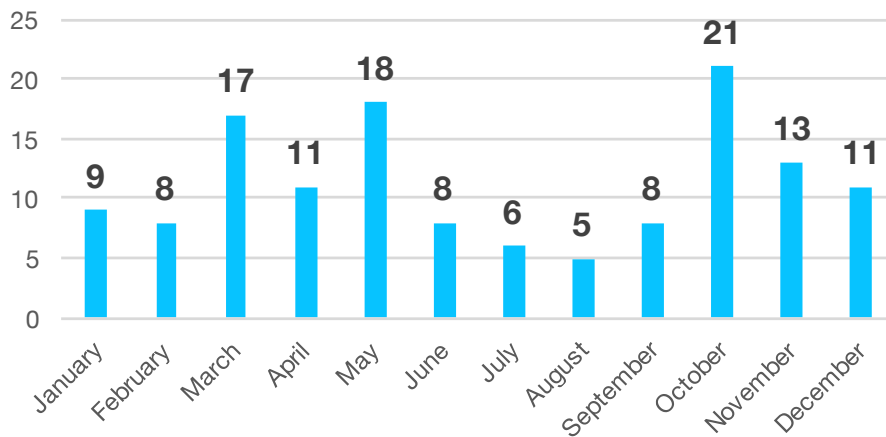
Total Events	Interpreters	Languages
135	371	21

**Percent increase
(from 2018):**

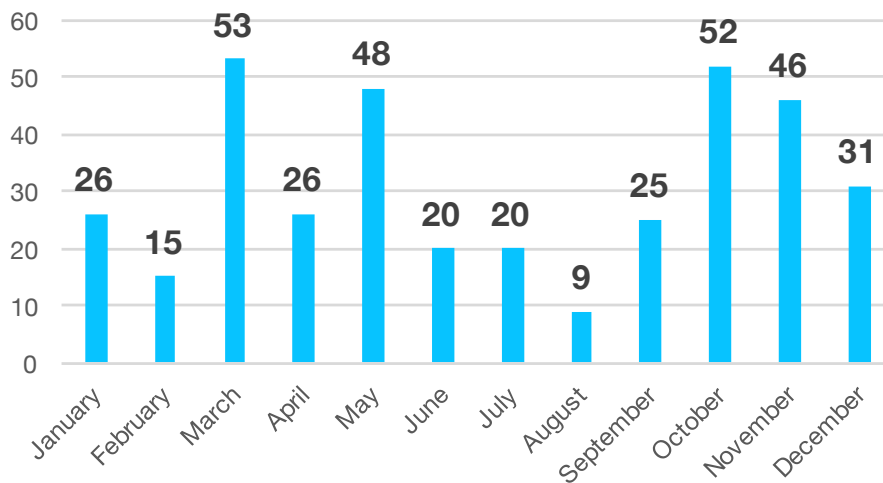
Events:
12%
from 121 in 2018

Interpreters:
13%
from 327 in 2018

Interpretation Events Per Month



Interpreters Used Per Month





Middle school students and community members at an IDNYC press conference in October, where MOIA announced the new middle school card for IDNYC students.

IDNYC

In 2019, IDNYC, New York City’s municipal ID program, focused on expanding access to the card, preparing for renewals with the first set of cards eligible for renewal beginning December 2019, and continuing to grow the many benefits of the card for all New Yorkers, regardless of immigration status.

Furthering its commitment to protect the privacy of IDNYC cardholders and their personal documents, the City successfully won a lawsuit filed by two elected officials who sought to get information on IDNYC cardholders through a Freedom of Information Law (FOIL) Request. The New York Supreme Court decision, in favor of IDNYC, ruled that the City appropriately withheld information to protect cardholders’ privacy and safety.

Expanding access

In January 2019, IDNYC added the option of an “X” gender designation to allow transgender, non-binary, and gender non-conforming New Yorkers to affirmatively select a gender identity that more closely reflects how they identify or choose not to declare a gender. To inform local residents about this addition, MOIA staff participated in community forums, clinics, events with elected officials, and local pride events including World Pride in June 2019, where outreach staff distributed more than 10,000 IDNYC benefits brochures, including gender marker self-selection information, during the NYC Pride March.

Building on the program’s 2018 update — lowering the IDNYC age requirement to those aged 10 and above — IDNYC, in partnership with DOE, created a special

middle school ID card. At fall 2019 pop-up enrollment sites at three middle schools in Brooklyn, IDNYC accepted the middle

school's verification of each student's identity and residency, along with a signed application by a parent or guardian, as sufficient proof to allow middle school students attending the selected schools to enroll in IDNYC without a parent or guardian present. Students received special cards with a vertical layout

displaying the name of their middle school in place of their home address.

In October 2019, IDNYC began allowing non-students residing in college/university housing to use their university housing agreements to establish residency.

Renewals

IDNYC cards expire after five years, and with IDNYC celebrating its fifth anniversary in January 2020, the program announced in July 2019 that it created a new online renewal platform to make it easier for cardholders who enrolled in 2015 to renew their cards in 2020.³⁸

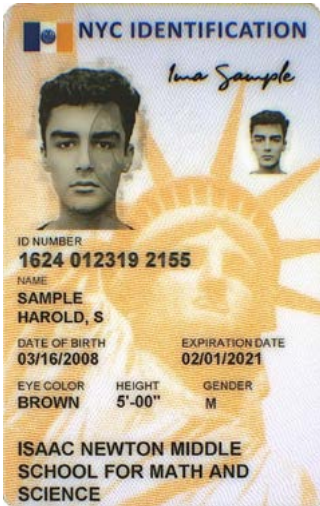
In October 2019, IDNYC officially announced the upcoming launch of renewals with a citywide, multilingual advertising and targeted community outreach campaign that introduced a new card design, and announced new and returning benefit

partners. The renewal campaign kicked off in November 2019 with ads running on transportation platforms; in broadcast, digital, and print community and ethnic media outlets; and in small businesses, and more through June 2020. In 2019, IDNYC ran advertisements in 13 languages in 66 community and ethnic media publications; posters in English and Spanish in subway cars, bus shelters, ferry terminals, and bodegas, laundromats, and nail salons; social media ads in three languages on Facebook, Instagram, and WeChat; and radio ads in 12 languages through 13 radio stations. In addition to the ads, MOIA produced multilingual outreach fliers in 28 different languages. IDNYC also produced videos in English, Spanish, and Chinese, with videos in production for an additional 20 languages and dialects.

In December 2019, IDNYC officially launched renewals with a social media Day of Action. On launch day, December 2, 2019, the #RenewYourIDNYC hashtag trended on Twitter and included participation by elected officials, over one hundred organizations, all three public library systems, IDNYC cultural benefit and entertainment discount partners, community-based organizations, and sister agencies.

Applications

At the end of 2019, there were 1,365,828 unique IDNYC cardholders. Since the launch of the IDNYC program, IDNYC has received 1,517,922 applications, with the highest number of applications from Queens and Brooklyn.



The new IDNYC middle school card.

³⁸ New Yorkers whose cards are expiring in less than 60 days may begin renewing using the new Online Portal or in person at an IDNYC enrollment center. Cardholders will have up to six months after their card expires to renew.

Pop-up enrollment sites

In order to enroll hard-to-reach New Yorkers, IDNYC continued its use of temporary pop-up enrollment sites throughout the five boroughs. To better serve New Yorkers seeking access to the IDNYC program, MOIA's multilingual team of neighborhood organizers developed and implemented targeted community outreach plans to support more than 50 unique IDNYC pop-up sites and more than 90 events citywide in 2019. The team produced materials and held events in Yiddish, Urdu, Arabic, Bengali, Spanish, Haitian Creole, and dozens of other languages in areas they served, bringing IDNYC awareness to communities in need.

IDNYC enrolled a total of 9,103 New Yorkers at over 50 pop-up sites. The *IDNYC On the Go!*/Mobile Command Center enrolled a total of 1,452 individuals in 2019.

IDNYC collaborated with several elected officials to bring these IDNYC pop-ups throughout the five boroughs, including using the *IDNYC On the Go!*/Mobile Command Center. Locations included the district offices of Congresswoman Nydia Velazquez and Council Member Antonio Reynoso in Woodhaven and Williamsburg, respectively, Grace Gospel Tabernacle Church in Queens Village in partnership with Council Member I. Daneek Miller, and the Pelham Parkway-Van Nest Library in partnership with Council Member Mark Gjonaj, among others.

Program benefits

Since its launch, IDNYC has offered New Yorkers increased access to City services, discounts on recreation and entertainment, free or reduced admission to cultural institutions, and many more benefits. As of December 31, 2019, IDNYC cardholders have accrued savings of over \$57 million on memberships and other fees. Among these savings, cardholders have redeemed over 680,000 free one-year memberships from participating cultural benefit partners. Over 50 arts venues have offered free memberships, and many more have offered discounts and other benefits since the program began. MOIA outreach staff continue to organize and attend dozens of events each week to encourage New Yorkers to renew their IDNYC or enroll for the first time.

We Speak NYC

English language proficiency is an important factor impacting the ability to access education, employment, health, and social services. Recognizing this and the need to support and supplement existing literacy programs and learners with LEP, MOIA administers We Speak NYC (WSNYC), formerly known as We Are New York (WANY), a free English language learning program focused on conversation. The program helps immigrant New Yorkers practice English conversation skills through content-based, civic-focused instruction, videos, and education materials.

All materials and resources can be accessed digitally through WSNYC's website, allowing the program to expand its reach outside the classroom. All WSNYC materials and education resources are made in

partnership with The City University of New York (CUNY). Educational materials include workbooks, short stories, comic books, civic maps, and audio profiles of diverse language learners. The website was made for both educators and learners to access free English language learning resources. WSNYC’s website has an array of tools promoting self-study, such as interactive activities, study guides, short stories, quizzes, and teacher resources. The website also showcases a new map feature to help New Yorkers access WSNYC drop-in classes held throughout the city.

WSNYC’s Emmy Award-winning videos, used as part of the program’s instruction, portray everyday stories of immigrant leadership with pedagogy and educational materials that center on community problem-solving skills and access to City resources. In 2019, WSNYC won its third Emmy Award in the Instructional Informational Programming category with *Rolando’s Rights*, an episode featuring the importance of worker’s rights, paid sick leave, self and community advocacy, and how to access vital information on this topic.

WSNYC’s unique volunteer-led program model supports English language learning while connecting immigrant New Yorkers to City services and promoting

community empowerment. As reported in an independent evaluation of the WSNYC program in 2018, learners overwhelmingly indicated that the topics of the videos were relevant and useful.³⁹ However, that evaluation also indicated that many WSNYC classes had “substantially more” beginner-level English speakers, and recommended that MOIA provide more lesson plans and resources for this group of learners.⁴⁰

In response, in 2019, WSNYC started working with CUNY to create materials addressing multi-level needs that speak to the majority of participants coming to classes. The program piloted Plan: Beginner, an alternative approach to the conversation structure that utilizes a guided strategy to engage learners who are at a beginner level, in direct response to the recommendations laid out in the 2018 evaluation. WSNYC also collaborated with CUNY to build out workforce lesson plans focused on interviewing, resume building, and professional development skills featured in episodes. These adapted materials have been used in creating professional development trainings for educators and have been featured in city, state, and national conferences, including the Adult Basic Education conference, the 2019 NYS TESOL conference, and SXSW EDU in Austin, Texas.

WSNYC Metrics

Calendar Year	Classes Organized	Students Engaged	Volunteers Trained
2017	182	3,500	249
2018	266	5,320	160
2019	277	5,540	240

39 Helene Jennings, Gingi Pica, Joseph Galanek, Spencer Schaff, Nathali Arias, *A Community of Learners: Evaluation of the We Are New York Program* 17, ICF, April 2018, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/wespeaknycmay2018.pdf>

40 *Id.* at 33.

In addition to providing high quality education materials and resources, WSNYC plays an important role on the ground in the different communities of New York City. It provides an opportunity for volunteer facilitators to grow as community leaders. WSNYC's community classes are led by trained volunteers who use WSNYC videos and materials to facilitate seven to ten-week classes all across the five boroughs.

WSNYC also works with community and faith-based organizations, schools, and libraries to support spaces where English language learners learn about their rights and are given tools they can then use to better advocate for their families, friends,

and themselves. Community classes help English language learners build issue-focused vocabulary, practice conversational English, and access City services. In classes, students also share their experiences with others in their community as they work together to discuss common challenges and develop solutions in class. WSNYC gives capacity to these organizations by providing classes that would otherwise not exist in both formal and informal English language learning settings.

In 2019, WSNYC organized 277 classes, engaged 5,540 English language learners, and trained 240 new volunteer facilitators.



Eva from the Dominican Republic, Paola from Peru, and Marie from Haiti — three We Speak NYC students — attended their graduation ceremony in December. “Before, we did not speak much and were shy in front of other people. Now, we feel more comfortable!” they said.

Legal Services

Working together with legal service providers, community-based organizations, and City agencies, MOIA provided free, safe, and high-quality immigration legal services in a time when immigrant New Yorkers continued to experience great fear and anxiety. Immigration legal services are a tool of empowerment for immigrant New Yorkers and their families helping to combat immigration fraud. New York City has made historic commitments promoting access to justice for immigrant New Yorkers in the face of attempts to marginalize and disenfranchise communities. Immigration legal services help New Yorkers gain access to jobs, healthcare, and education, ultimately benefitting New York City as a whole.

MOIA's Legal Services programs are comprised of multiple initiatives that serve as key entry points for New Yorkers seeking free immigration legal services:

- ActionNYC in Community-Based Organizations (CBOs);
- ActionNYC in Schools (Schools);
- ActionNYC in Health + Hospitals (Hospitals);
- ActionNYC in Community-Based Organizations Hard-to-Reach (HTR);⁴¹
- ActionNYC Capacity-Building Fellowship (Fellowship);
- NYCitizenship in Libraries;

ActionNYC

ActionNYC is a citywide, community based program that provides access to immigration legal services and resources to grow the immigration legal services field. Through ActionNYC and its innovative “Community Navigator” model, immigrant New Yorkers have access to free, high-quality immigration legal services in their language, at safe locations in their community.

The program is operated jointly by MOIA, DSS/HRA, and CUNY, and implemented in collaboration with over 30 CBOs and legal services providers. As part of the ActionNYC Community Navigator model, ActionNYC-affiliated organizations



MOIA's Outreach team canvasses the five boroughs to ensure community members are aware of the ActionNYC program, and know how to connect to free, safe immigration legal help.

41 “Hard-to-reach” communities include, but are not limited to, recently arrived populations from Africa, Asia, and the Caribbean.

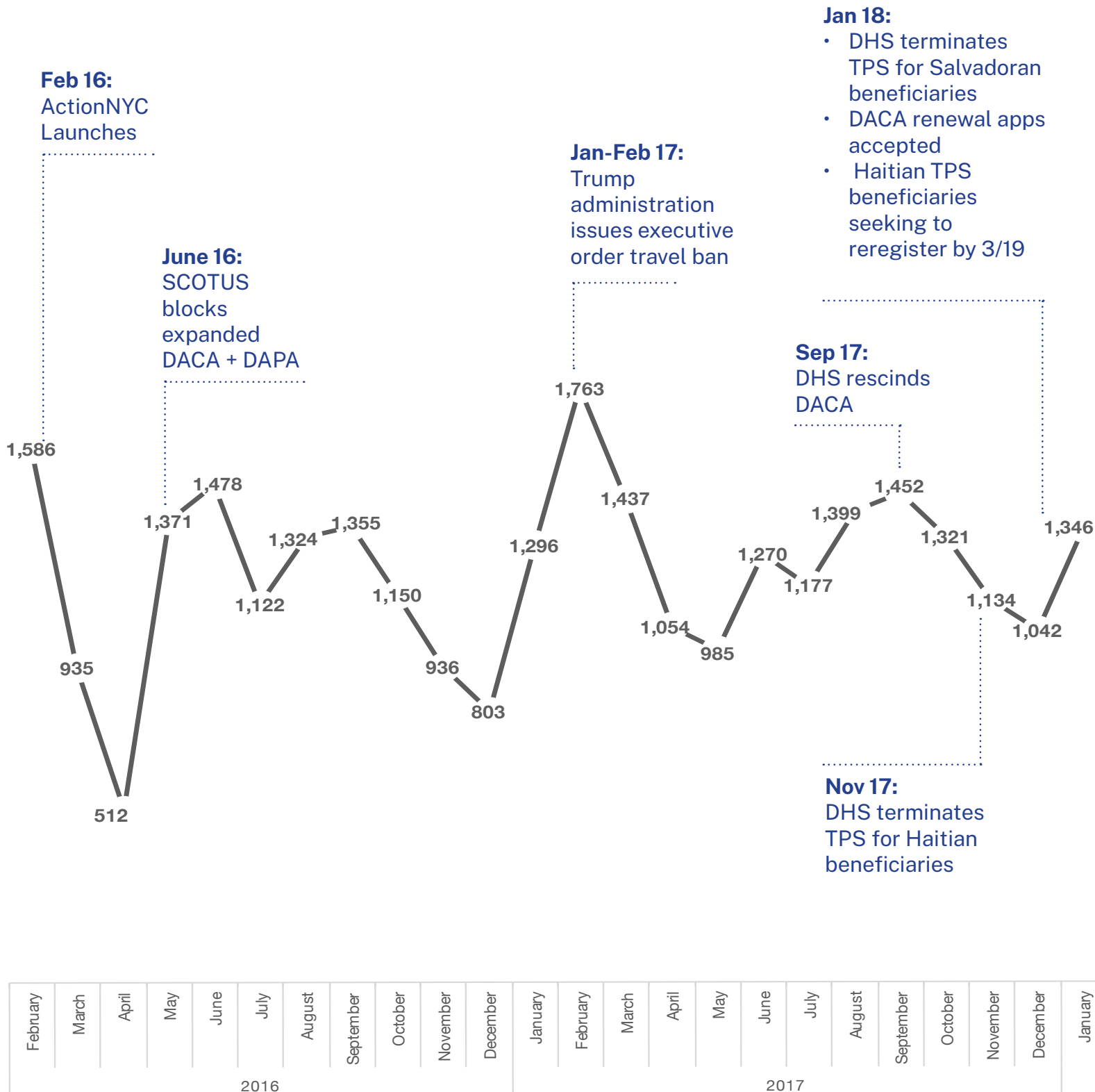
train community members to serve as “Community Navigators,” who are supervised by experienced immigration attorneys. Together, these non-attorney community navigators and immigration attorneys provide comprehensive legal screenings and full legal representation in straightforward immigration matters, including but not limited to citizenship applications, green card renewals, and TPS renewals. When capacity permits, they also provide full representation in complex cases such as Special Immigrant Juvenile Status and U visas. For complex legal cases outside the team’s scope of services or capacity, ActionNYC connects clients to other City-funded legal services programs administered by DSS/HRA’s Office of Civil Justice, such as the Immigrant Opportunities Initiative and Community Services Block Grant funded programs. The ActionNYC community navigation team also connects clients to social services as needed, including IDNYC and health insurance enrollment.

All ActionNYC sites and community navigators receive support to obtain and maintain U.S. Department of Justice (DOJ) Recognition, meaning the organization has permission from DOJ to practice immigration law through Accredited Representatives before federal authorities and represent clients before United States Citizenship

and Immigration Services (USCIS). In 2019, an additional four navigators from two ActionNYC organizations received DOJ accreditation.

Demand for ActionNYC services remained consistently high in 2019. Lifetime growth in hotline call volume more than doubled since its 2016 launch to over 25,000 callers in 2019. In response to this increased demand for immigration legal help and information, the City invested in doubling hotline call-answering capacity and adding Migration Counselors, who are attorney-supervised paralegals trained to provide assistance beyond just scheduling consultation appointments with legal service providers. Additionally, as part of an announcement in September 2019 to increase the City’s investment in rapid response legal services for immigrants facing imminent deportation, funding was provided to expand the capacity of the hotline during periods of actual or threatened enforcement raids. This additional capacity has already helped ensure that the hotline can be activated as needed in light of increased fears of enforcement. In 2019, the hotline almost always scheduled double the number of screening appointments provided for by ActionNYC contracts, and the appointments were consistently booked out eight weeks in advance.

ActionNYC Month by Month Hotline Volume (number of calls)



June/July 18:

- Nepalese/Hondurans TPS beneficiaries seeking to reregister for TPS by July (Nepal), August (Honduras)
- Separated families crisis
- Sessions announces victims of private crimes not eligible for Asylum

July 19:

Administration announces nationwide ICE raids

Aug 19:

Administration publishes final public charge rule

October 18:

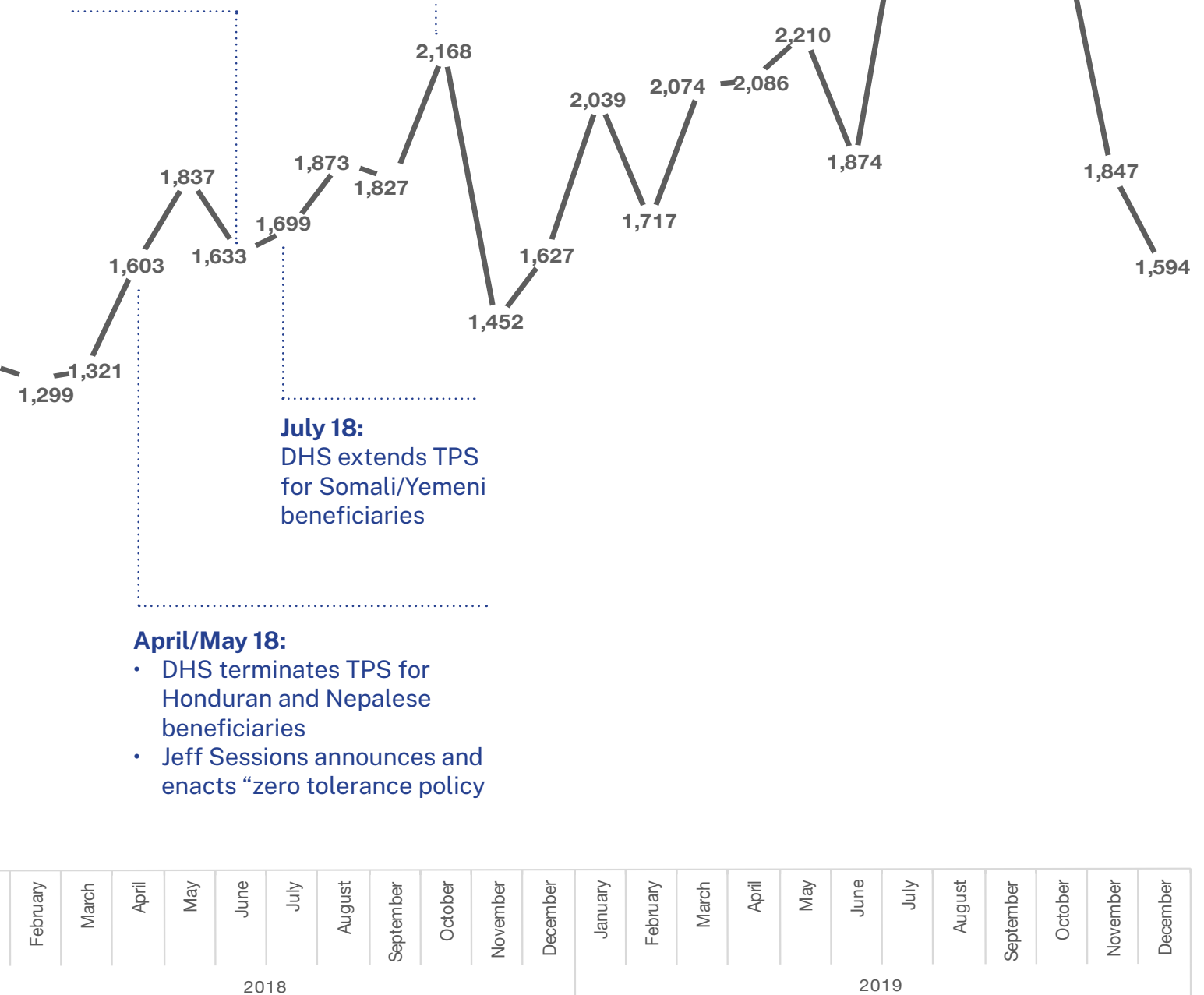
Administration announces proposed changes to public charge rule

July 18:

DHS extends TPS for Somali/Yemeni beneficiaries

April/May 18:

- DHS terminates TPS for Honduran and Nepalese beneficiaries
- Jeff Sessions announces and enacts “zero tolerance policy”



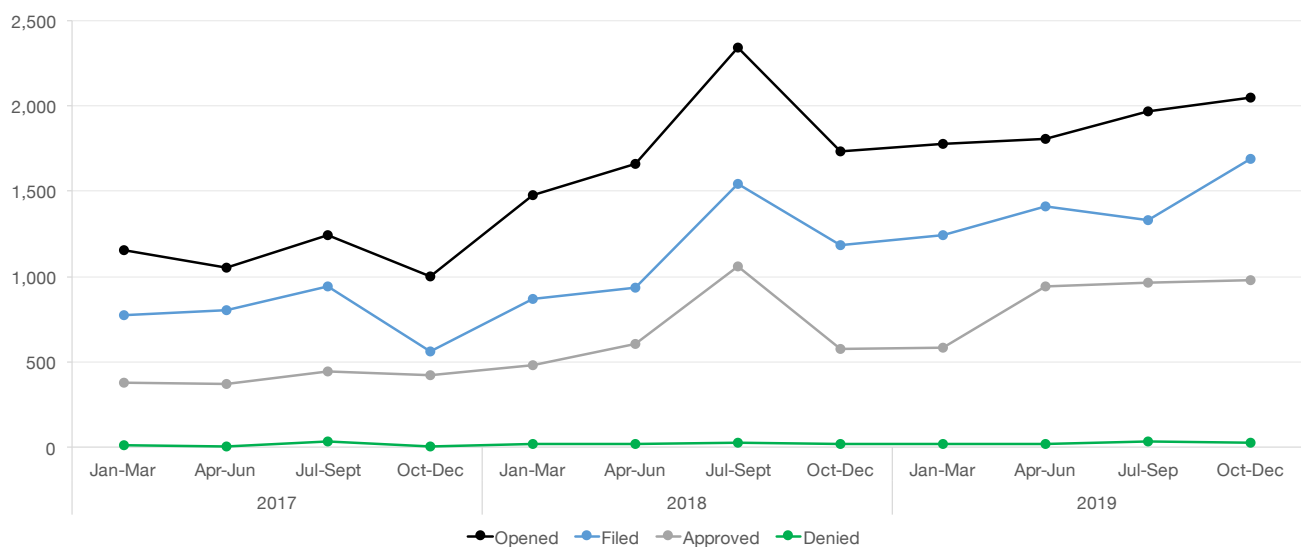
ActionNYC provided services at 21 CBOs, 3 NYC Health + Hospitals sites, 49 DOE schools, and provided rotating services to long-term and post-acute care H+H patients. Additionally, in an effort to reach vulnerable student populations, ActionNYC in Schools brought immigration legal services to two Women in Need shelters in Brooklyn.

In total, ActionNYC providers conducted over 11,721⁴² comprehensive immigration legal screenings, an increase of about 23 percent compared to 2018, and opened over 7,599 new cases, an increase of about 22 percent compared to 2018. Of cases in which immigration authorities rendered decisions in 2019, 97 percent⁴³ were approved. ActionNYC referred 1,838 cases to other legal services providers in 2019. Of these, 1,041 were referred from ActionNYC in CBOs, 79 from ActionNYC in CBOs Hard-to-Reach, and 44 from ActionNYC in CBOs Fellowship. Additionally, 519 were referred from ActionNYC sites in H+H, and 155 from

ActionNYC in Schools. Individuals were referred out if they were not New York City residents, demand surpassed the site's capacity to accept complex cases, or if cases were outside of the service provider's expertise.

Since 2017, ActionNYC has seen a steady rise in demand for immigration legal services, ranging from brief assistance to full representation. The Trump administration has put forth a significant number of proposals that have created fear in our immigrant communities. These proposals, such as fee waiver restrictions, the public charge rule, and discontinuation of several TPS country designations have propelled action from both immigrants and our legal services providers. We have seen an increase in calls to the hotline from individuals seeking assistance and also an increase in the work being done by legal service providers to try to meet that demand.

ActionNYC applications opened, filed, approved, and denied, 2017-19



42 This number captures screenings conducted by only ActionNYC programs and does not include screenings conducted by NYC Citizenship.

43 This is for ActionNYC cases only.

From July to September 2018, there was a significant increase in naturalization cases filed, likely in anticipation of the midterm elections and in response to fears that non-citizen status would leave individuals vulnerable. In tandem with the increase of anti-immigrant rhetoric and policies, providers are being more cautious with

every application they file because of heightened consequences of denial. With this exercise of appropriate risk aversion comes the need for more administrative and legal time to be able to support clients in filing their applications in a timely and legally viable fashion.

Brief and legal services provided by ActionNYC

Services Provided ¹	CY 17	CY 18	CY 19	% Change CY18 - CY19
Brief Assistance	2,096	2,617	3,202	+22%
Family Reunification and Permanent Residency	823	1,407	1,811	+29%
Citizenship	861	958	864	-10%
Immigrant Youth and Temporary Humanitarian Protections	515	652	537	-18%
Work Authorization	434	554	650	+17%
Fee Waiver		382	962	+152%
Administrative	325	346	540	+56%
Other	10	82	156	+90%
Visa and Travel Authorization	43	64	92	+44%
Survivors of Crimes and Trafficking	62	75	52	-31%
Asylum, Withholding of Removal, CAT; Refugees	12	16	13	-19%
Total	5,181	7,153	8,879	+24%

1 For a definition of each of these categories, see the appendix.

There were shifts in volume of various legal services provided by ActionNYC in 2019. Of particular note was a 152 percent increase in applications for fee waivers that assist low-income New Yorkers in accessing benefits, such as naturalization, which otherwise have a high cost. There was also a significant increase in applications for lawful permanent residency and family reunification cases, travel authorization, and assistance in administrative and other matters which reflects ActionNYC's increased abilities to meet the diverse needs of their clients.

ActionNYC and Capacity Building

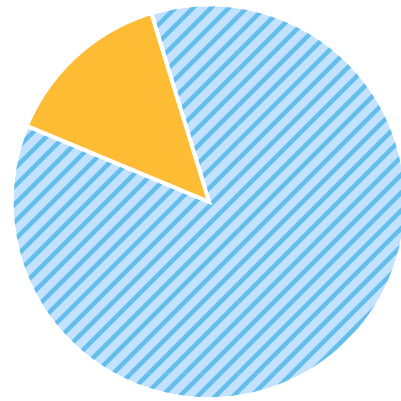
The City continues to prioritize legal service delivery in hard-to-reach and growing immigrant populations, and build the capacity of community-based organizations. Of the total ActionNYC screenings in 2019, 1,539 screenings were conducted by ActionNYC in CBO's Hard-to-Reach and Capacity-Building Fellowship programs, respectively.

Launched in 2017, the ActionNYC Capacity Building Fellowship Program was designed to develop the expertise, infrastructure, and capacity of community-based organizations with small, nascent, or limited immigration

legal services and community outreach programs. The fellowship has served as an incubator, providing comprehensive training and technical assistance to eight CBO legal fellows and five CBO outreach fellows in 2019 to provide immigration legal services and conduct immigrant outreach, respectively. The outreach fellows convened 54 Know Your Rights forums, serving 1,005 individuals, while the legal fellows conducted 617 comprehensive immigration legal screenings and provided full legal representation in 511 straightforward immigration matters. Over a multi-year commitment, providers upgraded their legal service programs from a navigator/referral model to a direct legal services model.

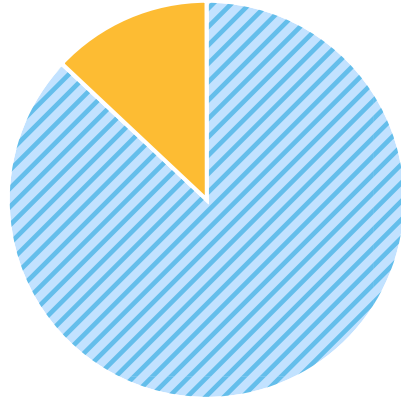
As a result of the fellowship, partner organizations have developed, and continue developing, into full partner-providers in citywide immigration legal services provision. Two Fellows, the Chinese American Planning Council (CPC) and Council of Peoples Organization (COPO), successfully applied for and received awards from a citywide funding opportunity for the provision of immigration legal services to vulnerable immigrant communities, under ActionNYC.

The success of these programs can also be seen in the increase in immigrant clients from populations that have been traditionally harder to reach for ActionNYC providers. As an example, we have seen increases in clients from South Korea and China, due in large part to the efforts of the providers participating in the Hard-to-Reach and Capacity-Building Fellowship programs.



86%

of Fellows report expanding and increasing their existing immigration legal services since program inception by improving the scope, quality, and variety of services provided



87%

of Fellows report developing the skills, knowledge, and capacity needed to make them more competitive when applying for immigration legal services funding.

Top 25 Countries of Origin of All ActionNYC Clients⁴⁴

Rank	Country	2018	2019	% change from 2018 to 2019	% of 2019 clients
1	Dominican Republic	1,692	1,871	+11%	16%
2	Mexico	1,326	1,498	+13%	13%
3	Ecuador	762	855	+12%	7%
4	Jamaica	559	628	+12%	5%
5	Honduras	325	568	+75%	5%
6	Colombia	528	567	+7%	5%
7	Haiti	498	425	-15%	4%
8	China	276	394	+43%	3%
9	Guatemala	236	337	+43%	3%
10	Pakistan	141	278	+97%	2%
11	Trinidad and Tobago	213	250	+17%	2%
12	Guyana	218	230	+6%	2%
13	United States	181	221	+22%	2%
14	Egypt	123	206	+67%	2%
15	El Salvador	202	201	0%	2%
16	Peru	146	187	+28%	2%
17	Venezuela	157	161	+3%	1%
18	Bangladesh	100	113	+13%	1%
19	South Korea	84	130	+55%	1%
20	Yemen	57	99	+74%	1%
21	Morocco	47	99	+111%	1%
22	Ghana	90	94	+4%	1%
23	Cuba	86	93	+8%	1%
24	Nigeria	113	83	-27%	1%
25	Guinea	75	72	-4%	1%
Grand Total		9,873	11,703	19%	100%

44 For clients that indicated a country of origin.



New Yorkers take their oaths as they are sworn in during a citizenship ceremony at a federal building in Manhattan. Photo Credit: Jake Adler

NYCitizenship

In 2019, MOIA continued to ensure access to safe, quality and linguistically responsive citizenship services for all immigrant New Yorkers through its flagship program NYCitizenship. NYCitizenship provides free citizenship application assistance, including screenings and full legal representation, as well as financial empowerment services.

In 2019, NYCitizenship provided services at 12 public library branches across the five boroughs. NYCitizenship held 121 information sessions and outreach activities in 2019, reaching 9,000 individuals. Through our partnership with DSS/HRA, the program offered services to vulnerable populations, including seniors and those facing health barriers such as disability. In 2019, NYCitizenship screened 1,454 clients,

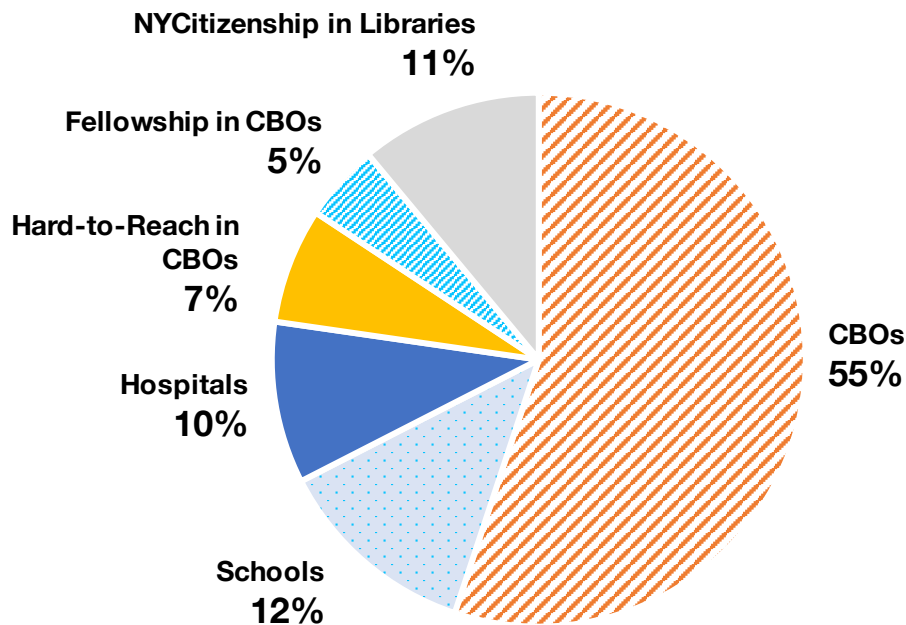
filed over 800 citizenship and 70 green card renewal applications accompanied by over 600 fee waivers, and provided legal referrals to 11 individuals. Of applications that were adjudicated in 2019, 88 percent were approved. If eligible, individuals also received assistance with fee waiver and disability waiver applications. All clients were provided with the opportunity to meet with a financial counselor that provided free and confidential financial counseling.

As explained further below, the NYCitizenship program is being transitioned into the ActionNYC model starting in July 2020. DSS/HRA expects that the services targeting vulnerable HRA/DSS clients that have been developed under NYCitizenship will likewise be supported by City funding.

Overall statistics

CY19 Screening by Program

Amounts in total individuals screened



All of the programs are accessible at trusted service locations at nonprofit community-based organizations (CBOs), public schools, public hospitals, and public libraries throughout the five boroughs.

In 2019, MOIA's Legal Services programs provided immigration eligibility screenings to 13,175 individuals, screening 25 percent more individuals than the year prior.

Screenings, disaggregated by service type

Programs	Annual Screenings
CBOs	7,259
Schools	1,631
Hospitals	1,292
Hard-to-Reach	922
Fellowship	617
NYCitizenship	1,454
Total	13,175

The programs filed over 7,000 cases,⁴⁵ a 31% increase in filings from the previous calendar year. Of these, 1,626 were accompanied by a fee waiver securing reduced or no application fees for low-income immigrant New Yorkers who would have been unable to afford application fees otherwise.

45 "Cases Filed" captures the total number of immigration and ancillary forms filed with USCIS in 2019.

Cases filed by program

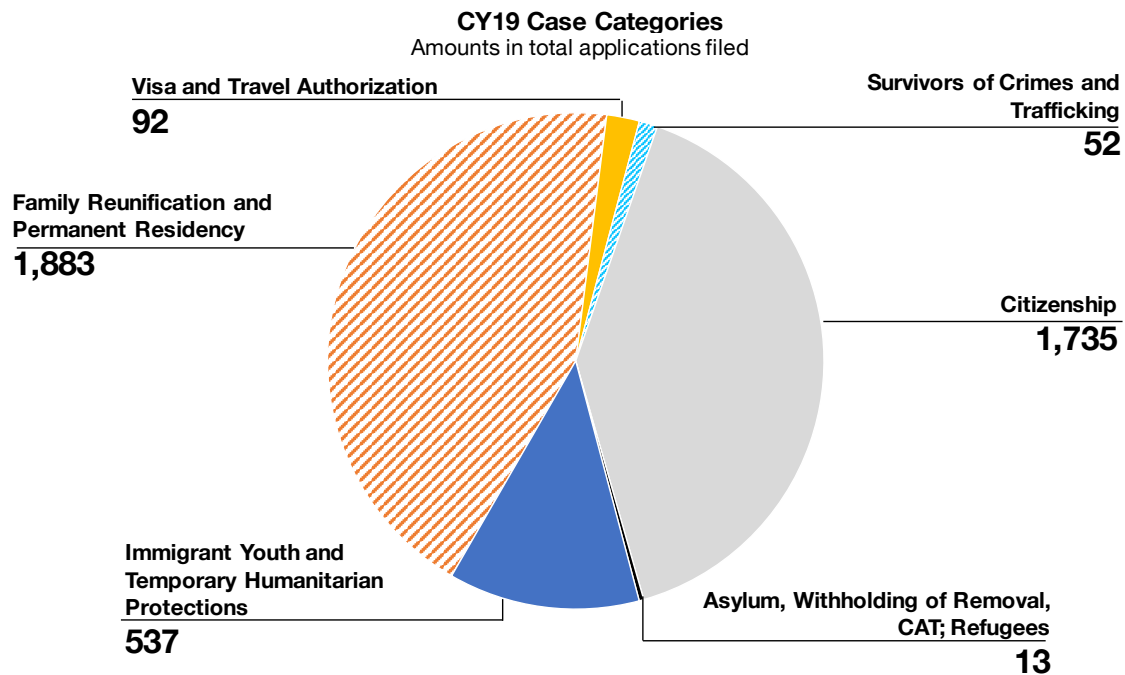
Programs	Cases Filed ⁴⁶
CBOs	3,319
Schools	562
Hospitals	588
Hard-to-Reach	675
Fellowship	511
NYCitizenship	1,607
Total	7,262

In 2019, the programs received adjudications for 4,130 cases, of which 3,947 were approved and 183 were denied.

Cases approved⁴⁷ and denied⁴⁸, out of all cases adjudicated⁴⁹ program

Programs	Cases Approved	Cases Denied	Approval Rate
CBOs	1,812	69	96%
Schools	319	15	96%
Hospitals	342	17	95%
Hard-to-Reach	692	8	99%
Fellowship	289	7	98%
NYCitizenship ⁵⁰	493	67	88%
Total	3,947	183	96%

Top immigration legal services provided in 2019 included helping clients achieve family reunification and permanent residency, obtain citizenship, and secure protections available to immigrant youth and



46 Variance +/-1% in the data reported. Note that “cases filed” do not correspond exactly with legal services provided.

47 “Cases Approved” captures the total number of immigration and ancillary forms approved, received an approval notice from USCIS and/or EOIR, in 2019.

48 “Cases Denied” captures the total number of immigration and ancillary forms rejected, received a denial notice from USCIS and/or EOIR, in 2019.

49 “Cases Adjudicated” captures cases that received a decision from USCIS and/or EOIR, in 2019.

50 Common reasons why naturalization cases may have been denied include: failing the English and/or civics exam, missing appointments or notices due to change in contact information, or not being able to get supplemental documentation.

humanitarian cases. Generally, changes to federal immigration policy and practice resulted in the expenditure of more time and work across all case types, further straining resources across legal service providers.

Institutionalizing immigration legal services in the fabric of New York City

Given ActionNYC's demonstrated multi-year success, and the ever-increasing demand for free, high-quality immigration legal services throughout the city, MOIA and DSS/HRA are working to more deeply embed the ActionNYC programs into the City's civil legal services infrastructure. In November, MOIA and DSS/HRA issued formal Requests for Proposal (RFPs) for the ActionNYC programs. Through these RFPs, the City has invited interested organizations to apply for three-year contract awards to provide legal and navigation services in CBOs, schools, hospitals, and libraries. These RFPs were designed to further equitable access to immigration legal services citywide, and ensure a diverse mix of small and large community-based organization providers. The process will also advance the longevity and sustainability of these programs, while ensuring they remain flexible in the face of changing immigration policies and practices, and evolving community needs. We are currently in the process of reviewing applicants' proposals, and contracts for services to be awarded through the RFP process are expected to start in Fiscal Year 2021.

Additionally, in July 2020, NYC Citizenship will transition to ActionNYC in Libraries, which will not only continue to screen and handle naturalization cases, but also broaden capacity to handle other forms of immigration relief.

The Rapid Response Legal Collaborative

In September 2019, MOIA together with New York State's Office of New Americans announced a \$1 million investment in rapid response legal services for immigrants facing imminent deportation and in the expansion of capacity for the ActionNYC hotline operated by Catholic Charities Community Services. At a time of increased enforcement by ICE, this investment was a continued effort to support immigrant New Yorkers in accessing justice through innovative solutions as a result of widespread fear and concern in immigrant communities. Moreover, by providing this investment, the City will be able to respond more effectively to the constantly changing federal environment.

The investment supports the work of the new Rapid Response Legal Collaborative (RRLC). The RRLC is a coalition of immigration legal service providers – Make the Road New York, New York Legal Assistance Group, and UnLocal – who provide legal assistance to those detained or at imminent risk of detention and deportation, who may not have the right to see an immigration judge or are otherwise facing a fast-track to removal. The investment complements and fills an existing gap in available immigration legal services related to such rapid response needs.

As a result of this funding, the RRLC also developed a raid intake tool as well as a community resource for loved ones to use in the aftermath of ICE raids. The resource has been translated into 10 languages: Spanish, Chinese, Korean, Russian, Haitian, Bengali, Arabic, Polish, French, and Urdu.

July ICE Raids



MOIA distributed the most up-to-date information and resources to communities in over ten languages across the five boroughs to address community members' concerns about reported ICE activity in their neighborhoods during the summer. Photo Credit: Jake Adler

In July 2019, the Trump Administration announced that ICE planned to conduct nationwide raids to arrest thousands of undocumented immigrants, with a focus on families and those with prior deportation orders, such as those who did not know about their court date. The raids were expected to target 10 major cities including New York City.

In response, MOIA immediately leapt into action to work both on the ground and across numerous community partners to monitor, share, and respond to ICE activities throughout the five boroughs. Building off the work that MOIA already does year-round, MOIA mobilized its community partners, staff, agencies, and its rapid response hotlines to support immigrants concerned about and impacted by the raids. Staff members actively monitored reports received from building residents and community organizations and groups. MOIA also created a rapid response email address. As incidents arose, staff spoke directly with community members and worked to connect them to support as needed.

Experiencing its highest call volume since launch in 2016, the ActionNYC Hotline extended its hours to remain open nights and weekends to

meet the increased demand for timely, trusted information and legal assistance. The Hotline recorded reports of raids, connected callers to comprehensive immigration legal consultations, and supported families making emergency plans should detention or deportation result in family separation. MOIA also actively monitored reports received from building residents, through various online channels including community organizations and groups, and through communication sent directly to MOIA staff members, community partners, and our rapid response email address. On the workplace enforcement side, MOIA engaged with workers, employers, and day laborer organizations to ensure both workers and employers knew their rights and had the resources they needed to respond to any workplace enforcement actions.

Before the raids were slated to occur, MOIA sent communication and KYR information by email and social media/messaging apps to CBOs, faith leaders, and community partners re-affirming the City's commitment to protecting all New Yorkers, as well as a letter to the director of ICE expressing deep concern about these reports of immigration enforcement actions.

MOIA staff members also worked in neighborhoods, at community events, and engaged with workers, employers, and day laborer organizations to ensure that our community members, regardless of immigration status, knew their rights and protections under

the law should they encounter immigration enforcement, and further, know how they can access free immigration legal help. This included handing out KYR with ICE materials and resources MOIA had developed in multiple languages.

Anti-Fraud Work

MOIA continues to collaborate with DCWP to identify fraudulent schemes targeting immigrants and help communities avoid fraud. In June 2019, MOIA worked alongside the Protecting Immigrant New Yorkers (PINY) Taskforce to convene a public meeting to address the topic of immigration legal services fraud in New York. The PINY Taskforce is led by the New York Immigration Coalition and composed of New York City, New York State, and federal government agencies, law enforcement agencies, community advocates, and legal service providers. The meeting, at which the City was represented by MOIA and DCWP, sought to gather public testimony on this topic from immigration legal service providers, community service providers, policy organizations, and the general public.

Commissioner Mostofi's opening remarks at the public meeting emphasized the City's strong commitment to raising awareness about and addressing the range of immigration fraud issues affecting immigrant New Yorkers, alongside the other members of the PINY Taskforce and in partnership with community stakeholders. The Taskforce heard from 20 participants — Make the Road New York, Chinese Progressive Association New York, and Women for Afghan Women, among others — who described commonly observed types of fraud, shared insights into

factors that may contribute to fraudulent activity against immigrants, and offered recommendations for combatting fraud. Assembly Member Catalina Cruz shared her experiences as a victim and then investigator of immigration fraud, and now as an elected official who represents constituents in Queens that have been impacted by immigration fraud. Several participants attributed the rise in immigration fraud in New York City to heightened fear among immigrant communities given the national climate and shifting immigration policies and practices, as well as unscrupulous immigration service providers, attorneys, and others preying on that fear. As follow-up to



The Mayor's Community Affairs Unit joined MOIA in March to canvass businesses in Elmhurst and inform immigrant communities of a phone scam targeting Chinese New Yorkers in Mandarin and Cantonese.

the public meeting, the PINY Taskforce has formed a subcommittee to focus on strategies for increasing immigrant community awareness about how to avoid fraud and how to seek help.

Earlier in 2019, MOIA mobilized to respond to phone scams targeting Chinese-speaking New Yorkers. In order to inform Chinese-speakers of how to avoid fraud, MOIA outreach staff implemented over 30 citywide engagements in February 2019 and around Lunar New Year. Phone scam awareness information was shared at a convening of citywide Chinese-speaking organizations and partners, as well as at MOIA field events in Bensonhurst, Sunset Park, Flushing, Chinatown, and more. MOIA Commissioner Mostofi also met with the Consulate General of the People's Republic of China in New York to engage with officials about the phone scams and provide information that could be shared with nationals visiting the consulate.

Survivors of Violence

Pursuant to Local Law 185 (2017), MOIA is responsible for advising law enforcement agencies about U visa certifications and T visa declarations – components of special forms of immigration status designed to encourage immigrant victims of certain serious crimes to come forward and seek help from law enforcement. In partnership with MOCJ and ENDGBV, MOIA continues to engage key City agencies and the city's five District Attorney's offices to further access to these important documents.

The federal U visa (for victims of serious crimes) and T visa (for victims of human trafficking) programs provide temporary immigration protection and help vulnerable immigrants, regardless of immigration

status, cooperate with law enforcement – helping maintain a city that is safe for all New Yorkers. In order to apply for a U visa, an applicant must submit a certification from a law enforcement agency stating that a qualifying crime has taken place and the victim has been helpful to the agency in the detection, investigation, and/or prosecution of the crime. Though not required for a T visa, a law enforcement declaration (similar to a certification) can be an important piece of evidence for an applicant's case.

MOIA, MOCJ, and ENDGBV continue to work with City agency certifiers – including the NYPD, NYC ACS, CCHR, NYC Law, and DCWP – to strengthen the accessibility of the City's U visa certification and T visa declaration processes. In recent years, establishing clear request protocols and standard processing times has helped accomplish this. In 2019, approximately 94% of certification requests to City agencies were processed in less than 60 days. The certifiers that receive the majority of certification requests – NYPD and ACS – process requests within 45 days and 30 days, respectively. Longer processing times in a particular case may be due to gathering additional information about the relevant investigation or qualifying crime.

The City has continued to spread awareness about City agencies' ability to issue T visa declarations through active engagement with staff, legal service providers, and advocates, and development of community-facing materials such as an updated webpage on Resources for Immigrant Crime Victims.

The following charts present annual statistics on U and T visa certifications by City agencies in calendar year 2019. In

2019, the total number of requests received by City agencies declined significantly, due to most likely a combination of factors including harsher federal policies related to U visas, which are impacting legal provider capacity and deterring individuals from

applying for relief and potentially from reporting crime in general. Regardless of the downward trend in number of requests, rates of certifications issued and denied across City certifying agencies are consistent with the previous year.

	ACS	NYPD	Law	CCHR	DCWP	TOTAL
Requests received total	122	702	13	9	45	891
U requests	122	702	13	9	45	891
T requests	0	0	0	0	0	0

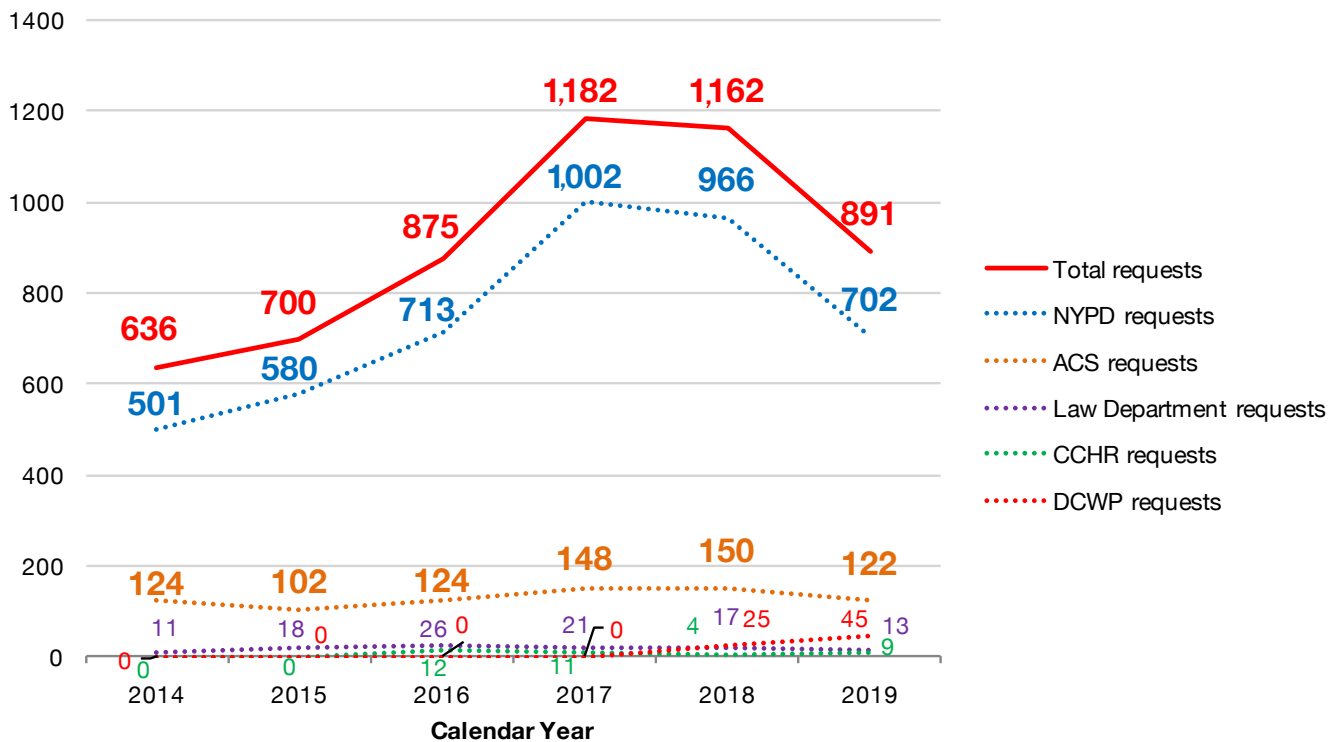
	ACS	NYPD	Law	CCHR	DCWP	TOTAL
Requests processed total	123	679	15	7	37	861
<i>Certifications issued</i>	<i>119</i>	<i>460</i>	<i>15</i>	<i>4</i>	<i>35</i>	<i>633</i>
U requests	119	460	15	4	35	633
T requests	0	0	0	0	0	0
<i>Requests denied</i>	<i>4</i>	<i>122</i>	<i>0</i>	<i>3</i>	<i>2</i>	<i>131</i>
U requests	4	122	0	3	2	131
T requests	0	0	0	0	0	0
<i>Requests referred to other agencies</i>	<i>0</i>	<i>97</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>97</i>
U requests	0	0	0	0	0	0
T requests	0	0	0	0	0	0

Reasons for denials	ACS	NYPD	Law	CCHR	DCWP	TOTAL
Public Safety Concern	0	25	0	0	0	25
Non-Qualifying Crime	1	77	0	0	0	78
Lack of helpfulness/cooperation (The victim has not assisted the Police Department in the investigation)	0	13	0	0	0	13
Indirect victim/witness (The individual named is not the direct or indirect victim)	0	2	0	0	0	2
Lack of qualifying investigation	2	0	0	3	1	6
Case could not be unsealed	0	0	0	0	0	0
Insufficient documentation	0	5	0	0	1	6
Applicant is subject of active investigation/ Respondent in Art. 10 case (must reapply after investigation/case is closed)	1	0	0	0	0	1
Certifications denied total	4	122	0	3	2	131

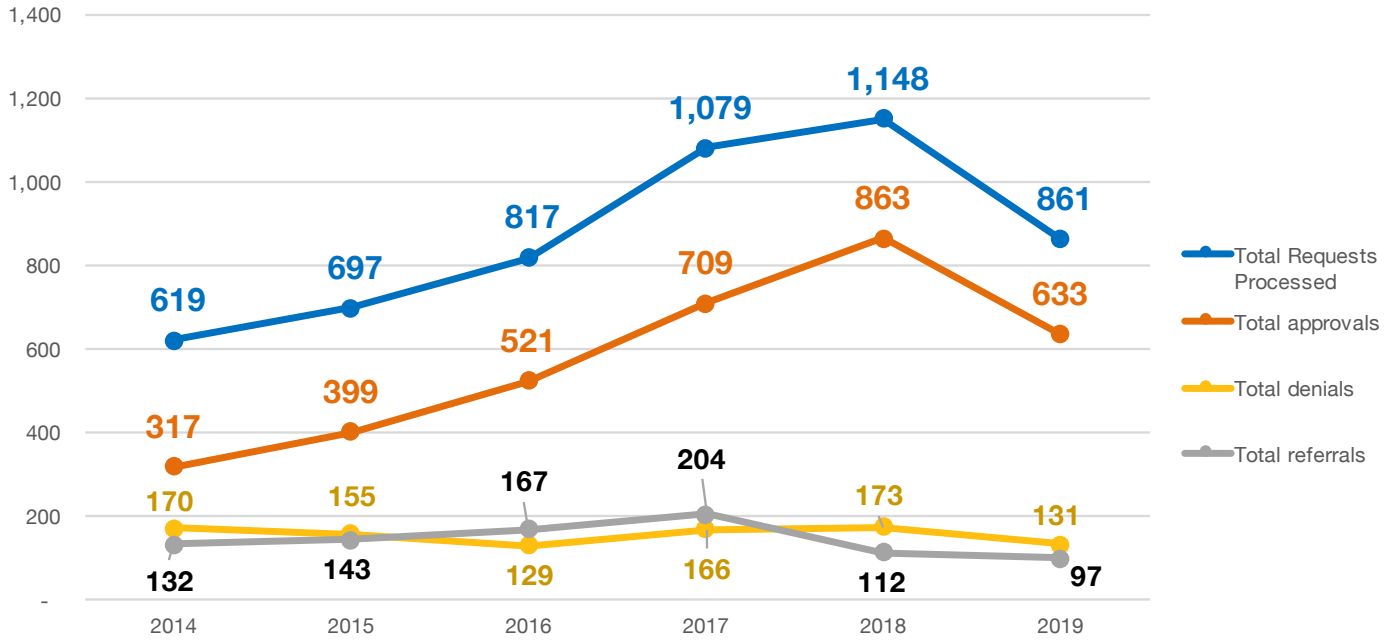
Certification Denials Appealed (CY 2019)

	NYPD	ACS
Appeals Filed	36	1
Pending	0	0
Appellant Certified	7	0
Decision Upheld	22	1
Referred to Other Agency	7	0

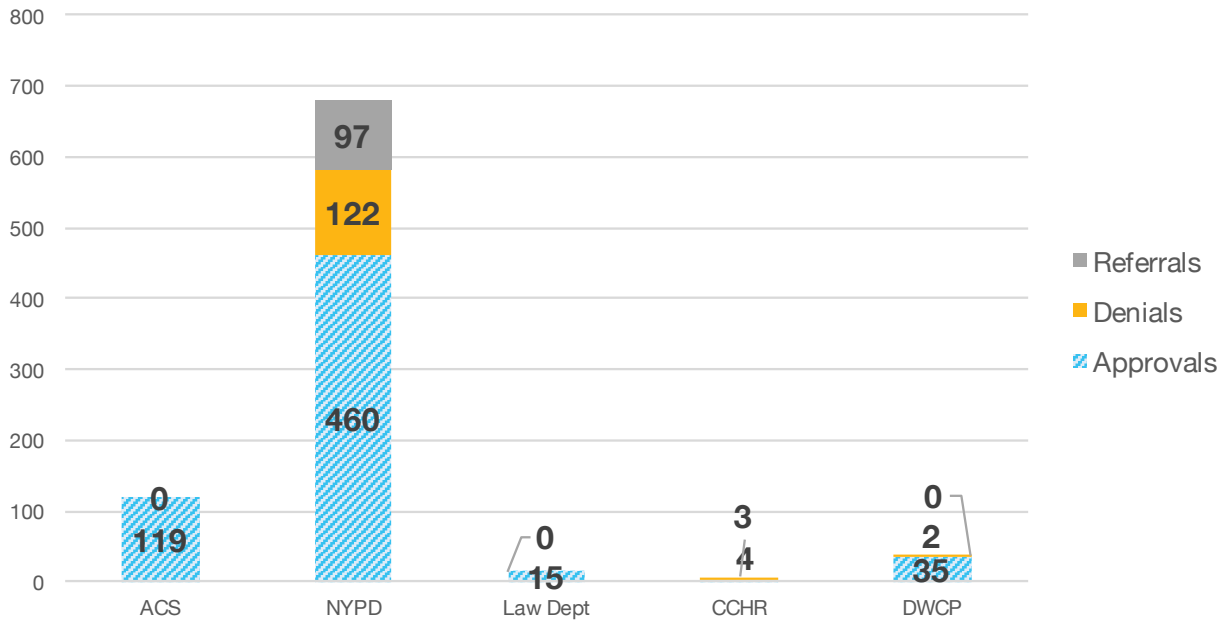
U and T Visa Certification Requests Received



U and T Visa Certification Requests Processed



CY 2019 U Visa Certification Requests Processed



No T Visa declarations requests were issued in CY 2019.

MOIA's team hit the streets to speak with vendors along Fordham Road in the Bronx about NYC Care ahead of the program's launch as part of MOIA's commitment to helping immigrant New Yorkers obtain affordable healthcare for themselves and their loved ones!



NYC Care

There are approximately 600,000 uninsured individuals in New York City, with persistent disparities in health insurance coverage between citizens and non-citizen New Yorkers, including undocumented immigrants, as described on page 24.

In August 2019, health care access program NYC Care launched in the Bronx as a key piece of the City's Guaranteed Health Care plan to ensure that uninsured New Yorkers have access to quality and affordable health care regardless of immigration status or ability to pay. NYC Care guarantees low- and no-cost services to New Yorkers who do not qualify for or cannot afford health insurance through H+H. The program provides New Yorkers with affordable access to a primary care provider, specialty care, prescriptions, and a 24-hour customer service helpline.

Given the barriers to health access that exist for immigrant New Yorkers, MOIA has partnered with H+H to lead a group of trusted community organizations in community outreach. As of December 31, 2019, NYC Care CBO outreach partners reached more than 22,000 unique community members and the program enrolled approximately 10,000 New Yorkers in the Bronx.

As of January of 2020, NYC Care had enrolled 13,000 members and those members had over 27,000 provider visits, with over 20,000 prescriptions filled during new, extended pharmacy hours.⁵¹ NYC Care will be in all five boroughs by the end of 2020.

51 *Health Care For All: NYC Care Launches in Brooklyn and Staten Island*, Jan. 30, 2020, available at <https://www.nychealthandhospitals.org/pressrelease/health-care-for-all-nyc-care-launches-in-brooklyn-and-staten-island/>.

Empowerment

While the programs outlined above attempt to address many common barriers to justice for immigrant New Yorkers and their families, as highlighted on page 11, one persistent barrier is an individual's knowledge of their rights and the services available to them. Our work to empower and expand the City's reach to our diverse communities plays a critical role in tackling these barriers.

In 2019, the City made unprecedented strides towards providing equal access to information and City services to all communities by strengthening its commitment to community and ethnic media. In May 2019, the Mayor signed an executive order that requires all city agencies to spend at least 50 percent of their annual print and digital publication advertising in community and ethnic media outlets. Since the Mayor took office in 2013, the City has increased its ad spending with ethnic and community media outlets by over 220 percent from \$850,000 in FY2013 to \$2.74 million in FY18. MOIA played a lead role in ensuring this happened. Through IDNYC, MOIA learned early and often the importance of reaching New Yorkers through community and ethnic media press. These media outlets serve as a trusted and often critical source of information to immigrant and LEP New Yorkers alike. Their reporting allows us to learn the needs of our communities. The City continues to rely on community and ethnic media to inform New Yorkers about key initiatives like IDNYC, NYC Care, Pre-K for All, and Thrive NYC.

Immigrants have the power to change New York City and the country for the better. Recognizing the responsibility that local

government has to empower its residents, MOIA worked in 2019 to inform immigrant New Yorkers about their rights, connect immigrants to the information and services they need to thrive, and incorporate all New Yorkers and their stories into the cultural and artistic life of the city.

Know Your Rights (KYR) Forums

KYR Forums are a crucial part of MOIA's work to ensure that all immigrant New Yorkers, regardless of immigration status, understand their rights and protections under the law, and are empowered to fully participate in civic life, despite the ever-changing federal landscape. Through the various types of MOIA-led and funded KYR forums, MOIA is able to connect with New Yorkers about their rights, provide accurate information, and strengthen our work to effectively address the concerns of immigrant New Yorkers as they navigate confusing and time-sensitive changes to federal immigration policy.

In 2019, KYR events were conducted in 15 languages, and in a variety of communities across the year. KYRs were provided in a variety of languages other than English, including: Arabic, Bengali, Burmese, Cantonese, French, Haitian Creole, Italian, Korean, Mandarin, Mandingo, Russian, Spanish, Tagalog, Tibetan, and Urdu. In 2019, MOIA conducted 1,060 forums and engaged 23,764 New Yorkers across all teams. These forums included participation from various City agencies, CBOs, and elected officials. Topics included City services, new state policies, local workers' rights, proposed federal government changes to various immigration laws, and immigration legal services.



MOIA Organizers march in the May Day Parade in support of immigrant workers' rights. Photo Credit: Jake Adler

Multiple teams at MOIA work on KYR forums. The KYR Program, the Community Services team, the ActionNYC team, and the Outreach team all provide KYRs.

	Events	Served
KYR	385	8,613
Community Service	148	6,224
Outreach and Organizing*	350	5,000
ActionNYC	177	3,927
TOTAL*	1,060	23,764

*Outreach numbers for people served at KYRs events are based on the average number of attendees at outreach events and are an approximation.

KYR Program

The KYR Program partners with trusted CBOs to deliver relevant and timely information directly to immigrant communities through comprehensive, educational presentations. In 2019, the KYR Program worked closely with nine CBO partners on KYR projects focused on general and worker rights for all New Yorkers. Through a Robin Hood Foundation grant to conduct KYR forums targeting low-wage immigrant workers and employers, and the city-funded general KYR projects, the KYR Program completed 385 KYR forums and reached about 8,600 New Yorkers, including many employers. KYRs provided through these CBO partners were delivered in Cantonese, French, Mandarin, Mandingo, Spanish, Tagalog, Tibetan, or a mix of languages.

The employer KYR forums, conducted by the KYR Program, covered the types of immigration enforcement actions that may occur in the workplace and both worker and employer rights in those scenarios. MOIA, in close coordination with DCWP and CCHR, also created a linguistically accessible video that complemented the existing content.

To ensure that the material reached employers, MOIA partnered with SBS, the Mayor's Office of Minority and Women-owned Business Enterprises (M/WBE), and Business Improvement Districts (BIDs) to give presentations at resource fairs, trainings, and membership meetings. Through both KYR presentations, MOIA focused on engaging key industries including: cleaning services, restaurants and food, construction, transportation, manufacturing, and nail salons.

Starting in January 2019, MOIA launched a new series of City-funded KYR forums with six CBO partners to host KYR forums in schools and hard-to-reach communities that covered the general rights of all New Yorkers. Over six months these KYR presentations focused on recent changes in federal immigration law and enforcement priorities, City resources available to all New Yorkers, best practices for identifying and interacting with federal immigration officers, and how to access free and safe immigration legal services and avoid legal services fraud. Due to the continuous need and success of the project, MOIA extended the general KYR project for an additional 10 months as of September 2019.

Any member of the public can request a KYR's presentation from the KYR program by visiting <https://on.nyc.gov/kyrprogram>

(case sensitive). After a request is submitted, the KYR program then identifies the best partner to facilitate that request. However, we ask that a host:

- Provide a room or space that holds at least 25 people;
- Provide a room or space with electrical outlets for projectors;
- Collaborate with the designated CBO, who will be conducting the KYR, on logistics and outreach opportunities.

Community Services KYR Forums

KYR forums presented by the Community Services team focus on the city's local laws and available City services and resources, including information about the IDNYC renewals process and, where applicable, information about public charge, what to do if approached by ICE, and how to designate a standby guardian. In 2019, the MOIA Community Services team conducted 148 KYR forums to reach over 6,224 New York City residents. These included collaborations with Senators Zellnor Myrie, Luis Sepúlveda, Gustavo Rivera, and Jose Serrano; Assembly Members Catalina Cruz, Robert Carroll, and Brian Barnwell; and Council Member Carlina Rivera. These also included presentations to over 40 parent coordinators throughout Brooklyn and to over 70 students and parents at P.S. 82Q in both English and Spanish, in addition to more than 10 presentations to the Adult Learning Center in Long Island City. Community Services KYR forums were conducted in the following languages other than English: Arabic, Bengali, French, Haitian Creole, Mandarin, Russian, Spanish, and Urdu.

Outreach KYRs

In 2019, the MOIA Outreach team implemented over 350 unique KYR events for citywide immigrant communities and partners reaching approximately 5,000 constituents.⁵² In these events, MOIA organizers shared information about important City resources, programs and fundamental rights afforded by New York City law to immigrants and their families. Events were evenly distributed, with at least 50 events taking place per borough in 2019. These forums and presentations were implemented in parallel with other operations at MOIA as part of an effort to maximize outreach efforts and meet immigrant communities. Outreach KYRs were delivered in a variety of languages other than English, including: Arabic, Bengali, Burmese, French, Haitian Creole, Italian, Korean, Mandarin, Russian, and Spanish.

ActionNYC KYRs

MOIA also works with some of its ActionNYC providers to share timely and crucial information to the populations it serves, and as a way to drive community members to receive legal services help. The ActionNYC program conducted 177 KYRs in 2019, serving 3,927 individuals across the five boroughs in 2019. KYR topics are tailored to community needs, and generally include information on changes in federal immigration policy, new state policies, workers' rights and city resources. These KYRs were delivered in the following languages other than English: Arabic, Mandarin, and Spanish.



Nigerian community members participated in outreach about the 2020 Census during the Nigerian Day Parade.

⁵² Outreach numbers for people served at KYRs events are based on the average number of attendees at outreach events and are an approximation.

Workers' Rights

As part of MOIA's work to advance economic justice, MOIA in conjunction with its partners, engages with immigrant workers in order to provide information about workers' rights. This work takes many forms, including interagency work.

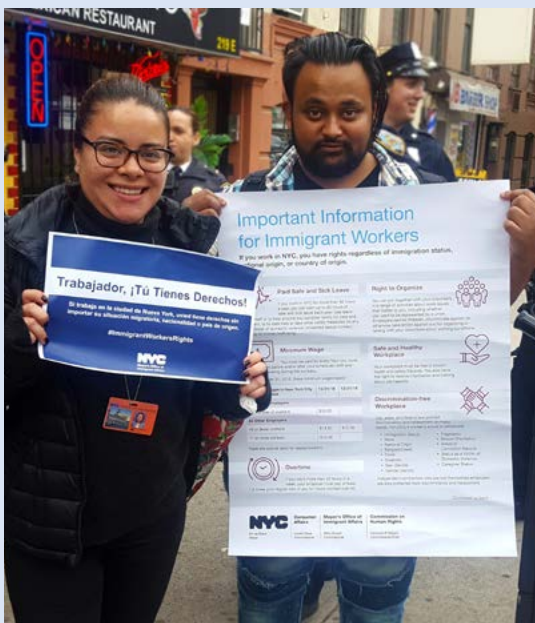
Construction Safety

In 2019, MOIA worked with DOB, and SBS to develop and launch outreach to immigrant communities to inform them about Local Law 196 of 2017, which requires that construction workers on most major construction sites receive safety training.

Throughout 2019, MOIA organizers worked with DOB, SBS, CAU, and other agencies to reach day laborers citywide with information regarding upcoming Occupational Health and Safety (OSHA) training requirements. As part of this work, multilingual staff distributed hundreds of informational pamphlets to workers, explaining the training dates, locations, and low-or no-cost options available.

Workers' Rights KYRs

KYR programming, conducted by four of MOIA's contracted partners, informed low-wage workers about their rights in New York City, best practices for interacting with federal immigration agents in the workplace, how to avoid immigration scams, and how to access free worker and immigration legal services. MOIA, in close collaboration with National Immigration Law Center (NILC), DCWP, and CCHR, created a linguistically accessible video on employees' rights in the workplace. The video covered topics such as the right to be paid for work done, New York City minimum wage laws, the right to Paid Safe and Sick Leave, the right to a safe and healthy workplace that is free from discrimination, legal protections for independent contractors, and resources for those who would like to learn more or file a complaint.



Members of MOIA's staff fanned out across NYC in full force during MOIA's month-long campaign in May to bring critical information about immigrant workers' rights to hard-working New Yorkers in over 15 languages.

As part of a month long campaign to reach immigrant workers citywide, MOIA organizers and staff from the DCWP and CCHR executed 69 engagements in May 2019 with information regarding workplace protections and rights. Organizers deployed a wide range of tactics, including direct worker outreach at restaurants, speaking with traditional dance troupes serving immigrant workers, organizing a film screening and discussion for over 50 residents in Jackson Heights, and providing coffee, tea and fliers to day laborers in Williamsburg and Richmond Hill.

Legal Services for Low-Wage Workers

Working with HRA's Office of Civil Justice which manages the City's Immigrant Opportunities Initiative, MOIA also supports legal services programming for low-wage workers who face workplace violations. Many of the most vulnerable workers in the city are immigrant workers who may experience exploitation of their rights due to having unstable immigration status, limited English proficiency, or other factors. Legal service providers through the Low Wage Workers Initiative provide advice and representation in wage theft cases, employment discrimination, and other workplace violations, helping to secure workers' and human rights for all.

Community Services

The Community Services team continues to be an essential resource for immigrant New Yorkers across the city. The Community Services team helps constituents resolve their issues, shares information through KYR presentations (as mentioned on page 75), oversees the volunteer program, and engages in partnerships with a variety of cultural stakeholders to share information and host events.

In 2019, MOIA saw an increase in immigration legal services requests particularly regarding detention and deportation-related inquiries, and for assistance in identifying housing and health supports. Overall, the Community Services team received 442 inquiries, and made 402 referrals to ActionNYC, the Office of New

Americans (ONA), and the legal service providers' arm of the City's Immigrant Opportunity Initiative and New York Immigrant Family Project, including Catholic Charities, Legal Services NYC, NYLAG, Citywide Immigrant Legal Empowerment Collaborative (CILEC), Legal Aid Society and Brooklyn Defenders.

The MOIA constituent services hotline received 865 calls and referred 631 calls, on topics ranging from citizenship and green card assistance. The largest spike in calls and correspondence occurred in July and August during threats of ICE raids in New York City with 50 inquiries overall. MOIA continues to work closely with U.S. Senator Kirsten Gillibrand's office to connect individuals with additional advocacy support.



MOIA proudly hosted Nowruz NYC — a unique event that brought together Muslim (Shia and Sunni), Jewish, Zoroastrian, Bahai, Christian, Ezidi and other communities from dozens of nations to celebrate a Mayoral proclamation that officially recognized Persian New Year in NYC. Photo Credit: Jake Adler

Individual Advocacy

MOIA works with partners both within and outside city government to support constituents. Through this work and in light of the more challenging federal immigration landscape, MOIA has worked with partners to provide strategic support in individual cases, where appropriate.

A Syrian Refugee's Journey to the Emmy Awards

MOIA assisted Mr. Ahmad Joudeh, a Syrian refugee living in the Netherlands. Raised in Damascus, Mr. Joudeh was severely impacted when civil war broke out in Syria in 2011, ultimately fleeing his home country to the Netherlands in October of 2016. Mr. Joudeh now lives in Amsterdam and is an internationally recognized dancer and activist. A documentary about his life, *Dance or Die*, was nominated for an International Emmy in the Arts Programming category. In a joint team effort, MOIA worked with the NYC Department of Cultural Affairs and Senator Gillibrand's office to provide Mr. Joudeh with information about coming to New York City, so he could attend the award ceremony. Mr. Joudeh was able to come to New York, where Commissioner Mostofi joined him at a press event discussing the importance of restoring humanity to our immigration system. Mr. Joudeh attended the International Emmys, and was present when the documentary about his life won the Emmy.

Making a Somali Activist's Voice Heard

MOIA assisted Ms. Fatuma Musa Afrah, a Somali activist living in Germany whose work focuses on women empowerment and refugee inclusion, to obtain permission to travel to New York City so she could attend a panel on which she was scheduled to speak. The panel took place during this year's Immigrant Heritage Week, when MOIA worked with artist Marc Quinn on his public artwork, *Our Blood*, to raise awareness of the global refugee crisis. Working in collaboration with refugees and non-refugees, Quinn's *Our Blood* will be publicly displayed at the New York Public Library plaza in 2021 and serve as a monument to our common humanity. As a refugee herself, Ms. Afrah has worked across Africa and Europe to promote the empowerment of women as well as the integration of refugees, and has also been a champion for *Our Blood*. It was clear that her voice and leadership were critical to the project's success. Ms. Afrah's visa was ultimately approved to travel to New York City to participate in the event. In addition to providing a letter for Ms. Afrah, MOIA Commissioner Mostofi also participated in the panel discussion.

Community Events

The Community Services team participated in 72 outreach events serving over 2,860 constituents and distributing 2,500 pieces of literature in English, Spanish, Bengali, Urdu, Mandarin, and Haitian Creole. Events ranged from festivals to tabling events including: FASFA and DREAMers Workshops with Assembly Member Catalina Cruz, a Halloween and Día de los Muertos celebration with Assembly Member Brian Barnwell, constituent office hours in East Harlem with Senator José Serrano at the Aguilar Public Library, a holiday art show with Senator Jessica Ramos, and more. MOIA also deployed community service members to consulates and participated in a weekly community hours activation at the Consulate of Colombia in New York over the course of three months.

Leading into the fall, MOIA participated in dozens of large scale events including outreach to older adults at Acacia Network's Annual Senior Conference; "Back to School" events in Brooklyn, Manhattan and the Bronx; and the Sunset Park BID's Annual Street Fair.

Volunteers

In 2019, MOIA's volunteer program supported wide-scale City initiatives on issues that have a significant impact on immigrants' day-to-day lives. These events included eight Days of Action, such as NYC Census 2020, CCHR Day of Visibility, NYC Care, public charge, construction workers' rights, and IDNYC renewals. MOIA deployed 293 volunteers across 196 events throughout the City this year. To date, MOIA has conducted 30 volunteer trainings with

126 volunteers and expanded its growing pool of Volunteer Leaders to 48.⁵³

People's Theatre Project

In 2019, MOIA's partnership with the People's Theatre Project (PTP) was extended through the Mayor's Grant for Cultural Impact, a program developed by the Department of Cultural Affairs that grew out of the CreateNYC cultural plan and is designed to foster collaboration between City agencies and non-profit cultural organizations. MOIA and PTP recruited NYC youth, ages 14 to 24, to work with PTP co-founder Mino Lora in the development of The Luna Ensemble, an interactive and bilingual theater performance in Spanish, French, and Hindi. These young people were empowered through artistic practice to become connectors between MOIA and communities by sharing their own personal immigrant stories. Their stories spoke to the fear of federal immigration enforcement and interactions with the police due to lack of identification, the challenges of supporting a family because of a lack of immigration status, and the lack of knowledge of available education resources for students with LEP.

Among the Luna Ensemble's performances in 2019 were its debut during Immigrant Heritage Week, Car Free Day in Washington Heights, Opening Act Festival, Puerto Rican Traveling Theater, Queens Museum, and the Brooklyn Conservancy of Music during World Refugee Day. Performances were followed by interactive talks with audience members reflecting on themes and making connections to City services that can provide solutions to those challenges.

53 As of January 2020.

Immigrant Heritage Week

MOIA's annual celebration of Immigrant Heritage Week (IHW) — April 15 to 21, 2019 — included exciting, new elements. For the very first time, MOIA called on New Yorkers to help us tell the city's immigrant story, launching a theme contest and encouraging submissions that asked what it meant to identify both as an immigrant and as a New Yorker. The winning submission, "Immigrant New York: Weaving a Tapestry of Us," came to MOIA from Luisa Maxine Sanchez, the daughter of proud Garifuna parents who immigrated to the United States and settled in Harlem over 50 years ago. Sanchez worked closely with illustrator and graphic designer Eugenia Mello, originally from Argentina, to help bring Sanchez's eloquent theme to life.

Over 500 people attended a celebration of Immigrant Heritage Week at Gracie Mansion with the Mayor, representing the broad diversity of New York City with participation from the Russian, Burmese, Haitian, Garifuna, Thai, Nepalese, Tibetan, and LatinX communities featuring their

unique cuisines. Tenzin Norbu, a student of the Tibetan Institute of Performing Arts (TIPA) specializing in the study of dranyin, flute, yangchen, and erhu, performed live Himalayan music. The evening's honoree was Jin Park, the first DACA recipient to receive a Rhodes Scholarship. The son of two South Korean immigrants, Park's family moved to the United States in the early 2000s and lived in Queens for the past 16 years. Park attended DOE schools before enrolling as an undergraduate at Harvard University. During his Harvard years, he was a fellow at MOIA. He also helped implement a naturalization assistance program for elderly immigrants in Boston. In 2019, Park attended the State of the Union address as a guest of U.S. Representative Grace Meng.

The week-long IHW celebration included over 75 events celebrating immigrant communities, cultures, and contributions, taking place at consulates, CBOs, all three library systems, and organized with the help of elected officials.



MOIA staff at Gracie Mansion celebrating Immigrant Heritage Week in April during an annual reception hosted by the Mayor and the First Lady. Photo Credit: Jake Adler

NYC Immigrant Information Desk

As the federal administration’s cruel and unjust attacks on immigrant communities persist, the NYC Immigrant Information Desk provides New Yorkers with direct and indirect referrals to a broad number of City and community-based services. In 2019, these included 1,023 referrals

to immigration legal services, and 1,933 referrals for adult education and English language courses like We Speak NYC, workforce development, NYCitizenship, Medicaid services, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), SNAP enrollment, ACCESS HRA, health insurance navigation, and housing among many others.

Site	People Receiving Information	People Receiving Referral	Referrals Given
Metropolitan Hospital – Harlem	6,655	1,102	1,364
Flushing QPL	3,396	1,711	2,356
Coney Island SNAP Center	1,201	652	1,338
Grand Central Library	208	20	23
Other*	27	8	19
TOTAL	11,487	3,493	5,100

*Referrals provided but not identified as originating from a particular location.

Referral Type	Referral Given
Adult Education	1,935
Immigration Legal Services	1,039
IDNYC	333
Workforce Development	322
Health Insurance Navigation	272
Case Management	158
Other Housing Services	129
Other Health Services	129
MOIA One Pagers/Resource Guides	119
Financial Services	106
Other Referral*	87
ACCESSNYC	72
Food Help	71
Green Light Bill/DMV	49
Childrens Services	43
MTA	40

Referral Type	Referral Given
Workers Justice	39
Seniors	35
311**	30
Small Business Services	27
Homelessness Prevention	20
Consulates	20
Social Security	15
Domestic Violence	7
Crime Victims	3
TOTAL	5,100

*Referrals that don’t fall under existing categories (NYC Parks, DCA, DOB, Voting, Census, etc.)

** 311 referrals include constituent connections to other city available services (Noise Complaints, Parking Tickets, etc.)

Info Desk City Services Navigators made direct referrals to Catholic Charities Community Services, New York Legal Assistance Group (NYLAG), Jewish Community Council of Greater Coney Island, Flushing YMCA, Shorefront YM-YWHA, and the Northern Manhattan Improvement Corporation. Most referrals were provided on the spot, as navigators do not retain any identifying or contact information from constituents.

Information desk navigators work out of three locations: Metropolitan Hospital in East Harlem, the Coney Island SNAP Center in Brooklyn, and the Queens Public Library in Flushing. In October 2019, the Manhattan information desk was relocated to Grand Central Library due to space constraints at Metropolitan Hospital. Since its launch in 2018, the information desks have served over 24,000 people, with 11,487 people served in 2019, and made over 5,000 referrals for services.

Examples of referrals the Info Desk made include the following:

At our **Coney Island Info Desk**, an individual requested Uzbek interpretation in filing a complaint against their attorney who gave them erroneous information regarding their ability to apply for a social security number, in addition to withholding copies of important documents. A navigator provided a referral for the New York State Office of New Americans (ONA) to lodge a formal complaint and arrange for a comprehensive immigration legal consultation in their language.

At the **Metropolitan Hospital Info Desk**, an individual seeking information about

health insurance, rent, home eviction, immigration services and job trainings was provided with referrals for Metro Plus, HRA one-shot deal for rent assistance, eviction prevention services with Catholic Charities, job trainings at Northern Manhattan Improvement Corporation (NMIC), and immigration legal services at NYLAG.

At the **Flushing Public Library Info Desk**, a navigator assisted a client interested in submitting a comment on the public charge rule and seeking legal advice by walking them through the process and referring them to ActionNYC. After helping the client submit their comment, the navigator provided the individual with referrals to citizenship classes at various library sites, including English for Speakers of Other Languages (ESOL) classes. In November 2019, the client returned to the information desk and shared that they had passed their citizenship test in English.

SSA No-Match Letters in NYC

In spring 2018, the U.S. Social Security Administrations (SSAs) mailed out over 500,000 “Employer Correction Request” notices (“EDCOR notices”), also known as SSA “no-match” letters, to employers across the country. Through “no-match” letters, the SSA informs businesses that names of certain employees on employers’ W-2 forms do not match SSA’s records. Although these letters can be generated for a number of reasons — such as a typo in an employee’s name, an unreported name change after a marriage or divorce, incomplete or missing name, or SSN on a W-2 that does not match SSA records. MOIA began hearing concerns and confusion from businesses and workers about these letters, why they were being issued, and if they could be used for immigration enforcement purposes.

MOIA convened City agencies, business leaders, and community advocates together for a City Hall meeting to discuss further how SSA no-match letters were impacting small businesses and workers in New York City.

Subsequently, MOIA and SBS engaged with SSA directly about community concerns heard by the City and about SSA’s plans to mail another round of no-match letters later that fall. Through these efforts, the City was successfully able to provide feedback to SSA. In the text of the next round of no-match letters mailed by the agency, SSA made clear that employers did not face a deadline for action in response to the letters. In addition, in its engagement with the City, SSA clarified its handling of no-match information and its position that the data is protected tax information not shared with other federal agencies unless authorized under the tax code.

MOIA worked closely with CCHR to publish a fact sheet to inform employers that SSA no-match letters do not speak to any employee’s work authorization or immigration status, nor do they serve as any notice of wrongdoing by an employer or employee. The fact sheet also shared information about the confidentiality of no-match data and reminded employers that taking an adverse action against an employee due to a discrepancy, such as putting an employee on leave or terminating employment, could violate the NYC Human Rights Law. MOIA worked with CCHR, the Office of Nightlife, SBS, DCWP and other partners to disseminate the fact sheet to businesses and other stakeholders.

Outreach and Organizing

Outreach and Organizing works to share crucial and timely information to the different communities across New York City. As part of its mission, the Outreach and Organizing team engages with community leaders, organizations, and individuals, to share information and build partnerships.



In September, MOIA hosted the first Andean Summit of NYC in Queens! MOIA staff met community members from Ecuador, Bolivia, Peru, and Colombia with representatives from other City agencies to celebrate the heritage, food, music, and folklore of Andean New Yorkers as one big family.

In 2019, to better serve and deliver services to immigrant New Yorkers, outreach staff implemented over 1,100 unique engagements across the City in 2019. These engagements included more than 130 community canvasses and 180 presentations and workshops held on site at organizations, libraries, houses of worship, and in schools citywide.

Building Power

Building on MOIA's commitment to empower immigrant communities impacted by federal policies, to share resources with New Yorkers in their native languages, and to learn about and be responsive to community needs, the outreach team organized three large-scale town hall forums for South and Central American communities:

- In March 2019, New York City's first-ever Peruvian Town Hall brought more than 1,000 Spanish- and Quechua-speaking Peruvian New Yorkers together with representatives from MOIA, CCHR, SBS, DCWP and other agencies for a forum on ways the City could better serve and support the community.
- In September 2019, MOIA facilitated a coalition of community partners to organize New York City's first-ever Andean Summit, which brought together more than 1,300 attendees for Andean ancestry cultural events and a resource fair in Quechua, Kichwa, and Spanish.
- Also in September 2019, the MOIA team hosted its second Garifuna Town Hall serving more than 300 participants in the South Bronx, home to one of the largest Garifuna-speaking diaspora in the world.

In 2019, MOIA also organized or presented information at over 100 coalition meetings with citywide partners as part of our effort to deepen engagement and expand access to city representatives. These efforts included:

- A resource fair in Sunset Park, Brooklyn — coordinated with the MOIA-convened Sunset Park Community Stakeholder Roundtable, comprised of immigrant serving CBOs — where over 500 community members were connected to vital City services in Spanish, Mandarin, and Arabic;
- A roundtable of African community leaders concerned about the impact of federal immigration policies on Liberians living on Staten Island;
- Presentations at Bronx Immigration Partnership meetings and at the Manhattan Borough Presidents' Office with the African Immigrant Task Force;
- And other regular meetings with stakeholders.

At the end of November 2019, MOIA organizers led a convening in Flatbush gathering 11 religious leaders from different denominations, including from the Catholic, Seventh-day Adventists, and local Jewish communities. Organizers discussed ways to better coordinate efforts with faith partners in Brooklyn to reach vulnerable and immigrant communities with timely updates on issues ranging from public charge to TPS and IDNYC.

The Outreach and Organizing team also conducted multiple outreach campaigns in 2019, as part of MOIA's broader work around several priority areas. These campaigns focused on:

- Chinese language phone scams (more on page 70)
- Workers' rights (more on page 79)
- Public charge (more on page 44)
- Construction worker safety (more on page 79)
- ICE raids response (more on page 68)
- IDNYC renewals (more on page 51)

Community Celebrations

Both the Community Services team and the Outreach and Organizing team work to celebrate the many diverse traditions of New Yorkers.

The MOIA Outreach team participated in large scale events like Chatpati Mela, the Central American Independence Parade and Festival, and the West Indian Day Parade. The Outreach team also worked with the CCHR, CAU, and others to implement our fourth annual Iftar in the City celebration, bringing together more than 1,200 residents in Parkchester, Bronx, to share a meal during Ramadan and hear First Lady Chirlane McCray speak. Organizers attended more than 10 additional Iftar meals during Ramadan 2019 to share information about critical city programs.

In March 2019, more than 350 members of NYC's Iranian, Uzbek, Tajik, Azeri and other communities attended the de Blasio administration's first public Nowruz celebration at the Surrogates Courthouse. The MOIA-organized event brought Muslim, Jewish, Zoroastrian, Baha'i and other multi-faith partners together for the internationally recognized holiday that celebrates the coming of spring. Seeing Nowruz honored at the highest level and recognized by city officials

sent a powerful message to attendees that they were seen and heard by this administration, particularly in light of federal statements and policies targeting the diffuse communities that celebrate this holiday including those from Afghanistan, Azerbaijan, India, Iran, Iraq, Kazakhstan, Kyrgyzstan, Pakistan, Tajikistan, Turkey, Turkmenistan and Uzbekistan.

In April 2019, MOIA also worked with CCHR to implement an Interfaith Seder for Immigrant and Refugee Justice, a Vaisakhi event for Sikh New Yorkers, and later in October, a Diwali celebration with diverse communities in Borough Hall.

In August 2019, MOIA celebrated Eid-ul-Adha with the Bangladeshi community of East New York where MOIA staffers made announcements, distributed tea, and KYR resources to over 2,000 prayer goers.

In December 2019, the Outreach team hosted a community celebration in Sunset Park, Brooklyn. "Las Posadas" commemorates the journey that Joseph and Mary made from Nazareth to Bethlehem in search of safe refuge, and this Catholic tradition is celebrated by many people from Latin American countries. MOIA connected over 100 community members to vital information on City resources for immigrant New Yorkers, like IDNYC and ActionNYC, over an afternoon of food and festivities.

Advocacy

Local government is responsible for fighting to improve the lives of all of its residents. For that reason, MOIA advocates for immigrant New Yorkers at every level of government. As a Mayoral office, MOIA has been able to work with like-minded mayors in cities and counties across the country in our advocacy and education on behalf of immigrant New Yorkers at the federal level. In conjunction with our agency partners, MOIA has also engaged in advocacy at the state level alongside our immigrant communities for changes that were ultimately adopted.

Federal Advocacy

In the face of accelerated attacks on immigrant New Yorkers, MOIA further maximized its advocacy by working together with partners across the city and country to highlight and respond to the harmful impacts of federal immigration changes on our communities. The City continues to advocate for its interest in healthy and thriving families and communities regardless of immigration status. From fighting for DREAMers and TPS recipients, and speaking out against new barriers to asylum and other immigration relief, to pushing back against harmful myths about immigrants and refugees, MOIA has brought our local perspective to engage federal lawmakers and inform the national debate.

DACA

MOIA has long stood for our community members with DACA, both by engaging in timely outreach to those with DACA to ensure they are aware of the latest developments and the ability to renew

their DACA, and by ensuring timely access to legal services such as ActionNYC during times of crisis for the program.

In October 2019, with DACA and TPS at risk of termination and with ongoing litigation, undocumented youth took to the streets to begin a 16-day march to highlight the urgency of the moment. Led by community organizations in New York and across the country, the #HomeisHere March began in Manhattan's Battery Park. There, MOIA Commissioner Mostofi shared a message on behalf of the City of New York: that the hundreds of thousands of DACA and TPS recipients that call our cities and country home make our economies and communities stronger and safer, and deserve the opportunity to live free from fear. Notably, Cities for Action (C4A), a coalition of U.S. cities co-chaired by New York City with a shared pro-immigrant agenda, helped organize support in East Coast cities to help marchers on their journey and call attention to the demonstration.

In recognizing the immense value and importance of the DACA community in New York, the City joined other cities, counties, and municipalities across the country in the filing of an amicus brief to the Supreme Court supporting the roughly 700,000 DACA beneficiaries nation-wide, nearly 30,000 of whom reside in New York City. In November 2019, MOIA Commissioner Mostofi joined DREAMers and advocates across the country inside the Supreme Court as they heard oral arguments on the DACA program. As we await decision from the Court by June of 2020, New York City continues to support our DACA community.

Regulatory Advocacy

In 2019, MOIA also made it a priority to fight back against the federal administration's regulatory agenda as it has sought to tear apart existing pathways for immigrants and undermine immigrant access to justice. With DHS's onslaught of proposed rules, MOIA has collaborated with City agency partners to consistently raise the potentially devastating impact to City interests. In 2019, MOIA, together with City agency partners, filed 10 comments in the federal register in response to proposed rules on myriad issues impacting immigrant New Yorkers including asylum-seekers, those vulnerable to enforcement, immigrants with disabilities, and low-income immigrants of color generally. As the Trump Administration pursued its xenophobic agenda, MOIA sought to highlight and assert our local interests as a city in due process and access to justice, as well as a strong local economy and thriving, healthy communities.

MOIA's final comment in 2019 responded to an unprecedented proposal from U.S.

Citizenship and Immigration Services (USCIS) to dramatically increase immigration application fees, do away with most existing fee waivers, and create a first-ever filing fee for affirmative asylum applications. This rule would undermine the City's investments in immigration legal services and would furthermore have a devastating impact to New York City's naturalization-eligible population of approximately 622,000, and to the city's economy as a whole. For this reason, Mayor Bill de Blasio, joined together with Chicago Mayor Lori Lightfoot, Los Angeles Mayor Eric Garcetti, and over 50 mayors and county executives in writing a letter that was sent to the Department of Homeland Security opposing the Trump Administration's proposal.

Litigation

In 2019, MOIA, working with the NYC Law and other agency partners, ensured that we had a voice in critical litigation impacting immigrants nation-wide. As described on page 44, the City joined a lawsuit with the New York State Attorney



Commissioner Mostofi joined NYC Census Director Julie Menin at a press event to celebrate the Supreme Court's decision to block a citizenship question from being added to the 2020 Census. Together, MOIA and NYC Census recommitted to informing New Yorkers that it was safe to participate in the Census, and that every New Yorker counts, regardless of immigration status.

General and the states of Connecticut and Vermont to challenge the final DHS public charge rule. As of the date of publication of this report, the final rule is in effect while litigation continues. The year 2019 also saw a legal victory for the City, the New York State Attorney General, and other partners in litigation challenging the inclusion of a question about citizenship in the 2020 decennial census. Doing so would have depressed response rates to the census in the city and other immigrant-dense areas of the country and threatened fair representation. On June 27, 2019, the U.S. Supreme Court issued an opinion in the case blocking the inclusion of the citizenship question.

The City also signed on to myriad amicus briefs and provided declarations in support of immigrant rights litigation in 2019 –including in cases challenging federal policies depriving asylum seekers of due process, the termination of the DACA program and TPS designations, undermining longstanding standards for the detention of children by immigration officials, and limiting refugee resettlement.

State Advocacy

With a new legislature in 2019, MOIA focused on advocating for changes to state law that had previously languished. Working with our partners at State Legislative Affairs, MOIA supported various state proposals that would support immigrant New Yorkers, including the state law that opened driver's licenses to all regardless of immigration status. In conjunction with

the Mayor, MOIA worked to produce a video and op-eds in support of the bill and to hold conversations with state legislative representatives. Upon passage of the bill, MOIA worked with advocates and others to share information about the new law with immigrant New Yorkers. As noted on page 92, MOIA also supported the implementation of the NYS DREAM Act. MOIA also worked with other City offices to align the City's position on bills across a range of issues that affected immigrants, including bills that would reform the health insurance system in New York State, bills about automatic voter registration and poll site interpretation, and bills around public benefits.

In 2020, MOIA will continue to work with our partners within the administration and in the community to support state law changes that improve the lives of immigrant New Yorkers.

NYS DREAM Act

After 10 years of advocacy from a host of stakeholders across the state, including affected youth, immigrant rights activists, CUNY, SUNY, and others, the NYS DREAM Act, a common-sense change that benefits the whole state, was finally enacted into law. The de Blasio Administration has consistently supported the NYS DREAM Act. In our arguments and memos to the legislature, MOIA consistently highlighted how the passage of the NYS DREAM Act would help address the unique barriers undocumented students face in college. The average earned income of a New York City worker with a Bachelor's degree is \$36,300 higher per year than for a worker with either a high school diploma or equivalency, some college, or an Associate's degree — across all immigration statuses.⁵⁴ Given that the average TAP award for CUNY students at senior colleges was \$1,947.68 in 2015-2016,⁵⁵ the cost-benefit analysis was straightforward.

After the bill's passage, MOIA worked with our partners to help with implementation. MOIA estimates there are 46,000 immediately-affected immigrants in New York City.⁵⁶ Many of these New Yorkers need help applying for financial aid. Once the bill passed, MOIA held briefing calls for stakeholders, joined implementation roundtables, engaged the NYS Higher Education Services Corporation (HESC), and produced a fact sheet that briefed elected officials about the effects of the NYS DREAM Act within New York City. MOIA has also produced a one-pager translated into the 10 languages required under LL30. Additionally, MOIA worked with NYC Opportunity to secure one-time funding for application assistance that began in February 2020. Through this funding, UnLocal, a non-profit organization that provides a range of services to undocumented New Yorkers, is providing application assistance to New Yorkers seeking to receive financial assistance.

54 NYC Mayor's Office of Immigrant Affairs, *Fact Sheet: The Impact of the New York State DREAM Act in New York City*, Oct. 2019, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/NYS-Dream-Act-Fact-Sheet-2019.pdf>.

55 Young Invincibles, *New York's Crippling TAP Gap*, available at https://www.nysenate.gov/sites/default/files/articles/attachments/young_invincibles_northeast_director_kevin_stump.pdf.

56 NYC Mayor's Office of Immigrant Affairs, *Fact Sheet: The Impact of the New York State DREAM Act in New York City*, Oct. 2019, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/NYS-Dream-Act-Fact-Sheet-2019.pdf>.

Inter-city collaborations

In 2019, through C4A we worked alongside our sister cities to support cities and counties in responding to the federal administration's attacks on immigration and countering the fear and confusion among immigrant communities caused by changing immigration policies.

The coalition, co-founded and co-chaired by Mayor Bill de Blasio since 2014, today includes nearly 200 U.S. mayors and county executives, and collectively represents over 70 million people and over 17 million foreign-born residents across the United States. C4A advocates collectively for pro-immigrant federal policies that contribute to stronger cities and disseminates best practices on local policies and programs that further immigrant residents' well-being and support immigrant inclusion and engagement in civic life.

In addition to supporting local responses, C4A led national advocacy efforts to assist municipal leaders in speaking out against federal anti-immigrant policies. These responses included coordinating advocacy meetings with members of Congress and the Office of Information and Regulatory Affairs (OIRA), collecting signatures for multi-city support letters and amicus briefs, convening multi-city meetings and press calls, and sharing rapid response resources including fact sheets, toolkits, and best practices to inform public messaging and local strategies.

With the leadership of senior immigration officials on the C4A steering committee, C4A worked on a range of issues including the American Dream and Promise Act of 2019 (H.R. 6), DACA/TPS, threats of ICE

raids and enforcement activities, the public charge rule, attacks to the U.S. refugee program, the 2020 Census, and the USCIS proposed rule that would dramatically increase immigration application fees and eliminate existing fee waivers.

Across these and other issues, C4A facilitated communication between member cities and counties to encourage sharing of resources and lessons learned, and joint approaches to common challenges. One example was C4A's coordination of the development and collection of informational guides from top destination cities for newly arrived immigrants through the U.S. southern border. C4A made these resources available online and to organizations on the ground in order to increase information for immigrants about ways to access critical services when arriving in our cities.

In 2019, C4A hosted two convenings to support continued collective advocacy and best practice sharing between cities. At the first convening in May in Atlanta, mayors and representatives from 30 cities and counties focused on issues related to national immigration policies such as the public charge rule change and Census 2020, and approaches for developing rapid response networks. The Atlanta convening enabled the coalition to refine strategies for cities and counties to make an impact on both the local and federal levels.

In September 2019, C4A hosted a second convening in Seattle, where mayors and representatives from 35 cities explored issues related to national immigration policies and developments, including increased immigration enforcement activities. The convening allowed members

an opportunity to refine priorities in light of ongoing policy changes, and gave them a platform to align on joint advocacy opportunities and address shared challenges related to local policy and program development.

At both convenings, C4A facilitated best practice sessions to support the development of local programs that advance immigrant inclusion. In these informational sessions, municipal leaders shared lessons learned on how to develop effective programs and policies that meet the unique needs of various immigrant populations. For example, at the Atlanta convening, leaders presented several approaches for cities to consider when conceptualizing local language access infrastructure. In Seattle, for example, C4A organized a session on best practice in

creating effective messaging to maximize participation in the 2020 Census.

C4A steering committee cities also continued to work alongside international cities to support the implementation of the Global Compact for Migration (GCM). NYC MOIA and C4A engaged with a range of international partners to ensure that the collective voice of those cities shapes the direction of the GCM implementation phases.

Strategic research

In 2019, MOIA significantly grew its research work. This year MOIA published a number of widely cited fact sheets and research briefs to inform the debate and advocacy around significant immigration developments, from the impact of the



Sauti Yetu — a community-based organization that works with African immigrant women and families throughout New York City — hosted MOIA at their Immigration Celebration during Immigrant Heritage Week, in honor of immigrant parents and families in the Bronx, highlighting their valuable contributions to local communities.

public charge rule, to a NYC analysis of immigration enforcement trends and impacts. These analyses have been used by media, elected officials, and in litigation. For example, MOIA partnered with DSS to issue a SNAP fact sheet to better understand the “chilling effect” — eligible immigrant families avoiding SNAP out of fear of potential immigration consequences — and challenges to access and inclusion posed by the spike in immigration enforcement and anti-immigrant national climate.⁵⁷

Additionally, MOIA’s research has been critical to our ability to effectively design and manage flagship programs such as ActionNYC, NYC Care, and the poll site interpretation pilot program; engage in informed stakeholder engagement and advocacy on federal, state, and local policy developments affecting immigrant New Yorkers and City interests; and consult with sister agencies across the city on how their work can better support immigrant access and inclusion. In 2019, this included a fact sheet on “Eligible

to Naturalize New Yorkers,” a fact sheet highlighting the potential benefits of the New York State DREAM Act in NYC, and an updated look at ICE enforcement trends in NYC, among others.

Conclusion

MOIA’s work is only possible with the help of our sister cities, fellow government agencies, elected officials, advocates, and providers, and above all the immigrant communities we serve and are a part of who enrich our city, strengthen our economies, and make our communities stronger. Through our work together we aim to eliminate barriers that prevent our immigrant families from reaching their fullest potential. Now more than ever, we remain committed to standing with and as immigrant New Yorkers and working to strengthen New York together.

⁵⁷ NYC Department of Social Services and NYC Mayor’s Office of Immigrant Affairs, *Fact Sheet: SNAP Enrollment Trends in New York City*, June 2019, available at <https://www1.nyc.gov/assets/immigrants/downloads/pdf/Fact-Sheet-June-2019.pdf>.

Appendix: ActionNYC Data Definitions

In classifying the different services reported on by our providers, ActionNYC took the different reporting categories and classified them in the categories as follows.

Administrative:

AR-11/RFE Response

FOIA Request/Background Check

I-102: Application for Replacement/Initial Nonimmigrant Arrival-Departure Document

I-290B: Notice of Appeal or Motion

I-864/Medicaid Advocacy/ AR-11/ RFE

Medicaid Advocacy

Motion to Recalendar and Terminate (EOIR)

Passport Application

Pending Information from Client

RFE Response

Asylum, Withholding of Removal, CAT; Refugees:

CAM Refugee/Parole

I-589: Asylum/Withholding/CAT

I-730: Refugee/Asylee Relative Petition

Citizenship:

N-400: Naturalization (include cases with N-648)

N-565: Replacement of Naturalization Certificate

N-600: Acquisition or Derivation of Citizenship

N-600: Motion to Reopen, Derivative Citizenship

N-648: Medical Certification for Disability Exceptions

Family Reunification and Permanent Residency:

I-485/245i: Adjustment of Status with 245i

Cancellation of Removal

DS-260: Consular Processing

I-129F Fiancé Petition

I-130: Petition for Alien Relative

I-140: Immigrant Petition for Alien Worker

I-360: Petition for Amerasian, Widow(er), or Special Immigrant

I-485/245i: Adjustment of Status with 245i

I-485/I-601: Adjustment of Status/Waiver of Grounds of Inadmissibility

I-485: Adjustment of Status (except cases with 245i, I-601 waivers, or Registry)

I-485: Registry

I-601A: Application for Provisional Unlawful Presence Waiver

I-751: Removal of Conditions on Residency

I-824: Application for Action on an Approved Application or Petition

I-864: Affidavit of Support

I-864-Affidavit of Support

I-90: Green Card Renewal or Replacement

I-90: Green Card Renewal or Replacement AND N-400: Naturalization

LPR Cancellation of Removal

Non-LPR Cancellation of Removal

Fee Waiver:

I-912: Request for Fee Waiver

I-942: Request for Reduced Fee

Immigrant Youth and Temporary Humanitarian Protections

Deferred Action (i.e. Medical)

Deferred Action (Medical)

Family Court Petition

Guardianship/Custody Petitions (SIJS)

I-821: TPS

I-821D: DACA Renewal

I-821D: Initial DACA

Medical Deferred Action

Special Findings Motions (SIJS)

Special Immigrant Juvenile Status (I-360 and/or I-485)

Other

Other

Other "Relief Type"

Survivors of Crimes and Trafficking

I-914: T Visa

I-918 Supp. A

I-918 Supp. B: U Visa Certification Requests

I-918: U Visa

I-918A/I-192

VAWA (I-360 or I-751)

Visa and Travel Authorization

I-131: Application for Travel Document

I-192: Application for Advance Permission to Enter as a Nonimmigrant

I-539: Extension of Stay

Work Authorization

I-765: Application for Employment Authorization

