

# Building The Nation's Largest Immigrant Affairs Office

**2022-2025**

**NYC** Mayor's Office of | Commissioner  
Immigrant Affairs | Manuel Castro

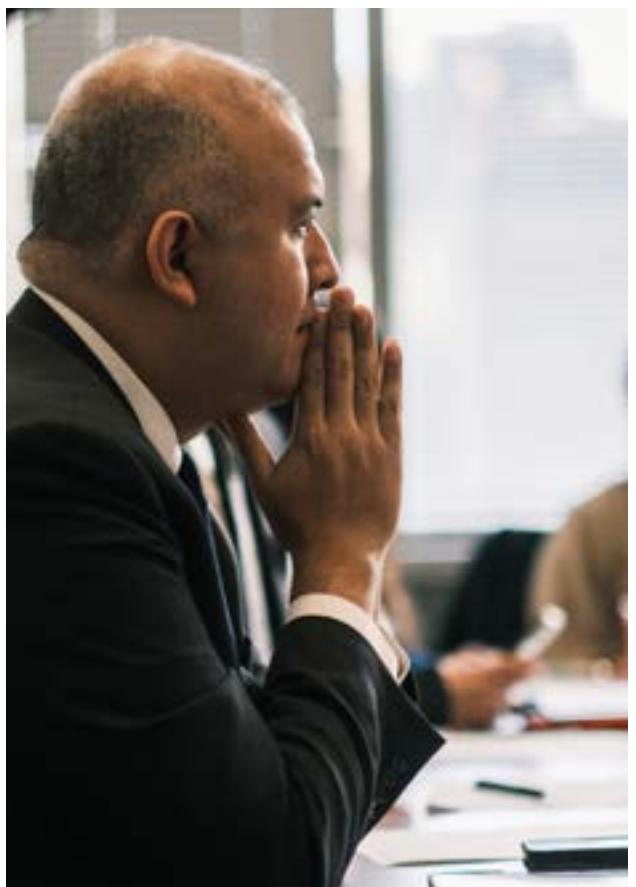


***"Over the last four years, every area of our work grew, from legal services and language access, to adult education and community engagement. Our budget and reach more than doubled across every immigrant neighborhood in the city.***

***MOIA's budget grew from \$19M+ in FY22 to \$50M+ in FY26.***

***We oversaw more than \$126 million in funding to nonprofit partners and served nearly 600,000 immigrant New Yorkers."***

***-Commissioner Manuel Castro***



Despite the many overlapping crises MOIA navigated over the past four years, we built an office that immigrant communities deserve.





## MESSAGE FROM COMMISSIONER CASTRO

Dear New Yorkers,

When I accepted the role of Commissioner in early 2022, I came into government with the lived experience of someone who had crossed the border as a child, grew up undocumented in this city, and spent my life fighting for the dignity and safety of immigrant families. I stepped into this office not as a distant policymaker, but as someone who had lived the challenges facing our communities and had spent two decades organizing, building, and leading institutions that serve people who are too often overlooked or excluded. I stepped into this role carrying the weight of communities I had organized with, the lessons from families I had served, and the urgency that comes from knowing what it feels like to navigate New York City as an undocumented immigrant.



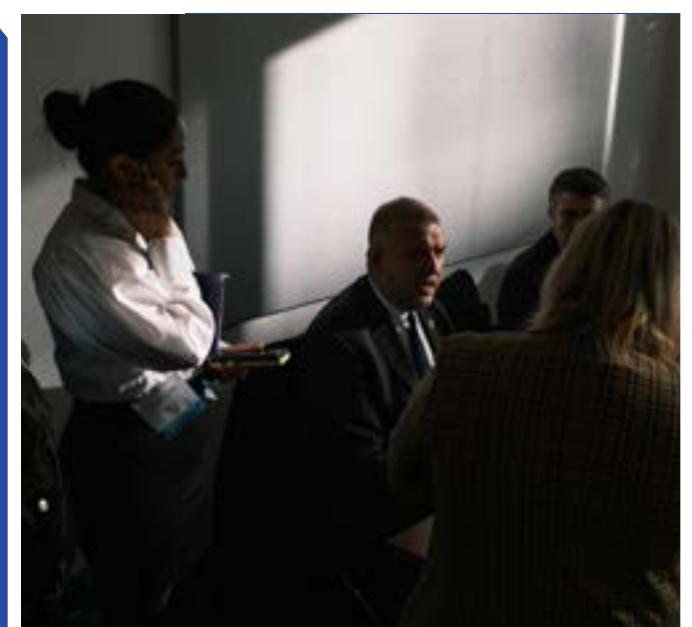
The city was emerging from the most devastating public health crisis of our lifetime. COVID-19 had torn through immigrant communities with unrelenting force. Thousands of lives were lost; families destabilized; misinformation had spread faster than services; and trust in government, particularly among the undocumented, had been profoundly shaken. Nonprofits like the one I led, which had carried immigrant neighborhoods through the darkest days of the pandemic, were exhausted and underfunded. Government systems were fragmented, stretched, and not built for the multilingual, multistatus realities immigrant families face every day. Even basic services such as enrolling a child in school, accessing health care, replacing lost documents, or seeking legal support had become multi-agency, multi-week obstacles.

I was brought in at a moment when clarity, stability, and lived experience mattered. The administration asked me to rebuild a system strained by crisis, repair the trust that had been fractured, and prepare the city for the next wave of challenges. None of us expected how quickly that next challenge would arrive.

Within months, New York City confronted the largest humanitarian migration surge in its modern history. More than 250,000 asylum seekers arrived seeking safety, stability, and a chance to rebuild their lives. They came with children needing schools, families needing health care, workers needing authorization, and thousands needing immediate legal help to preserve their rights. There was no playbook for a crisis of this scale.

I stepped into this role with the perspective of someone who had navigated the same fears many of these families carried. I had led a rapidly scaling immigrant-worker organization through the height of COVID-19. I knew what it meant to stabilize operations under pressure, to build trust where trust had been broken, and to design programs that respond to the way people actually live, not the way government assumes they do. I understood that what was needed was not incremental improvement but a wholesale transformation of how the largest municipal immigrant-serving office in the country functions.

Over these four years, that is exactly what we built. We strengthened and expanded the legal services system into the largest municipal immigration legal network in U.S. history, establishing dozens of community-based Legal Support Centers and a multilingual legal hotline that became a lifeline for hundreds of thousands of people. We transformed language access and made New York City the most linguistically inclusive city in the world, with government communications and services reaching families in more than 200 languages. We rebuilt English learning into a true citywide system, spanning libraries, MOIA Centers, community spaces, and shelters, linking language skills to economic mobility and belonging.



We created New York's first comprehensive immigrant navigation ecosystem, bringing clarity to systems that had long felt impenetrable. Families could enroll children in school, access Medicaid or NYC Care, sign up for English classes, seek legal screenings, or connect to mental health support, all through clear, consistent pathways that brought government closer to where they lived. We strengthened the nonprofit sector with unprecedented investment.

We built a crisis response model capable of supporting more than 250,000 asylum seekers through coordinated legal, health, housing, education, and navigation services. We embedded health access, mental health care, and rental assistance into immigrant neighborhoods. We expanded IDNYC to newly arrived families, positioned worker rights and wage-theft recovery as core pillars of economic justice, and ensured immigrant communities were included for the first time in emergency management and climate resilience planning. And at the national level, we co-lead Cities for Action, coordinated its staff, hosted national convenings, and strengthened coalitions across the country through the Mayor's Migration Council, CC4A, and numerous federal advocacy tables—turning local innovations into national influence.

The scale of what changed is historic. But more important is how it changed. During a period of unprecedented pressure, New York City moved from fragmentation to coordination, from silos to systems, from fear to trust, and from improvisation to preparedness. We didn't simply expand services, we built durable infrastructure. We designed systems that will outlast this administration, this moment, and even the crises that shaped them. We positioned MOIA not as a small office responding to emergencies, but as a citywide engine for immigrant access, equity, and stability.

As I close this chapter and prepare for what comes next, I do so with deep gratitude, for the colleagues I served alongside with, and the communities that trusted us, the staff who showed up every day with extraordinary commitment, the nonprofit partners who carried more than their share of the work, and the city agencies that leaned in to build something this city had never seen before.



**"Over the last four years, we built an office worthy of the immigrant New Yorkers who have shaped this city for generations. An office led by leaders and staff that share the experiences of the communities they serve."**

With profound gratitude,  
Manuel Castro  
Commissioner  
NYC Mayor's Office of  
Immigrant Affairs

# Executive Summary

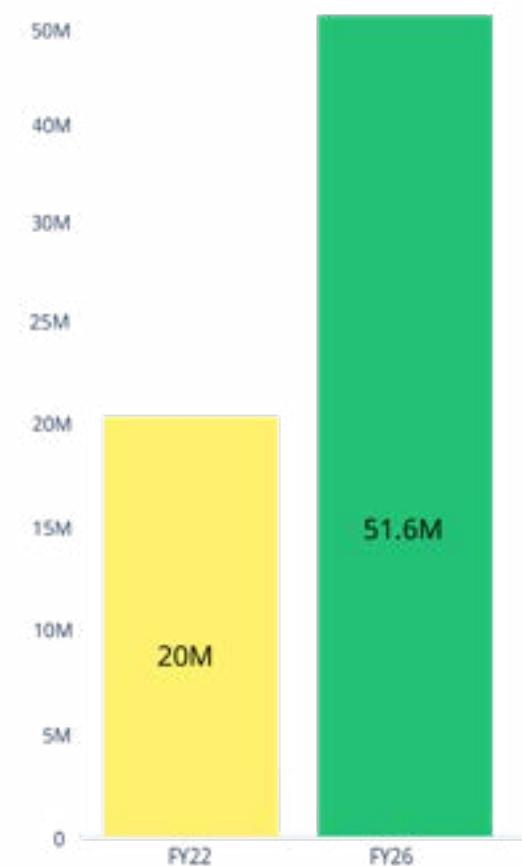
**Between 2022 and 2025, MOIA invested more than \$126 million in community-based organizations and M/WBE vendors.**

**NEARLY 600,000 IMMIGRANTS SERVED  
BETWEEN 2022-2025**

<b>MOIA Hotlines</b>	<b>182,080</b>
<b>Know Your Rights Workshops</b>	<b>56,623</b>
<b>Legal Support</b>	<b>64,754</b>
<b>English Classes</b>	<b>18,199</b>
<b>Telephonic Interpretation</b>	<b>69,000</b>
<b>Outreach</b>	<b>90,000</b>
<b>Case Management</b>	<b>110,725</b>

Collectively, MOIA's programs and partnerships delivered services and critical resources to nearly **600,000 Immigrant New Yorkers** across all five boroughs and reached millions more through our multilingual communications campaigns.

**MOIA BUDGET: FISCAL YEAR 2022 TO FISCAL YEAR 2026**



**MOIA YEARLY BUDGET**

MOIA has managed over \$148M in funding from multiple funding sources over the last four fiscal years.

MOIA has increasingly managed more funds each fiscal since FY22 with FY26 being its highest at over \$50M Compared to FY22, funds managed by MOIA have grown by approximately 155%.

Over the last four fiscal years, approximately

**85%**

of all funds, over \$126 million, went [directly to contracts with CBOs](#) and MWBE vendors.

**MOIA IMMIGRATION LEGAL SERVICES**

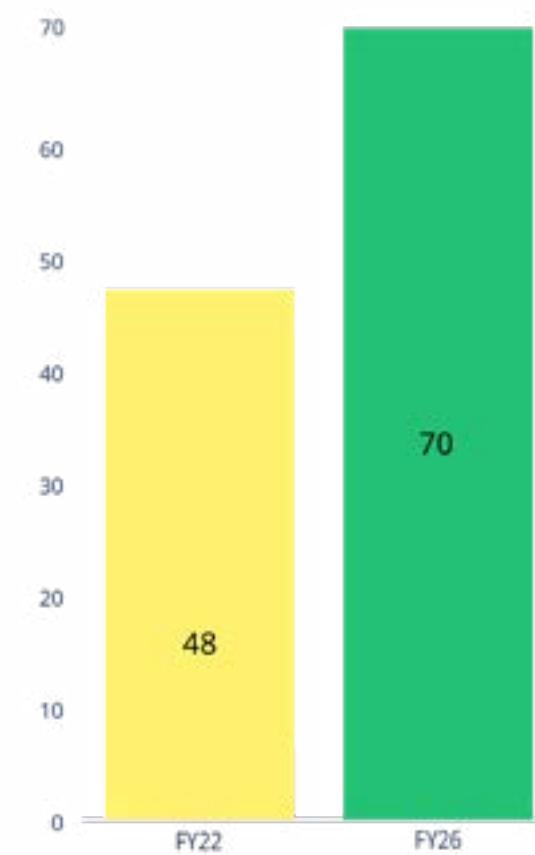
The administration's investment in MOIA immigration legal services has [more than doubled since FY22 from \\$9.7M to \\$20.4M](#).





#### NUMBER OF MOIA STAFF

MOIA staffing levels have grown by **68%** since fiscal year 2022.



#### NUMBER OF MOIA CONTRACTED VENDORS

MOIA has increased the number of contracted vendors funded by the **administration by 31% since FY22**.



Photo of MOIA Annual Partner Convening: Collaboration between city agencies and non-profits.

# MOIA 2022 – 2025

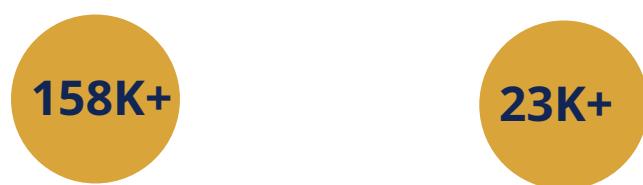
## Building the Nation's Largest Municipal Immigration Legal Services Network

### LEGAL SERVICES



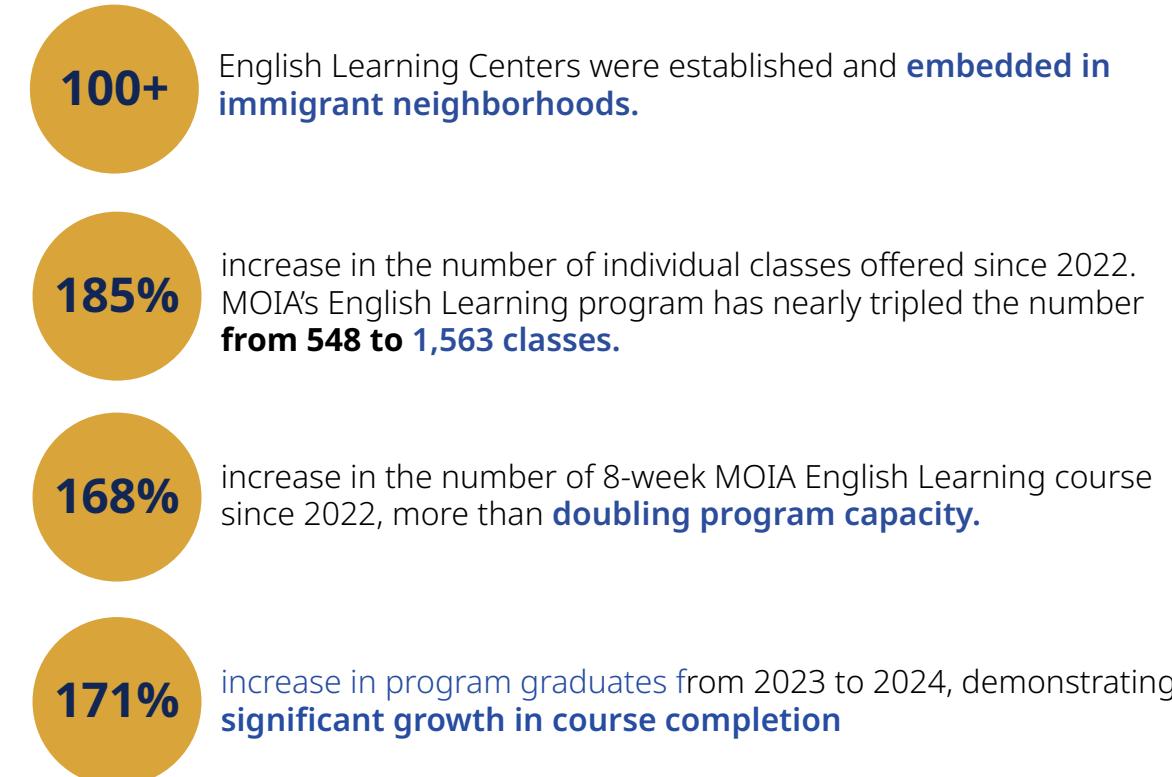
### MOIA SUPPORT HOTLINES

Both the MOIA Immigration Legal Support Hotline and the askMOIA Hotline responded to **nearly 200,000 calls**.



## Rebuilding English Language Learning Citywide

### ENGLISH LEARNING CENTERS



English Learning + Support Centers		FY22	FY26
8-week MOIA English Learning Courses	74	133	74 ➔ 133
Unique MOIA English Learning Classes	548	1,079	548 ➔ 1,079
Seats Filled Per Class	N/A	13,665	N/A ➔ 13,665

## Expanded Immigrant Rights Education and Information

MOIA partners provided critical information on interactions with federal immigration enforcement, fraud prevention, and access to city services.

**56k+**

Immigrant New Yorkers were reached through MOIA's **Know Your Rights Workshops**.

**2,000+**

**Know Your Rights Workshops** were delivered by community partners and MOIA staff.



## Interagency Efforts

**40+**

agency partners trained on the city's sanctuary city laws in 2025

**20+**

meetings of the immigration interagency task force, which coordinates partners across government on matters relevant to immigrant communities.

This culminated with an in-person convening where MOIA invited 70+ contracted CBOs to meet with government leaders in 2025.



## Commissioner Community + Press Engagements

Between 2022-2025, [Commissioner Castro](#) attended

**1,300+**

meetings with community members across the five boroughs.

**300+**

with mainstream + ethnic media outlets resulting in over 3.5 million impressions.



## Language Services

Since 2022, MOIA has translated more than

**1 MILLION +** words from English to more than 250 languages.

Over the last four years, MOIA has translated materials on City resources for:

**30+**

mayoral offices and city agencies.

**60+**

languages were covered across all translations.

**69K+**

Telephonic interpretation calls administered.

At the peak of the Asylum Humanitarian Crisis in 2024, MOIA contracts facilitated over

**29,000+**  
**telephonic**  
**interpretation calls**

providing interpretation in more than 90 languages.



Over the last four years, MOIA contracts facilitated over

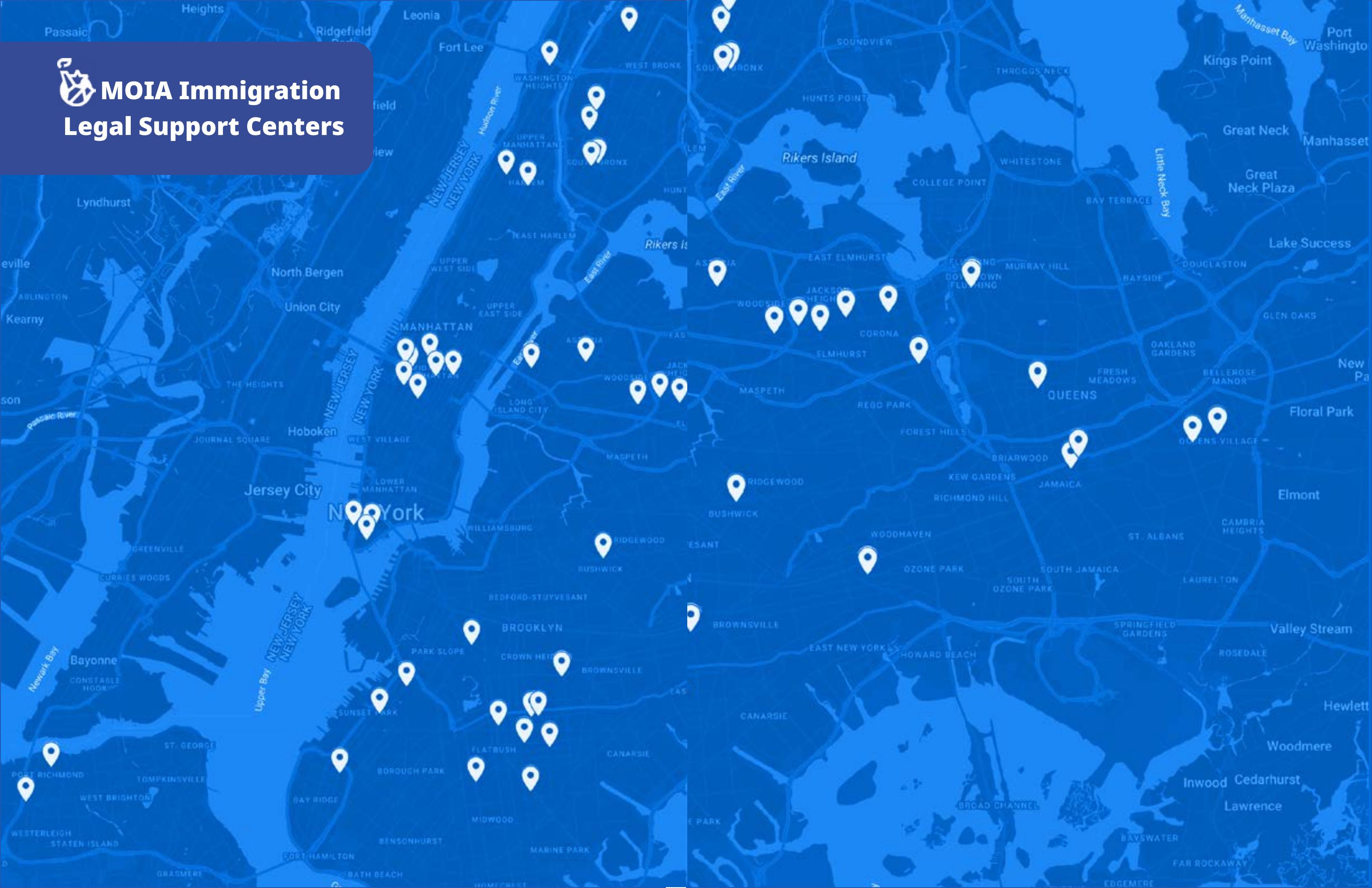
**39,000+ hours**

of telephonic interpretation for immigrant New Yorkers access crucial services.





# MOIA Immigration Legal Support Centers



# Q M R A

## INTRODUCTION



## A City Emerging From Crisis

In early 2022, New York City was emerging from the most devastating public health emergency in a century. COVID-19 had taken lives, destabilized families, hollowed out finances, and reshaped the social fabric of immigrant neighborhoods. For millions of immigrant New Yorkers, the trauma was layered: illness, job loss, the death of breadwinners, fear of engaging with the health system, and barriers to accessing assistance that others took for granted. Community organizations had lost staff and funding. Thousands of immigrant workers were excluded from unemployment programs and safety nets. Language access gaps widened as public health messaging failed to reach multilingual communities. Government agencies struggled under overwhelming demand while misinformation moved faster than official guidance.

## A Government System Not Built for These Realities

Before 2022, New York City had fine but fragmented systems for immigrant support. Language access was inconsistent across departments. Immigrant service delivery varied dramatically. Agencies worked in silos with unclear case-resolution pathways. There was no centralized navigation system and no unified infrastructure tying together health, housing, legal services, education, labor, and emergency response. Immigrant families faced multi-week, multi-agency obstacles for even basic tasks like enrolling children in school, replacing lost documents, or seeking medical care. What the city needed was a coordinated, multilingual model capable of delivering services clearly, consistently, and quickly across more than sixty agencies.

## A Trust Gap Between Government and Communities

Years of federal inaction and generations of policy failures had deepened the trust gap between government and immigrant communities. Many immigrant New Yorkers, especially undocumented families and mixed-status households, avoided services and benefits agencies out of fear or confusion. Others simply did not know where to go.

Rebuilding trust was not optional; it was foundational to rebuilding immigrant health, safety, and inclusion.



## A Migration Wave on the Horizon

Just as New York began its pandemic recovery, a historic wave of asylum seekers arrived. Families fleeing violence, political instability, and economic collapse began arriving in early 2022. By summer, the numbers grew rapidly. By fall, it was clear the city was in the middle of the largest humanitarian arrival in its modern history.

**More than 250,000 asylum seekers would ultimately come to New York.** They arrived with no shelter, no legal guidance, no English, no familiarity with city systems, and immediate health and education needs. Many carried deep trauma and fear. Existing systems were not built for this level of urgency or volume.

**\$126 MILLION +** was invested in immigrant-serving nonprofits, the largest amount in MOIA's history.

**Thousands of asylum seekers received navigation, legal help, health access, and stabilization.** MOIA's headcount grew from 38 to 63, a 60 percent increase.

**60%** of city agencies were coordinated through a whole-of-government access model.

## What We Delivered for New York City in Response

Between 2022 and 2025, MOIA undertook one of the most ambitious transformations in the history of the office. What began as overlapping crises, a global pandemic, a fractured service landscape, and the largest humanitarian arrival in decades, became the catalyst for building the strongest immigrant service system in the United States.

The results are historic and measurable. Nearly, **600,000 IMMIGRANT NEW YORKERS** were served across programs. Thirty-eight neighborhood-based Legal Support Centers were built from the ground up.

Over 90 English learning centers were created across libraries, **MOIA Centers, and shelters.** **Hundreds of nonprofit partners were engaged and supported.**



MOIA became the most coordinated, most community-rooted, and most trusted immigrant services infrastructure ever built by New York City or any city in the United States. But numbers alone cannot capture the scale of what changed. What truly transformed was the way government functions, how immigrant communities engage with the city, and how New York prepares for the future.

## A New Model for Local Government Functioning

Before 2022, immigrant services were fragmented across dozens of agencies. Access was uneven, and trust was fragile. By 2025, New York City had built a citywide immigrant access model embedded in more than sixty agencies. Interagency rapid-response tables aligned shelter, schools, health, housing, and legal systems. The city could respond to asylum seeker arrivals with order and dignity. Communications became multilingual and rapid. Navigation became a citywide function that linked people to health care, benefits, and legal help. Language access became a standard, not a favor, across more than sixty agencies.

## A New Standard for Trust Between Immigrant Communities and Government

By embedding services directly in communities, legal centers, navigation hubs, English programs, rights workshops, MOIA redefined what government presence looks like. Immigrant families encountered welcoming spaces, multilingual staff, legal guidance, and clear pathways to stabilization. They found government not distant or punitive, but human and reliable. Trust, once fragile, became the backbone of service delivery.

## A New Infrastructure for Long-Term Stability and Opportunity

MOIA did not simply expand services, it institutionalized them. The city now has permanent legal service infrastructure, neighborhood-anchored English learning programs, MOIA Centers, a multilingual citywide hotline, crisis response systems, national coalitions, and language access pipelines. These structures form the long-term backbone of how New York will support immigrant families for decades.



## A New Level of Readiness for Future Crises

The systems built during the asylum seeker arrival created a new standard of preparedness. New York City now has multilingual emergency communication channels, shelter-based navigation teams, trained staff across sixty agencies, stronger state and federal partnerships, improved data systems, and protocols for future migration waves. MOIA is now an agency prepared not only for today's challenges but for the next decade of uncertainty.

## A New National Role for New York City

Between 2022 and 2025, MOIA became the national leader on immigrant support and access, asylum response, and language justice. The city co-led a coalition of more than two hundred cities, shaped federal conversations, produced the country's first Federal Transition Playbook, and set new national standards.

## The Future

When Commissioner Castro stepped into the role in January 2022, New York was facing overlapping crises: pandemic recovery, labor shortages, federal instability, tens of thousands of newly arrived asylum seekers, exhausted nonprofits, and a government not yet structured for the scale of need.

In response, MOIA built a system, a strategy, a structure, a safety net, a communications engine, a network of trust, a model for the nation, and a foundation for the future. In the most challenging period for immigrant communities in a decade, New York City did not retreat. It built. It protected. It expanded. It led. And the results will serve millions for years to come.



Between 2022 and 2025,  
New York City invested

# \$12 Billion +

In programs, services, and  
emergency response initiatives to  
support immigrant and migrant  
communities.

The largest commitment in the  
City's history.

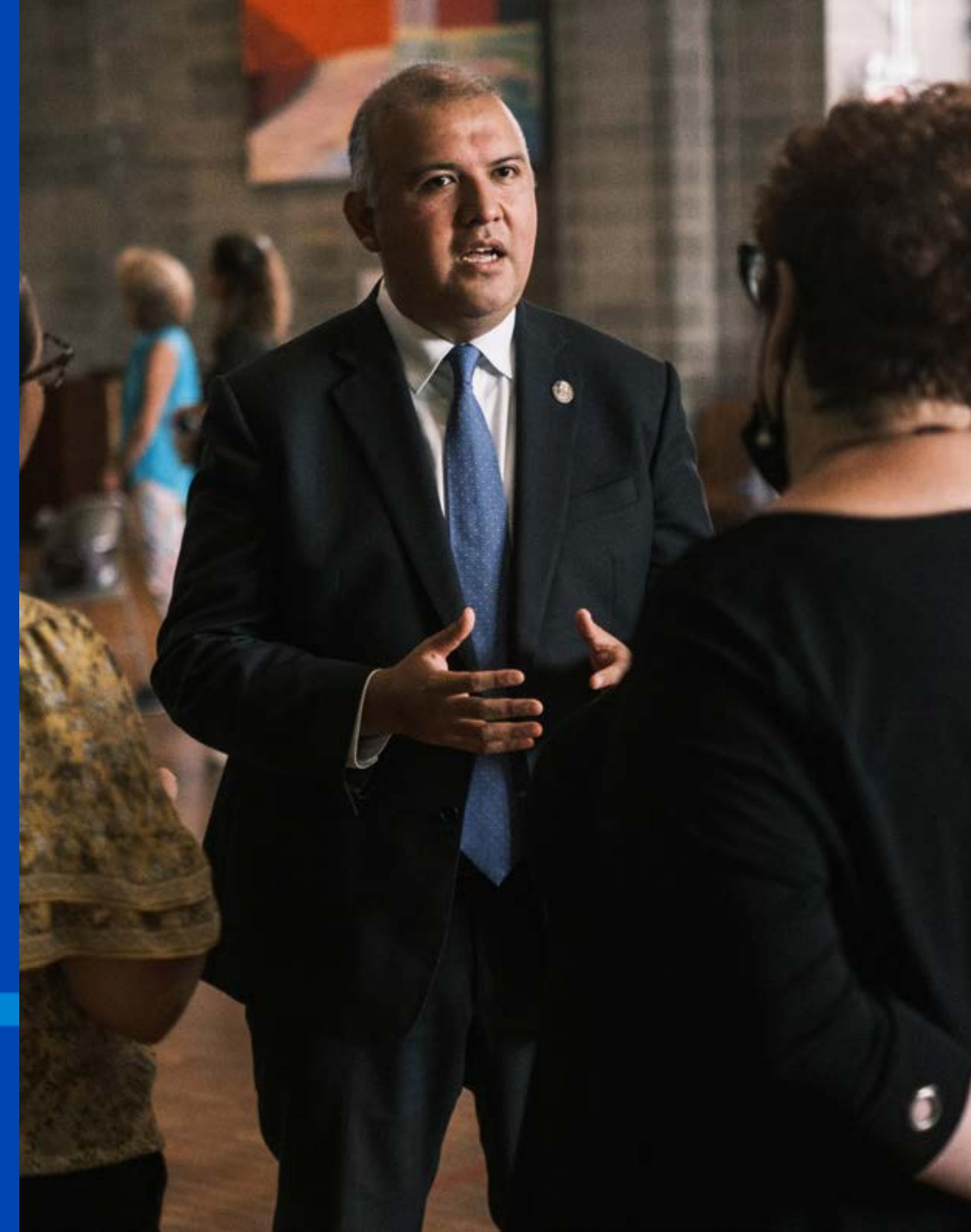


**250,000 ASYLUM  
SEEKERS**, received shelter, food, and case management. This grew directly from the groundwork laid by MOIA.





## BUDGET, GROWTH, AND INFRASTRUCTURE





## Strengthening MOIA's Foundation to Deliver Citywide Impact

In a city as large and diverse as New York, immigrant affairs must operate at scale and tackle a wide complexity of immigrant issues. In 2022, MOIA had only 38 staff members and a modest budget, making it far under resourced to address the challenges at hand, which included the aftermath of COVID-19 as well as supporting millions of immigrants navigate a broken federal immigration system. The massive immigration wave that began in 2022 only further emphasized the need for scaling efforts to stabilize immigrant neighborhoods, protect immigrant families, and strengthen service providers.

MOIA supports immigrant communities by funding immigrant serving community-based organizations. In 2022, the funding streams for these programs were unpredictable and heavily reliant on year-to-year discretionary awards. Immigrant-serving nonprofits were underfunded and stretched. Critical legal services funding was far below the levels required to meet emerging asylum and work authorization needs. English learning, language access, and navigation programs lacked the scale and infrastructure to respond to citywide demand. There was a need for a fiscal strategy to strengthen the nonprofit ecosystem on which immigrant New Yorkers rely.

# WHAT WE BUILT

From 2022 to 2025, MOIA underwent a complete budgetary and operational transformation. The office's budget, headcount, and contracting structure grew to manage tens of millions of dollars in contracts.

The first major shift was staffing. MOIA's headcount increased from around **38 in FY22 to 64 by FY26, a 68 percent expansion.**

This growth allowed MOIA to build specialized teams in legal services, language access, English language learning, communications, and interagency coordination. Program and contract managers oversaw the expansion of MOIA's immigration legal support hotline and thousands of legal filings completed by contracted legal service providers. Outreach staff and language access specialists were supported through stable funding, [scaling the number of Days of Action](#), [IDNYC enrollments](#), [know your rights workshops](#), and [translations and interpretations completed in house](#). Increased personnel capacity has been critical to growing the impact of the office and continues to be a priority for MOIA to serve immigrant New Yorkers in the future.

Budgetary growth was equally transformative. Across FY22 and FY26, MOIA managed more than

**\$148 MILLION** in mayoral, Council, and philanthropic funding sources.

**155%** growth in the funds managed by the office of philanthropic partnerships.

Through the Mayor's Fund MOIA strengthened these partnerships further, with support from the Open Society Foundations, JPB Foundation, Rockefeller Foundation, Airbnb, and Casey Family Programs. This expansion allowed MOIA to move to stable, multi-year infrastructure for several programs, including immigrant legal services.

The funding strategy prioritized investment in community organizations.

**85%** of all funds, over \$126 million, went [directly to contracts with community-based organizations](#) and M/WBE vendors.

The vision was clear: immigrant-serving nonprofits are civic infrastructure, and their stability is central to the city's resilience.

By FY26, MOIA managed approximately **\$50 MILLION** in non-personnel resources.

This included major expansions in immigration legal services, rapid response legal services, language services, immigrant rights workshops, navigation programs, Haitian response initiatives, and multiple Council-funded expansions. English learning systems expanded across 100 locations because sustained funding supported multi-year provider contracts. The shift was financial as well as structural.

MOIA's contracts, agreements, and partnerships increased dramatically by FY26.

MOIA managed 70 administrative contracts, 94 Council discretionary contracts, 12 subcontracts, and 4 major interagency agreements. **Nearly 50 new community organizations** were added as MOIA partners, dramatically expanding the city's capacity to serve immigrant New Yorkers.



35

90+

Immigration Legal Support Centers a citywide network became possible only because MOIA could fund dozens of legal organizations at scale.

MOIA English Learning and Support Centers in immigrant neighborhoods were established, enabling MOIA to financially support dozens of nonprofits simultaneously.

Most importantly, **immigrant communities gained** stronger, **more reliable access to city services**, including legal services and language learning programs.

The office's expanded footprint means that services are not only available, but embedded in the neighborhoods where immigrant families live.



## THE LASTING IMPACT FOR NEW YORK CITY

The transformation of MOIA's budget and staffing model had direct and measurable impacts on service delivery. With expanded capacity, MOIA built the largest municipal immigrant service system in the country.



# IMMIGRATION LEGAL SERVICES



## Building the Largest Municipal Immigration Legal Network in U.S. History

Before 2022, New York City partnered with strong immigration legal providers, but lacked a unified legal services system. Access to legal help depended largely on geography, luck, and the limited capacity of nonprofit organizations. Many families faced long waitlists, inconsistent service models, and significant gaps between neighborhoods and boroughs. There was little infrastructure to support large-scale filings, no neighborhood-based legal hubs, and only a modest centralized place to seek help. Providers were still recovering from pandemic-era backlogs, and the city's legal landscape was not built to manage the volume or complexity of the immigration filings that working-class immigrant families depended on.

When asylum seeker arrivals surged in mid-2022, these weaknesses became urgent. There was no coordinated way to process work permits, asylum applications, Temporary Protected Status (TPS) renewals, Special Immigrant Juvenile Status (SIJS) cases for unaccompanied children, family petitions, Deferred Action for Childhood Arrivals (DACA) renewals, or humanitarian filings. Without rapid transformation, thousands risked losing the ability to work, enroll their children in school, secure safe housing, or maintain access to benefits. Families faced the real possibility of falling into homelessness, exploitation, or deportation simply because the existing legal system could not meet the moment. New York needed a fully built, scalable, neighborhood-rooted legal system, and it needed it immediately.

Between 2022 and 2025, MOIA designed and launched the largest municipal immigration legal network in U.S. history, anchored in communities across all five boroughs and capable of meeting high-volume demand.

## Building 35 Neighborhood-Based Legal Support Centers

At the heart of the transformation was the creation of 35 Immigration Legal Support Centers located in immigrant neighborhoods citywide. These centers bring legal services directly to communities, eliminating the need for families to travel long distances or navigate unfamiliar institutions. Each center offered a comprehensive range of services, including work authorization assistance, asylum preparation, TPS and DACA filings, SIJS for unaccompanied minors, family petitions, legal screenings, green card renewals, and rights education. This neighborhood model created the first truly citywide, community-embedded legal infrastructure in New York's history.



## Filing Immigration Applications at Unprecedented Scale

To meet skyrocketing legal demand, MOIA built a system capable of completing immigration filings at a scale never before seen in a U.S. city. In partnership with dozens of nonprofit legal providers, the city completed tens of thousands of immigration applications, including work permits, asylum applications, TPS renewals, DACA filings, SIJS petitions, family petitions, and fee waiver applications. This work directly increased work authorization, income stability, legal protection, and long-term housing security for thousands of families.

## MOIA Dream Act Application

**475 YOUNG NEW YORKERS** received assistance with Dream Act applications since 2022, helping them access critical financial aid for higher education.

The program continues to support eligible applicants in 2025, with over

**100 APPLICANTS ASSISTED TO DATE THIS YEAR.**

This program provides essential support to undocumented youth pursuing college and career opportunities in New York.

## Asylum Seeker Legal Assistance Network

**16K+** Asylum seekers received legal screenings through MOIA's Asylum Seeker Assistance Network.



## MOIA Immigration Legal Support Centers

MOIA's legal services programs have conducted over **43,000 SCREENINGS** and filed over **20,000 immigration cases** since 2022



## Expanding a Centralized, Multilingual Legal Hotline

MOIA also expanded and strengthened the city's multilingual legal hotline, which became the primary entry point for immigration legal help.

The hotline handled hundreds of thousands of calls, offered interpretation in more than

**200 languages**, and provided real-time triage and referral.

During moments of federal policy change or uncertainty, it is a critical crisis-response tool to deliver accurate information instead of misinformation or predatory guidance.

For many families, it was the first time they had one trusted, reliable place to call for help.

The MOIA Legal Support Hotline has answered over

**159,000 CALLS** since 2022, maintaining an overall answer rate of 92%

Call volume has increased by

**55%**

from 2022 to 2024, reflecting growing demand for immigration information and services

The hotline's answer rate has improved significantly, reaching 96% in 2025—the highest rate since tracking began



## Launching the Legal Technical Mentorship Program

To strengthen and expand the overall ecosystem, MOIA created the city's first Legal Technical Mentorship Program, a capacity-building initiative designed to help smaller organizations develop the expertise required to provide immigration legal services.

Through case supervision, training, strategic support, and technical assistance, emerging providers gained the tools needed to operate at higher capacity. This significantly broadened the number of legal organizations able to support immigrant families across the city.

## MOIA Ukrainian Response Initiative

The Ukrainian Response Initiative provided crucial support for newly arrived Ukrainian refugees, offering services like immigration assistance, legal aid, employment help, housing resources, and essential benefits.

**2,500 IMMIGRATION CASES FILED**



## MOIA Rapid Response Legal Collaborative

MOIA's Rapid Response Legal Collaborative has provided critical legal interventions to over

**500 NEW YORKERS** facing imminent detention since 2022

**77%**

Increase of screenings for rapid response cases since 2022, reflecting growing need for emergency legal assistance for immigrants at risk of detention.

The collaborative has represented or assisted in over 300 urgent matters since 2022, including habeas corpus petitions for wrongfully detained individuals, motions to reopen, and other critical legal interventions.

This program serves as a vital safety net for New Yorkers facing the most urgent immigration enforcement situations.

**565**

SCREENINGS

**316**

MATTERS REPRESENTED



Since 2022, the MOIA Haitian Response Initiative conducted:

**1,680**

LEGAL IMMIGRATION SCREENINGS

**2,056**

IMMIGRATION CASES FILED

## MOIA Haitian Response Initiative

The Haitian Response Initiative (HRI) provides immigration assistance, case management, and information to Haitian New Yorkers in their language.

**400%**

increase in legal case filings from 2022 to 2023, responding to urgent community needs as forms of relief like TPS face uncertainty.

Legal screenings have doubled since 2022, with **572 SCREENINGS** conducted in 2025 as the initiative continues to respond to evolving community needs.

Haitian Response Initiative	2022	2025
Screenings	286	572
Cases Filed	164	327

Since 2022, MOIA's legal services programs have conducted

**43,000+  
Legal Screenings.**

**20,000 +  
Immigration  
Cases Filed.**



Since 2022, the MOIA Legal Support Hotline has answered

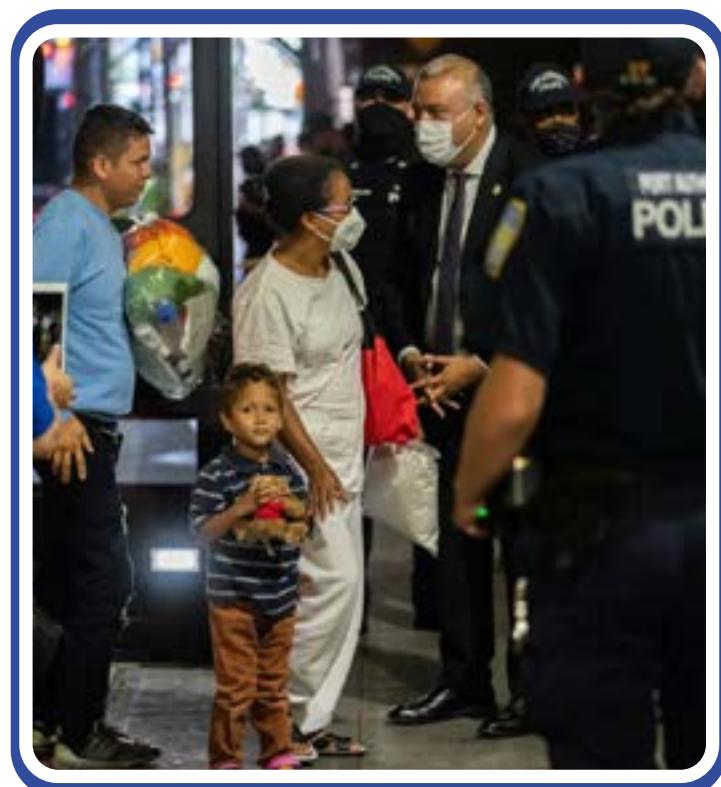
**159,000 +  
calls from  
immigrant New  
Yorkers.**





Many families avoided homelessness, exploitation, and separation because they gained access to timely, high-quality legal services. Entire neighborhoods stabilized as more families gained lawful pathways and work permits. New arrivals were able to navigate the asylum process with structured support rather than fear and confusion. For the first time, immigrant New Yorkers had a citywide legal system capable of meeting their needs at scale.

The legal infrastructure built between 2022 and 2025 fundamentally reshaped New York's capacity to support immigrant communities. The city now has permanent legal service centers in 38 neighborhoods, a coordinated multi-provider network ready to scale in future crises, and the strongest municipal legal architecture in the country. A generation of asylum seekers is integrating into the workforce through lawful pathways, boosting economic participation and contributing to the city's fiscal health. Families are safer, workers have greater stability, and communities are more resilient.



## THE LASTING IMPACT FOR NEW YORK CITY

By 2025, New York City transformed its immigration legal services landscape. Over four years, tens of thousands of applications were filed successfully through MOIA contracted providers. The creation of 35 Immigration Legal Support Centers, the expansion of the legal hotline, and a multi-provider filing system produced a legal network unlike anything in the country. Hundreds of thousands of calls were answered in more than 200 languages. Thousands of families gained work authorization, immigration protections, and long-term stability. Communities became safer, more stable, and more equipped to navigate complex legal systems.



# LANGUAGE ACCESS



## Making NYC the Most Linguistically Inclusive City: Embedding Language Justice Across 45+ Agencies and Transforming How NYC Government Communicates

New York City recognizes that language access is essential to safety, belonging, and dignity. While local laws have cemented the right to access government information in preferred languages, immigrant New Yorkers routinely experience inconsistent or nonexistent interpretation, long delays, or poor translation quality when interacting with city services. Language access failures are not administrative oversights. They are failures of equity, public health, economic inclusion, and democratic participation.

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

Since 2022, MOIA has translated more than 1 million words from English to 60+ languages.

## A Citywide Language Access System Across More Than 45 Agencies

MOIA led a citywide initiative to embed language justice into the daily operations of government. This included coordinated work with over 45 agencies, standardized guidance for interpretation and translation, and training for frontline staff, supervisors, and executive teams. Interpretation and translation pipelines were expanded, and MOIA language advisors were embedded directly into agency workflows. For the first time, New York City agencies operated with a unified standard for language access.

## Training City Staff Members on Language Access

MOIA carried out one of the most extensive language access training efforts in city history. More than 560 staff members completed training on legal requirements, policy guidance, interpretation pathways, cultural competency, and trauma-informed communication.

Agencies also received ongoing technical assistance, helping institutionalize language access as a permanent component of their service delivery.



## MOIA PRIORITIZED LANGUAGES LONG OVERLOOKED, INCLUDING:



These communities gained interpretation support, written information, navigation assistance, and access to legal and social services. This work was especially important during the asylum seeker arrival, when many families from West Africa, Central America, and the Caribbean encountered city systems for the first time.

## Building a Multilingual Outreach and Communications Architecture

MOIA developed the most comprehensive multilingual communications system ever deployed by New York City. Official announcements were translated into key languages. Multilingual press conferences became the norm. Partnerships with ethnic media strengthened the city's ability to reach diverse communities. During emergencies, MOIA issued rapid response messaging to counter misinformation and provide real-time guidance. Hundreds of MOIA-led media appearances helped ensure information was accurate, accessible, and trusted.



## Integrating Language Access Into Every Program

Language access was not treated as a siloed function. It was integrated into legal services, navigation programs, workforce development, housing and health support, youth and education initiatives, rights workshops, and crisis response. Language became the backbone of MOIA's citywide service infrastructure, ensuring that no program operated without the ability to communicate effectively with the communities it served.

New York City became a place where immigrants could finally access services in their own language. More than 45 agencies received direct support from MOIA, and more than 560 staff members were trained. Dozens of emerging languages were incorporated into government operations. Millions of New Yorkers were reached through multilingual media and translated communications. Immigrants began engaging with schools, hospitals, shelters, legal providers, and navigation centers with greater trust, clarity, and confidence because they felt understood and respected.

The language access system built during this period is unmatched by any city in the world. New York now has a multilingual workforce capable of supporting immigrant communities in emergencies, a standardized model for agency compliance, and a stronger foundation for public health and disaster preparedness. The system permanently includes languages long ignored by institutions and recognizes the full diversity of New York's people. Language access moved from policy to practice and from compliance to identity. It is now a core principle of city governance.



# ENGLISH LANGUAGE LEARNING



## A Citywide Program for English Language Learning and Empowerment

Language access and English Language Learning are critical enablers of civic participation. Without them, parents struggle to communicate with their children's schools. Workers cannot advocate for themselves on the job. Families cannot navigate hospitals, benefits, or government services. Newly arrived immigrants can experience social isolation, unable to engage in daily life. Immigrant communities should experience English as an on-ramp to opportunity, not a barrier. English language learning in particular offers a pathway to better jobs, a tool for engaging with schools and health systems, and a method for reducing vulnerability to exploitation and fraud. Four years ago, MOIA's English language learning program relied heavily on a volunteers model. It was not yet a core component of immigrant services, and access to English language learning was fragmented across the City. These gaps became acute during the arrival of tens of thousands of asylum seekers beginning in mid-2022. The existing English language learning system, already stretched thin, was not built for the scale. New York City needed needed a comprehensive English learning infrastructure.

## English Learning in 90+ Library Branches

For the first time, all three library systems partnered with MOIA to embed English classes directly in community libraries. Libraries became classrooms, digital learning hubs, and entry points for newly arrived families. This moved English learning out of isolated nonprofit programs and into one of the largest, most trusted public institutions in the city.

**185%**

Since 2022, MOIA's English Learning Program has nearly tripled the number of individual classes from 548 to 1,563 classes.

## English Learning in 20 MOIA Centers

MOIA also integrated English instruction into more than 20 MOIA Centers located in immigrant neighborhoods. These centers offered localized access, cultural familiarity, and immediate connections to legal help, navigation services, housing support, and rights workshops. This placed English learning within walking distance for tens of thousands of people who had long been excluded from traditional systems.

The number of 8-week MOIA English Learning courses has increased by

**168%**

increase since 2022, more than doubling program capacity.



## English Learning in Shelters and Emergency Sites

When asylum seekers began arriving in large numbers, MOIA recognized the need to bring English instruction directly into shelters. Programs were embedded in family shelters, humanitarian hotels, respite centers, and Navigation Centers. This helped new arrivals begin integrating socially and economically from their first weeks in the city.

## A Digital English Learning Platform

MOIA scaled a digital English learning platform designed for the realities of a smartphone-dependent city. The platform reached low-literacy learners, shift workers, parents with unpredictable schedules, and asylum seekers living in temporary housing. It offered flexible access to people who could not attend in-person classes due to work constraints or caregiving responsibilities.



## English as an Empowerment Strategy

MOIA reframed English learning as a strategy for rights, safety, and mobility. It became a pathway to better jobs, a tool for engaging with schools and health systems, and a method for reducing vulnerability to exploitation and fraud. It also became a trauma-informed approach to restoring dignity for families navigating enormous instability. This shift shaped how libraries, MOIA Centers, nonprofits, and shelters designed their programs.

Program graduates have increased by 171% from 2023 to 2024, demonstrating significant growth in course completion

**171%**



New York City now has one of the largest and most accessible English learning networks in the United States.

More than 60 library branches offer English programming. More than 20 MOIA Centers provide instruction on-site. English classes are embedded in multiple shelters and emergency sites. A growing digital platform supports thousands of learners who cannot attend in person. Together, these programs reach thousands of immigrants every year, including both newly arrived asylum seekers and long-settled community members.

English learning has become a workforce and integration engine. Learners have used their skills to secure higher-paying jobs, move out of exploitative work environments, communicate with employers, navigate benefits and services, support their children's education, and participate more fully in civic life. The system now supports economic mobility, family stability, and long-term integration at a scale previously unimaginable.

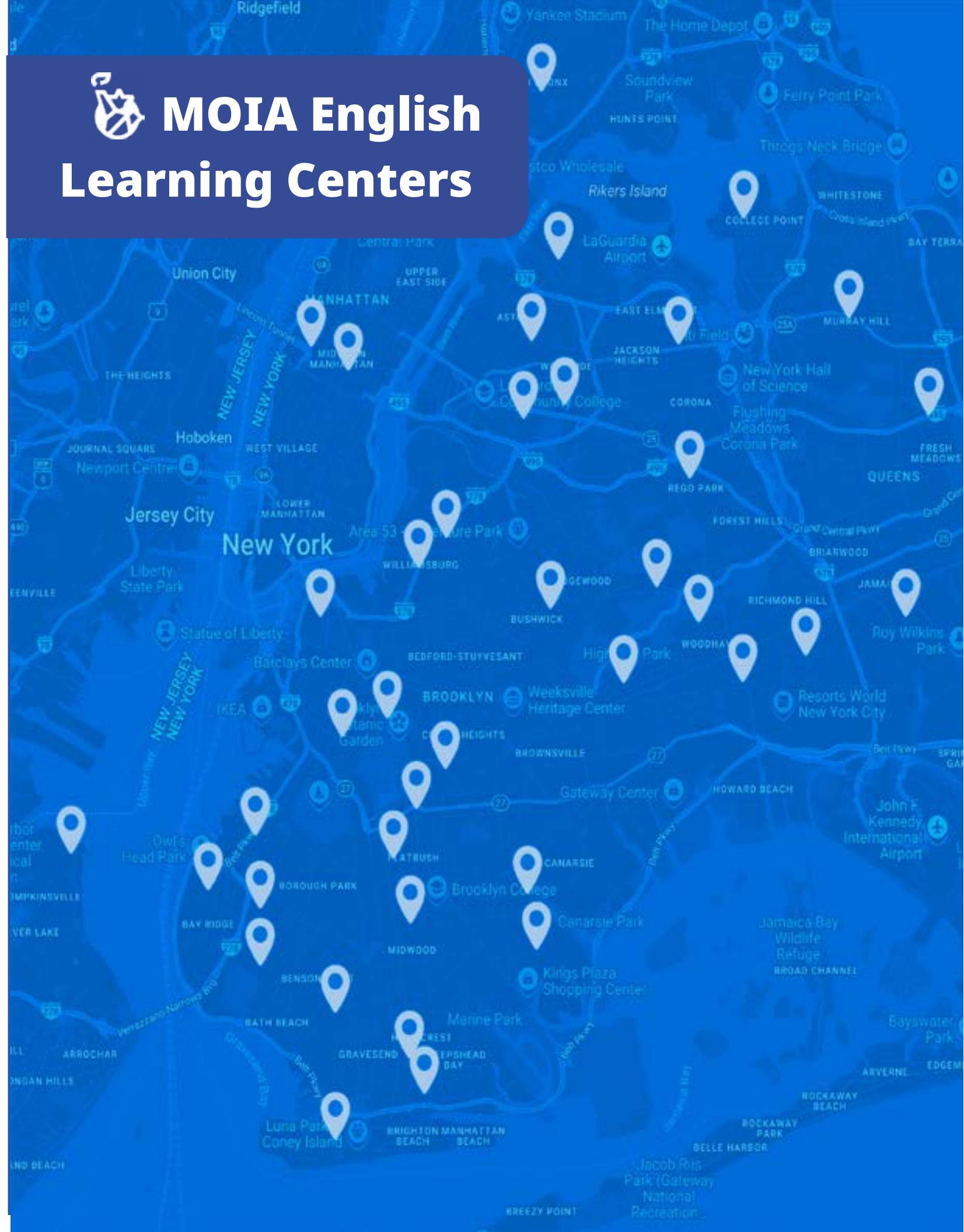
New York City now has a permanent English learning infrastructure anchored in public libraries and MOIA Centers. It is a scalable model that can respond to future migration waves and support both new arrivals and long-term residents. Families are better connected to schools, employers, and health systems. Workers are better positioned to advance. Immigrant communities experience English as an on-ramp to opportunity, not a barrier.

This system is now one of the largest municipal English networks in the country. It will continue to strengthen the city's workforce, expand opportunity, and build belonging for generations. Under your leadership, New York City no longer treats English as enrichment. It treats English as infrastructure. This is one of the most significant long-term contributions of this period.



English Learning + Support Centers	FY22	FY26
8-week MOIA English Learning Courses	74	133
Unique MOIA English Learning Classes	548	1,079
Seats Filled Per Class	N/A	13,665

## MOIA English Learning Centers



## Learner Testimonials taken from post class surveys:

“

This experience has been very pleasant for me, I have learned about many topics that I did not know about before and above all, knowing my rights in this city.

FALL CYCLE, 2025

“

I like the topics because they are real life cases that happen in New York, it is as if oneself were the protagonist of the videos. Motivating students to participate.

SPRING CYCLE, 2024

“

It was an incredible experience, I could become more confident when speaking even being a shy person, the environment motivated me to face my fear and play in learning even if I did not pronounce correctly. I certainly want part of other cycles soon. I only have praise and gratitude to the institution for the beautiful work.

SUMMER CYCLE, 2023

# COMMUNICATIONS TO IMMIGRANT COMMUNITIES





## WHAT WE BUILT

Between 2022–2025, MOIA created the most comprehensive immigrant communications system ever built by an American city. This was not simply a media initiative. It functioned as public infrastructure that directly supported safety, legal access, health, and housing stability for millions of immigrant New Yorkers.

## Executing the Most Comprehensive Immigrant Communications System in the Nation

Before 2022, MOIA did not have a unified, coordinated communications system designed specifically for immigrant communities. Information flowed unevenly and often failed to reach the people who needed it most. Programs worked independently, which resulted in fragmented outreach, inconsistent translation practices, and an absence of centralized standards. Many immigrant households received critical information too late or not at all. Some received it in languages they did not understand. Others had no reliable access to official updates, especially during emergencies.

These gaps were magnified by a lack of strong relationships with immigrant and ethnic media. Radio stations, community newspapers, and digital channels that served non English speaking residents were under-engaged. Messaging through WhatsApp groups, faith networks, and neighborhood organizations was inconsistent and rarely coordinated. Translation quality varied widely across agencies, and many materials were not produced in the emerging languages spoken by new arrivals from West Africa, Central America, and South Asia.



## Hundreds of Media Appearances Across Immigrant-Language Outlets

MOIA became one of the most visible public leaders on immigrant issues, engaging directly with families through hundreds of media appearances. This included Spanish language radio and television, Chinese newspapers and digital platforms, Haitian Creole stations, and West African community broadcasts in Wolof, Fulani, Mandinka, and Kiche. MOIA also engaged South Asian and Caribbean stations, YouTube commentators, WhatsApp channels, faith-based broadcast networks, and mainstream citywide outlets.

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

300+

Media interviews Commissioner Castro participated since 2022

## Rapid-Response, Multilingual Information During Crises

MOIA created a multilingual rapid-response architecture that delivered real time, accessible information across every major channel. This system produced translated guidance within hours of policy changes, shared legal timeline reminders, issued shelter updates, and delivered public health messages. Anti fraud alerts and emergency advisories were sent out quickly and adapted for dozens of languages.

Information reached residents through text messages, hotline scripts, flyers, WhatsApp groups, social media posts, community radio stations, faith institutions, libraries, and MOIA Centers. For the first time, immigrant New Yorkers had immediate access to accurate information during rapidly changing conditions.



Since 2022, Commissioner Castro participated in **300+ media interviews**

## The “We Love Immigrant NYC” Campaign

One of the most visible achievements was the “We Love Immigrant NYC” campaign. This effort reached millions across buses, subways, radio, television, and social media. It centered asylum seekers, undocumented New Yorkers, and newly arrived families during a period of heightened national hostility. The campaign affirmed belonging and dignity while connecting residents to legal services, English classes, rights workshops, and navigation support. It unified nonprofit and agency partners under a single, welcoming message and became one of the most powerful public affirmations of immigrant identity in New York’s history.







## Communications Embedded in Every MOIA Program

The communications system became an active component of all MOIA initiatives. It strengthened legal services, navigation, language access, English learning, IDNYC enrollment, housing support, health access, rights workshops, and emergency operations. Messaging was no longer an afterthought. It became the connective tissue that ensured residents knew how to access the services built for them.

## A New Communications Infrastructure for Asylum Seekers

MOIA developed a specialized communications strategy for asylum seekers living in shelters, hotels, and temporary sites. This included shelter-based briefings, audio messages, WhatsApp communications, translated legal deadlines, work authorization instructions, fraud warnings, emergency notifications, and school enrollment guidance. Materials were designed for people with little or no English, limited formal education, and no prior experience with government systems. This ensured that the most vulnerable residents received accurate and timely information.

## Strong Partnerships With Immigrant Media

MOIA rebuilt the city's relationship with immigrant media by establishing two way communications channels, hosting briefings, providing early access to announcements, sharing multilingual materials, and building trust with journalists. This transformed immigrant media from an overlooked audience into a key component of the city's public safety and emergency communications strategy.

25+

Since 2022, MOIA has convened 25+ immigrant media roundtables with 17 City agencies.

## A Communications System That Reached Millions

The new system produced hundreds of media appearances in dozens of languages and reached millions of New Yorkers. Messaging circulated through WhatsApp groups, shelters, community radio, ethnic media outlets, and digital networks. Anti fraud campaigns protected entire neighborhoods. Real time updates during federal announcements helped families prepare for legal and policy changes. Families received clear instructions about rights, benefits, and services in the languages they understood best.

356k+

total opens by New Yorkers through MOIA's weekly newsletter.

500+

community partner newsletters containing critical information and valuable resources for immigrant-serving organizations has been sent by MOIA since 2022.





MOIA hosted  
**143 +**  
**Ceremonies**  
celebrating immigrant  
communities from  
around the world.





## THE LASTING IMPACT FOR NEW YORK CITY

New York City now has a permanent multilingual communications infrastructure capable of responding quickly to emergencies and protecting communities from misinformation. The immigrant population is more informed, more connected, and more integrated into public life. The city's media ecosystem is stronger and more aligned with public interest.

MOIA has elevated communications into a central pillar of immigrant inclusion and public safety and has become a national model for how cities should communicate with immigrant communities. It stands as one of the most defining accomplishments of this tenure and a national model for how cities should communicate with immigrant communities.

### Trusted Communication Through Immigrant Media

Convened 25+ immigrant media roundtables with 17 City agencies, focused on urgent, high-priority topics, including:

- Mental Health
- Small Business resources
- K-12 education
- Extreme Heat / Heat Safety
- Workers' Rights
- Housing
- Health Rights
- Labor / May Day
- Women's History
- Summer Youth Employment
- NYCEM Resources
- Digital Equity
- Asylum Satellite Sites
- The People's Money (Participatory Budget)
- End of Residency Requirement for NYC Care
- Domestic & Gender-Based Violence

Partnered with 30+ ethnic media outlets, reaching communities in 24+ languages.

**50 MILLION +**

media impressions across NYC and international audiences.

### Celebrating Immigrant Communities and Culture

23

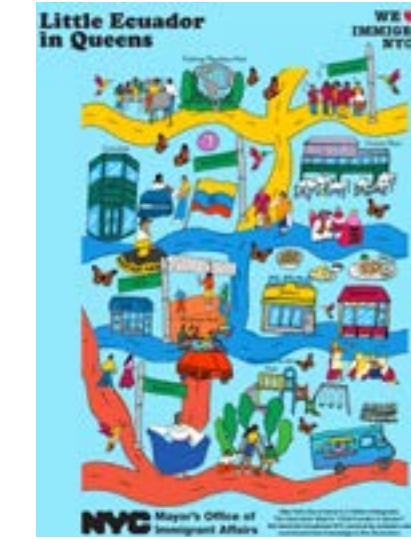
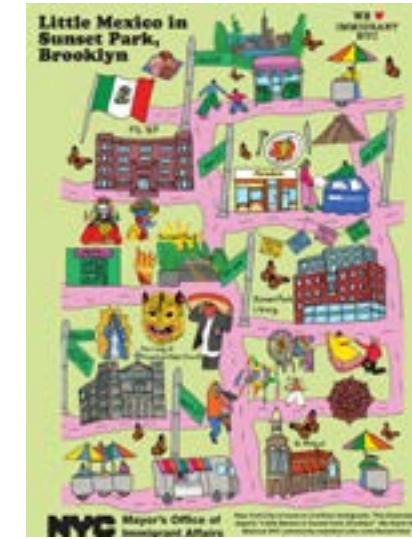
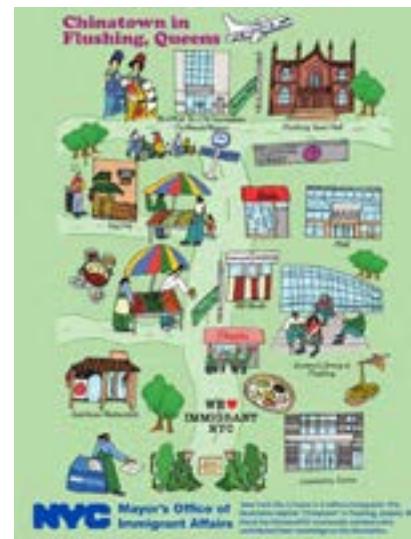
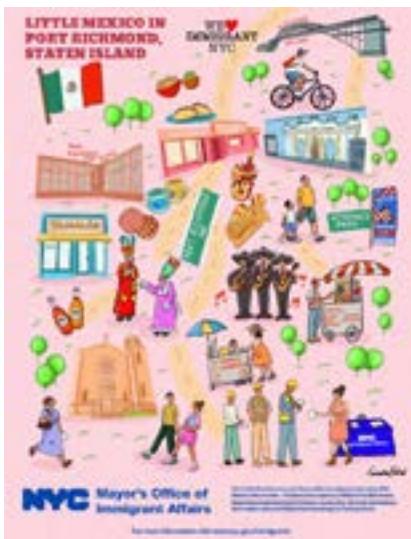
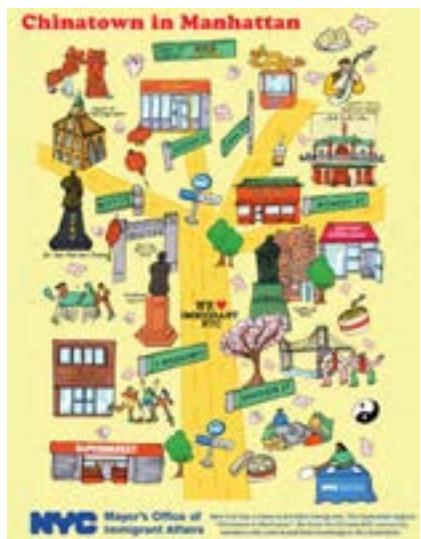
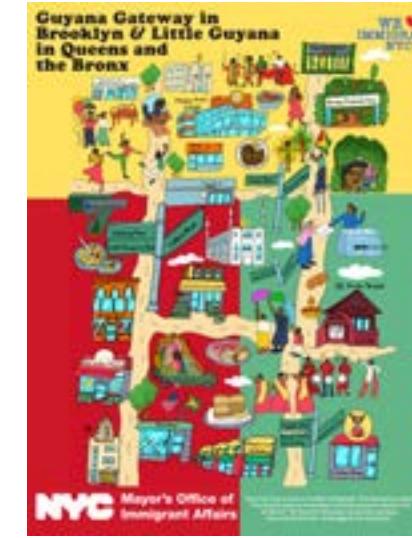
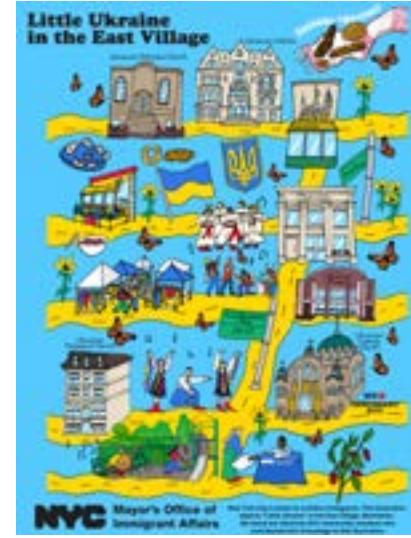
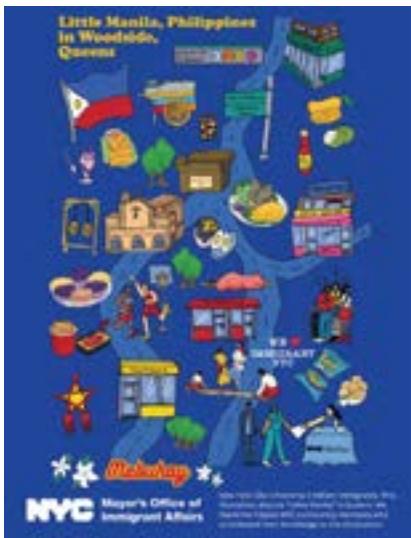
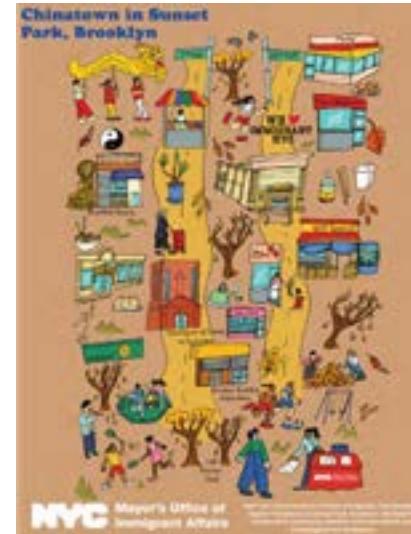
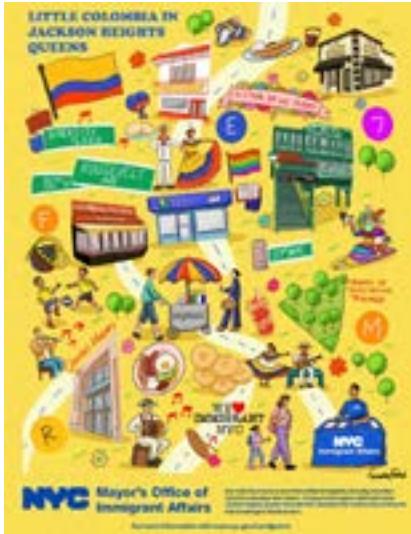
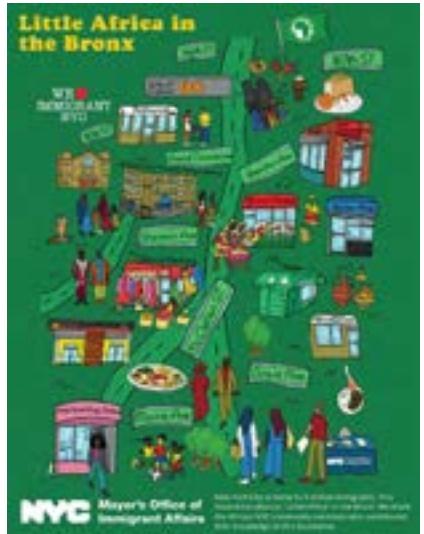
Immigrant Ethnic Enclave Illustrations were published honoring immigrant neighborhoods across all five boroughs.

### Institutionalizing Immigrant Priorities Across City Government

Launched a new Immigrant Affairs Intranet for City employees, providing multilingual tools, Know Your Rights guidance, and practical resources.

8k+

Community partners communicated with MOIA via our weekly newsletter

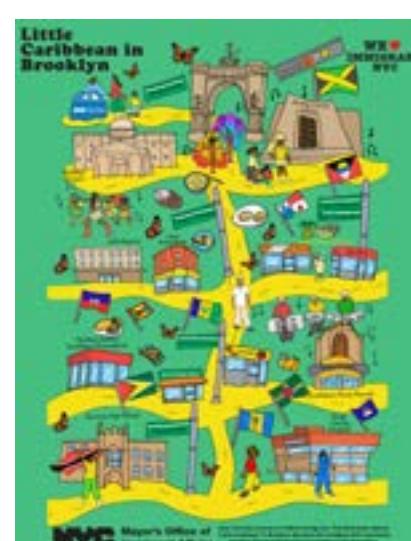
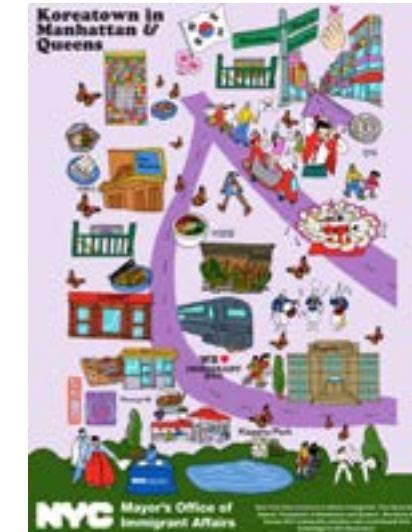
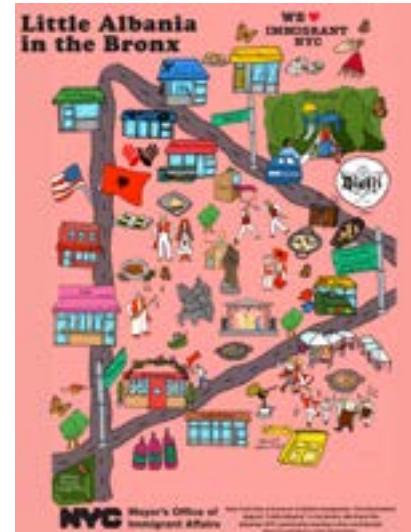
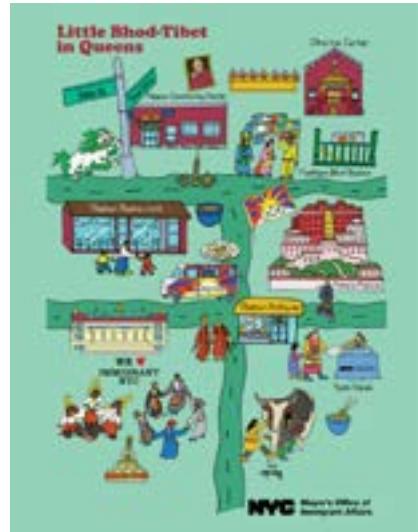


#### Ethnic Enclave Posters

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

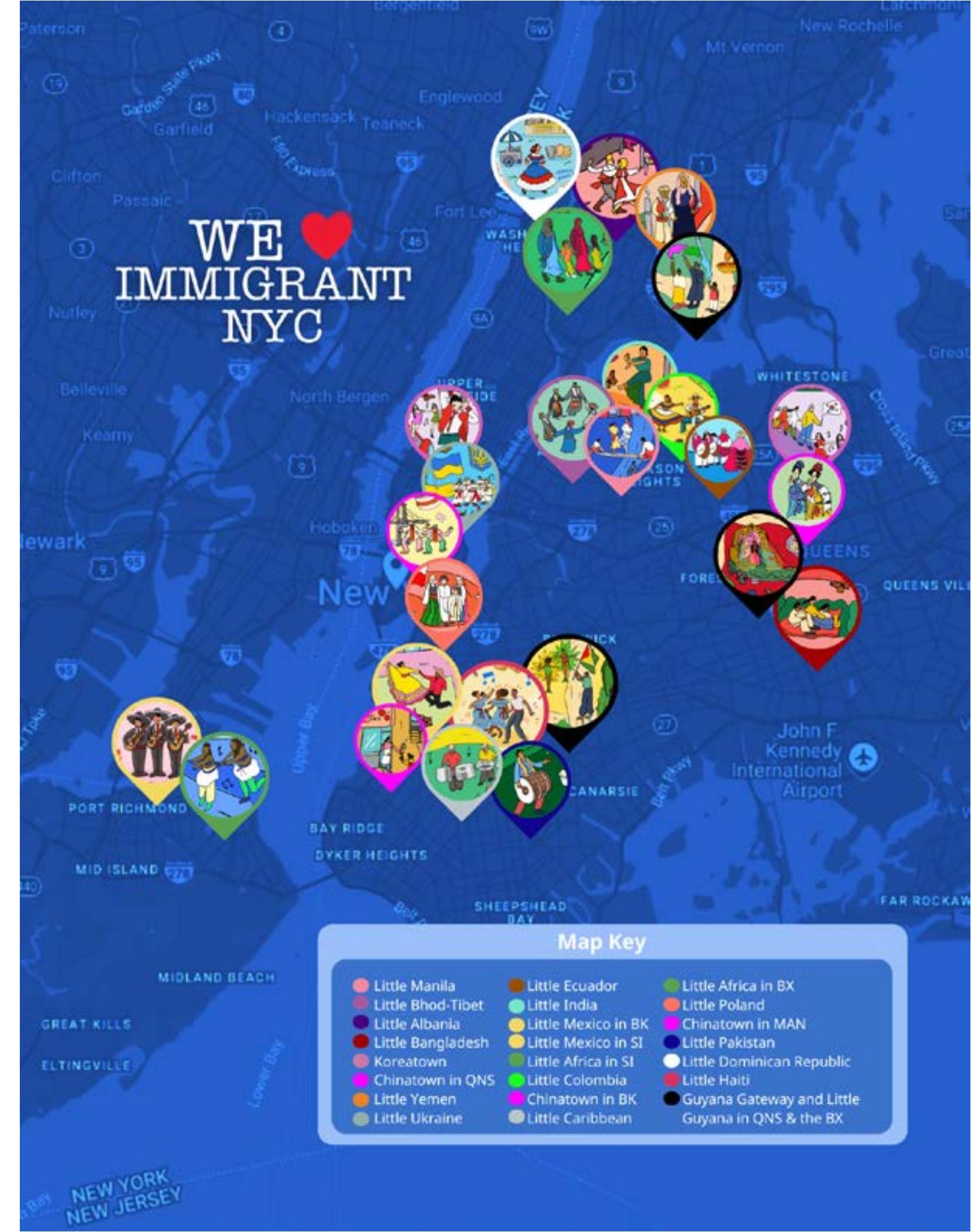
#### Ethnic Enclave Posters

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



#### Ethnic Enclave Posters

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



## COMMUNITY NAVIGATION



## Building New York City's First Immigrant Navigation Ecosystem: Turning a Maze Into a Clear Path for Immigrant New Yorkers

For decades, immigrant New Yorkers faced the same overwhelming challenge: no one knew where to go. City government operated as a maze of agencies, rules, eligibility requirements, paperwork, phone lines, hours, and siloed programs. Even experienced service providers struggled to keep track of changing information. For families navigating the system in a new language or with limited resources, it was nearly impossible.

Immigrant residents encountered consistent barriers that made access to services unpredictable and often unattainable. Language differences, misinformation, fear of immigration consequences, and the absence of a central point for answers created deep confusion. There was no uniform guidance across agencies, no citywide directory of services, and a nonprofit network working heroically but without coordinated infrastructure. Benefits systems were complex, policies shifted frequently, and decades of mistrust made many families reluctant to approach government at all.

During COVID-19, the consequences were severe. Families missed health benefits. Students were unable to join remote learning. Workers missed relief funds. Parents could not communicate with schools. Many simply did not know what was safe, legal, or available.

The situation became even more urgent during the asylum seeker arrival beginning in 2022. Thousands of people entered the city with no information about how to access food, shelter, medical care, or legal support. Families were moved from site to site without guidance. Providers were overwhelmed by volume, and case progress stalled because systems were not built to coordinate at scale.

New York City had never created a centralized, multilingual, citywide navigation system for immigrants. The need for such a system had never been clearer. Between 2022 and 2025, MOIA built it.

### The Asylum Seeker Navigation Center

MOIA led the creation of New York City's first high-capacity Navigation Center designed specifically for asylum seekers. This one-stop access point brought together

- Work authorization support
- Housing and shelter guidance
- Health and mental health referrals
- School enrollment
- IDNYC appointments
- English enrollment
- Workforce pathways
- Benefit eligibility screening
- On-site interpretation

10k+

asylum seekers received support through the center, making it a national reference point for coordinated humanitarian response.

500

Migrants were connected to services via our [Immigrant Peer Navigator Program](#), funded by philanthropy partners.



### Neighborhood Satellite Navigation Sites

To ensure equity across boroughs, MOIA opened multiple satellite navigation sites in immigrant neighborhoods. These locations served tens of thousands of people while reducing travel and cost barriers. They connected residents with trusted local organizations and ensured cultural and linguistic familiarity. Satellite sites extended the reach of the navigation system to communities that had long been underserved. These sites:

- Delivered services closer to where families lived
- Reduced travel and cost barriers
- Connected people with local organizations
- Provided cultural and linguistic familiarity

37k+

asylum seekers received support through the Neighborhood Satellite Navigation Sites



The Asylum Seeker Supports Grant program a MOIA lead initiative served more than 26,000 asylum seekers with essential services and resources such as clothing, food, shelter, education, transportation, social services, language support, and legal services.



### Navigation Embedded Across All MOIA Programs

Navigation became a core function of every MOIA offering. It was integrated into Legal Support Centers, MOIA Centers, English classes, outreach events, housing and health programs, workforce initiatives, and youth and family support. Families no longer received information without a pathway. Every program delivered next steps and direct access to services.



## The MOIA Multilingual Hotline

We transformed a hotline into an immigrant-focused lifeline, capable of supporting families in 200+ languages.

This hotline:

- Handled 23,000+ calls
- Provided navigation across legal, health, housing, schools, and benefits
- Served as the city's single point of entry for new arrivals
- Counteracted misinformation in real time
- Triage emergencies
- Supported families scared to walk into government buildings

**23k+**

calls were answered, providing navigation across legal services, health care, housing, benefits, and school enrollment



The hotline became the city's single point of entry for new arrivals, counteracting misinformation in real time and triaging emergencies. For many asylum seekers, this hotline offered their first trusted human connection in New York City.



**600 hours** to reach immigrant New Yorkers with service information, connections, and care.



The directory included legal services, clinics, food pantries, English programs, faith-based institutions, workforce centers, housing resources, mental health providers, and emergency assistance sites.

## The Immigrant Resource Directory: Mapping 1,800+ Organizations

MOIA built the largest directory of immigrant-serving institutions in city history, mapping more than 1,800 organizations and community partners. The directory included legal services, clinics, food pantries, English programs, faith-based institutions, workforce centers, housing resources, mental health providers, and emergency assistance sites.

We built NYC's largest-ever directory of immigrant-serving institutions, mapping:

- Legal services
- Clinics
- Food pantries
- ESL programs
- Faith-based organizations
- Workforce centers
- Housing resources
- Mental health providers
- Community-based organizations
- Emergency assistance sites

**1.8k**

organizations and services were mapped, making it possible for the first time to navigate NYC's nonprofit and government ecosystem in one place.

This directory quickly became the backbone of: Navigation, Hotline operations, Outreach, Rights workshops, and Interagency coordination



Cover pages of the Directory of Immigrant Serving Organizations for Legal Services, Education and English Classes, Employment, Training, Financial Empowerment, and General Services and Case Management



## THE LASTING IMPACT FOR NEW YORK CITY

The creation of a citywide navigation ecosystem fundamentally changed how immigrant New Yorkers experience government. More than 10,000 asylum seekers were served at the Navigation Center. Tens of thousands more accessed support at neighborhood satellite sites. More than 29,000 hotline calls were answered. Over 1,800 organizations were mapped into a unified resource directory. Navigation was provided in more than 200 languages.

Families were guided into school enrollment, health care, benefits, legal support, English classes, and housing programs. Providers received real-time information. Misinformation was countered quickly and at scale. For countless families, navigation was the difference between children entering school, workers obtaining legal assistance, parents accessing health care, asylum seekers filing cases on time, and families avoiding homelessness.

New York City now has a permanent immigrant navigation infrastructure capable of supporting future migration waves. Clear pathways exist where confusion once dominated. Utilization of health, education, and social services has increased, and outcomes across legal, housing, health, and workforce systems have improved. Families experience greater stability, and reliance on emergency responses has diminished.

Coordination across nonprofits and agencies is stronger, community trust in government has grown, and other cities across the country have begun replicating NYC's model. The navigation system you built treats guidance as a public good rather than a privilege. It will continue serving hundreds of thousands of New Yorkers for decades to come.



## OUTREACH TO IMMIGRANT COMMUNITIES



## A Coordinated, Citywide Outreach Strategy

Before 2022, outreach across New York City government was not designed as a system. It was event-based, short-term, reactive, and largely uncoordinated. MOIA conducted occasional community events, but these efforts rarely connected residents to services or addressed deeper barriers. Outreach was often treated as public relations rather than public service, leaving immigrant communities without consistent or meaningful engagement.

As a result, outreach did not reach people where they lived. It did not correct misinformation. It did not build trust. And it did not serve as a bridge to legal, education, health, or housing systems. Immigrant communities were left without a reliable way to connect with the city.

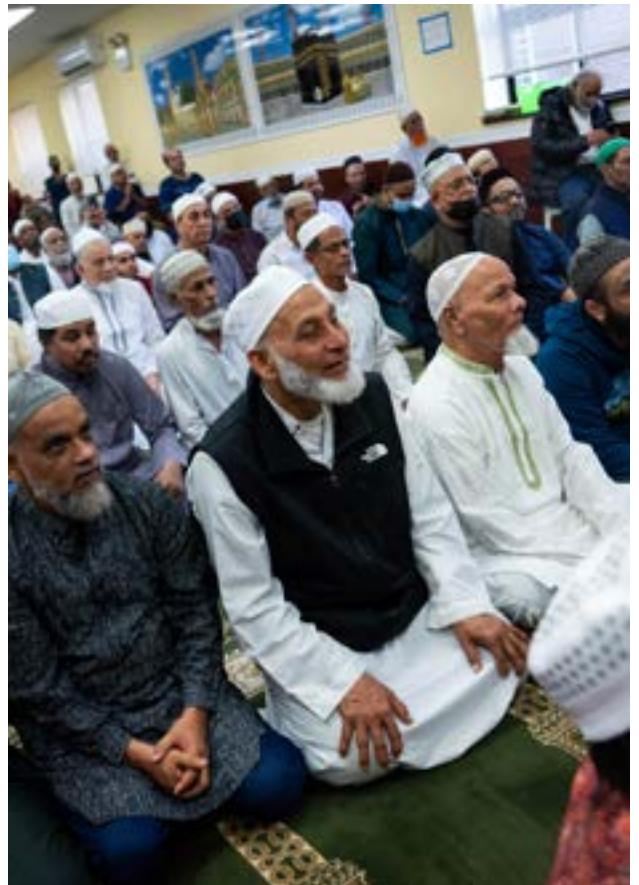
**90k+**

constituents were served through MOIA's outreach activities including "Days of Action", IDNYC application help, resource faire, and more.



## WHAT WE BUILT

Between 2022 and 2025, MOIA transformed outreach into a formalized, citywide system. Outreach became predictable, high-frequency, multilingual, and deeply embedded in immigrant neighborhoods. It evolved from isolated events into a coordinated public service model that supported every major MOIA program and responded directly to community needs.



MOIA exists to advance a core governance challenge: ensuring that New York City's vision and mission are fully inclusive of immigrants, regardless of immigration status.



## Outreach Became a Core MOIA System

MOIA reframed outreach as an essential function of government. It became a public good, a central component of immigrant inclusion, and a primary way to bring services directly to communities. Outreach connected legal assistance, navigation, English programming, IDNYC, housing support, health access, and crisis response. It became a visible, human-facing extension of MOIA's entire mission.

## Thousands of Days of Action Across All Five Boroughs

MOIA conducted thousands of Days of Action in schools, churches, mosques, food pantries, shelters, train stations, community centers, parks, respite sites, and neighborhood hubs. This high-frequency model ensured immigrant residents saw MOIA consistently and in the places where they already gathered. Government became present in daily community life rather than distant and abstract.



## Tens of Thousands Reached Through Direct Engagement

MOIA reached tens of thousands of people through flyers, workshops, one-on-one navigation, street-level information, pop-up legal screenings, rapid-response messaging during policy changes, anti-fraud education, and misinformation correction. Outreach became the city's first line of defense against confusion, fear, and exploitation.



## Immigrant Rights Workshops as Outreach Infrastructure

MOIA delivered thousands of rights workshops with tens of thousands of participants. These sessions were embedded in community organizations and faith institutions, and each workshop linked directly to navigation support. This created a pipeline where knowledge led immediately to access and eventually to stability.

## Outreach as a Core Component of Crisis Response

During the asylum seeker arrival, outreach teams met buses at Port Authority, connected families to health care and shelter, distributed multilingual information, tracked urgent needs, provided guidance on legal timelines, and embedded staff directly in shelters and emergency locations. Outreach became an emergency deployment system capable of responding to rapidly shifting conditions.

## Outreach Coordinated With Immigrant Media, Faith Leaders, and Nonprofits

MOIA built strong partnerships with immigrant media in Spanish, Haitian Creole, Bengali, Chinese, Fulani, Wolof, and K'iche'. It also worked closely with faith institutions, worker centers, tenant associations, and mutual aid groups. This ecosystem ensured that accurate information and access to services reached every corner of the city.







## THE LASTING IMPACT FOR NEW YORK CITY

MOIA created a city where immigrant residents are no longer expected to find government on their own. Government now comes to them, led by its Immigrant Affairs Commissioner.

Thousands of Days of Action reached tens of thousands of residents. Rights workshops connected thousands to services. Outreach teams engaged hundreds of shelters and buildings, often serving as the first point of contact for asylum seekers. Families were connected to legal aid, health care, schools, English classes, and IDNYC. Misinformation and fraud were reduced in communities most targeted by exploitation. Trust between immigrant communities and government grew stronger, and access to critical services increased across every system.

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



### MOIA Volunteer Efforts

Over the past 4 years, MOIA, along with community partners have recruited

**440+**

**VOLUNTEERS**, and over the years, over 60 different languages have been represented in volunteer teams.

**600+**

**HOURS DEDICATED TO REACH IMMIGRANT NEW YORKERS** with service information, connections, and care.





## Asylum Seeker Outreach & Navigation Services

Before 2022, hundreds of thousands of immigrant New Yorkers lived without any form of recognized identification. For undocumented immigrants, asylum seekers, mixed-status families, and newly arrived youth, the lack of ID made basic daily tasks difficult or impossible. Parents struggled to enter their children's schools or pick them up. Individuals were unable to access benefits, health care, housing services, or bank accounts. Many avoided interacting with police, hospitals, or city agencies out of fear of exposure or misunderstanding. Without identification, countless New Yorkers lived in a kind of civic invisibility, disconnected from systems designed to support them.

This invisibility deepened trauma and instability. Asylum seekers who arrived with no documents could not prove who they were when enrolling in school, accessing health care, applying for shelter, or moving through city systems. Without a recognized ID, families became more vulnerable to fraud, wage theft, and exploitation. Neighborhoods experienced confusion, and agencies struggled to support residents who had no formal way to verify identity. Civic identity was not just a card. It was a gateway to safety, dignity, and belonging.





## WHAT WE BUILT

Between 2022 and 2025, MOIA transformed outreach into a formalized, citywide system. Outreach became predictable, high-frequency, multilingual, and deeply embedded in immigrant neighborhoods. It evolved from isolated events into a coordinated public service model that supported every major MOIA program and responded directly to community needs.

### Expanding IDNYC Access for Asylum Seekers and Newly Arrived Families

MOIA expanded IDNYC enrollment dramatically by embedding it across the immigrant access system, placing IDNYC appointments and pop-ups inside Navigation Centers, MOIA Centers, satellite hubs, community-based organizations, shelters, and humanitarian hotels. Newly arrived families received IDNYC often within days or weeks of reaching New York City. For many, this was their first piece of government-recognized identification in years, or in their entire lives. IDNYC provided immediate stability and reduced stress in moments of crisis.

### Connecting IDNYC to Schools, Housing, Health Care, and Legal Pathways

With a city ID card, families were able to enroll children in school, access pediatric and mental health care, apply for shelter or rental assistance, receive benefits screening, open bank accounts, and move safely through city systems. IDNYC became the foundation for legal navigation as well, enabling families to document identity in asylum filings, SIJS applications, and work authorization processes. The card supported continuity across the legal, health, housing, and education networks we built.

### Bringing IDNYC to Where Immigrants Live and Work

MOIA made IDNYC truly accessible by bringing it into immigrant neighborhoods and trusted community hubs. Pop-up enrollment days were held inside libraries, cultural organizations, worker centers, hospitals, and faith-based institutions. IDNYC staff partnered with multilingual MOIA navigators, creating a seamless experience that met people where they were. Immigrants no longer had to travel long distances, navigate complex scheduling systems, or interact with unfamiliar city offices. IDNYC became a neighborhood resource, not a distant bureaucracy.

### Restoring Trust and Strengthening Public Safety

IDNYC strengthened trust between immigrant communities and city agencies. With recognized identification, individuals felt safer interacting with public safety officers, hospitals, schools, and city staff. NYC identity empowered immigrants not only to access services but to feel protected and valued in the city they call home.





## THE LASTING IMPACT FOR NEW YORK CITY

Between 2022 and 2025, NYC redefined IDNYC as a core component of immigrant outreach and crisis response. What had begun as an optional benefit became a critical lifeline for hundreds of thousands of new arrivals, granting them the documentation necessary to access schools, health systems, housing pathways, financial tools, and legal services.

## FRAUD PREVENTION



## Protecting Immigrant Families From Exploitation and Building Trust in Government

Before 2022, fraud targeting immigrant communities was widespread, deeply damaging, and largely unchecked. Predatory “notarios,” unlicensed immigration consultants, and unscrupulous actors preyed on families desperate for guidance. Many immigrants paid thousands of dollars for fraudulent asylum applications, work permit scams, fake legal advice, or identity theft schemes. Others received misleading information that jeopardized their legal cases, harmed their credit, or placed them at risk of deportation. Misinformation spread rapidly in multiple languages, often faster than government could correct it.

The impact was devastating. Families lost savings, missed critical legal deadlines, and suffered long-term harm. Fear and confusion grew, and many stopped seeking help altogether. Immigrant New Yorkers lacked a trusted, consistent source of information. And before the asylum seeker arrival, New York City did not have a coordinated anti-fraud system designed specifically to protect multilingual, multistatus immigrant communities at scale.

Fraud was not only an economic threat. It was a threat to legal stability, public safety, and community trust. The city needed a proactive, multilingual, immigrant-centered consumer protection strategy.



## WHAT WE BUILT

Between 2022 and 2025, MOIA transformed immigrant-rights education and fraud prevention from a scattered set of warnings into a comprehensive, coordinated, multilingual consumer protection system embedded directly into the city’s immigrant service infrastructure.

MOIA embedded anti-fraud education into nearly every MOIA program. Workshops were delivered in shelters, MOIA Centers, community organizations, libraries, and schools, ensuring that newly arrived families and long-settled immigrants alike learned how to identify scams, verify legal providers, and avoid predatory actors. Hotline and navigation teams were trained to spot fraud risks, report suspicious activity, and connect families to qualified legal support.

MOIA also partnered with the Department of Consumer and Worker Protection, Legal Support Centers, and nonprofit legal providers to rapidly correct misinformation in real time, especially during the asylum seeker arrival. Flyers and WhatsApp messages were translated into dozens of languages, delivered directly into shelters and neighborhood hubs, and shared through immigrant media networks. This allowed the city to reach people faster than fraud could spread.

Fraud prevention became part of crisis response. During the height of the asylum arrival, MOIA ensured that every family received anti-fraud guidance alongside their legal screenings, shelter navigation, and work authorization information. For the first time, thousands of newly arrived immigrants learned how to protect themselves before encountering predatory actors.



## THE LASTING IMPACT FOR NEW YORK CITY

Because of these systems, thousands of immigrant families were protected from financial loss, legal jeopardy, and exploitation. Communities that had once been targeted now received accurate information directly from trusted city and community sources. Newly arrived asylum seekers learned to avoid fraudulent legal services as soon as they entered shelters, navigation centers, or orientation workshops.

The city also strengthened consumer confidence. Families trusted that government was actively safeguarding their legal pathways, their finances, and their personal information. By embedding anti-fraud education into so many points of contact, MOIA created a culture of awareness that reduced risk across schools, shelters, legal programs, and community hubs.

What once was a fragmented and reactive effort is now a coordinated system that protects immigrants at every stage of their journey. This work strengthened trust in city institutions, improved consumer protection citywide, and ensured that New Yorkers, regardless of language, status, or country of origin, could navigate their futures safely.

# IMMIGRANT RIGHTS WORKSHOPS



## Building Trust in Government and Protecting Families from Exploitation

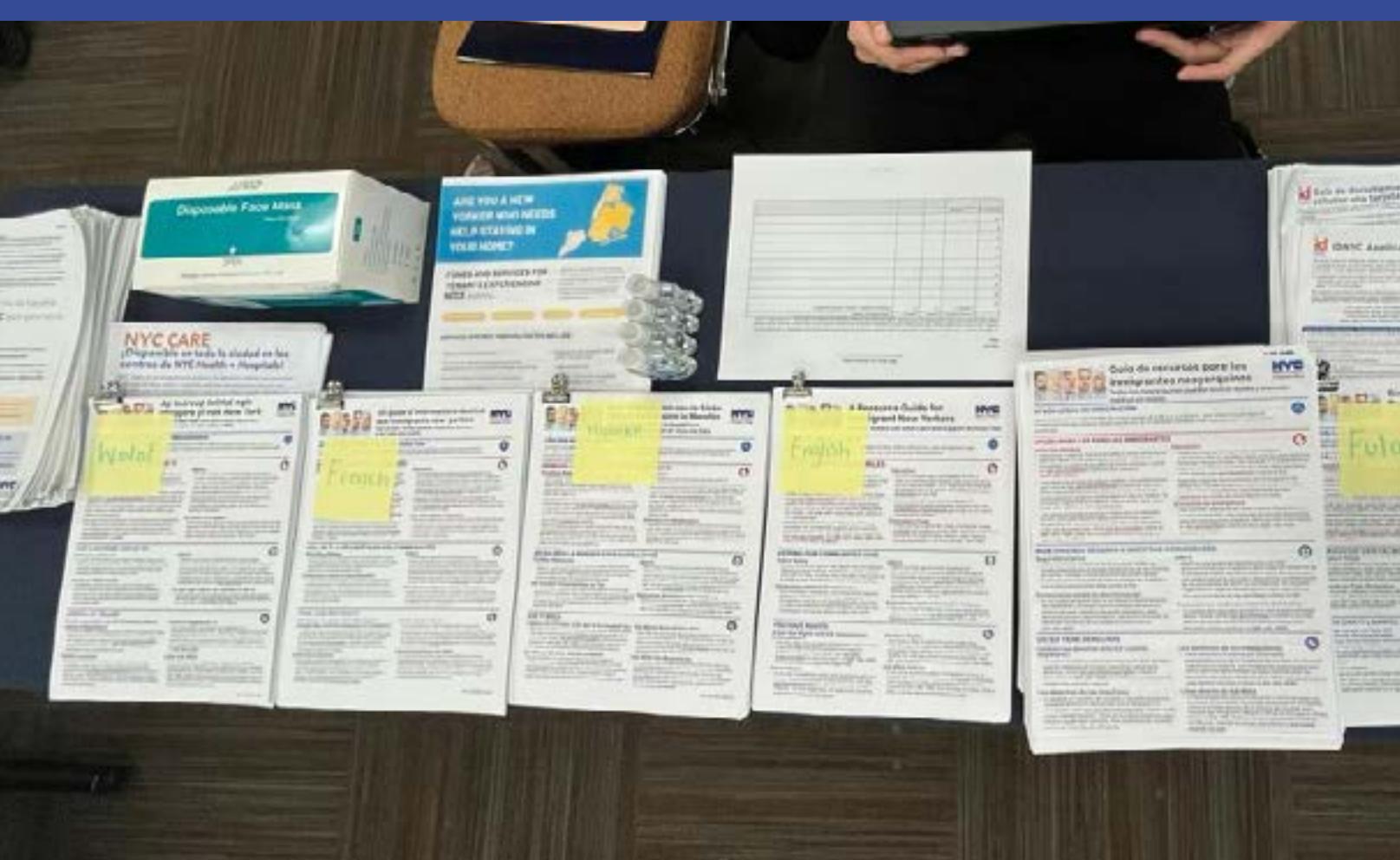
Before 2022, immigrant rights education in New York City existed, but it was fragmented, inconsistent, and disconnected from actual services. Rights workshops were often delivered as one-off presentations by overextended nonprofits or small volunteer groups. They offered important information about labor protections, housing rights, public charge, school enrollment, and immigration options, but the information rarely translated into real support. A flyer, a hotline number, or a list of resources was usually all families received.

As misinformation spread during and after the pandemic, the gap between knowledge and access became even more dangerous. Families learned about their rights, but they still could not navigate the government systems needed to exercise them. Rights education was valuable, but not transformative. The city needed a model that connected information to action and turned rights into lived reality.



MOIA's Immigrant Rights Workshops have reached over **40,600 participants since 2022.**





## WHAT WE BUILT

Between 2022 and 2025, MOIA redesigned rights education from a passive information session into a citywide access system. MOIA rebuilt the entire approach to immigrant rights workshops by embedding navigation, legal triage, language access, and real time enrollment into every event.

The transformation began with partnerships. MOIA invested funding directly into truly grassroots community organizations across all five boroughs. These were the trusted institutions closest to immigrant families, including faith groups, mutual aid networks, associations, parent coalitions, and neighborhood nonprofits. These organizations expanded their staff, deepened their outreach, and hosted rights workshops in familiar, accessible community spaces.

During the asylum seeker arrival, MOIA partnered with the Department of Consumer and Worker Protection, Legal Support Centers, and nonprofit legal providers to rapidly correct misinformation and prevent fraud in real time, especially during the asylum seeker arrival. Flyers were translated into dozens of languages, delivered directly into shelters and neighborhood hubs, and shared through immigrant media networks. Thousands of newly arrived immigrants learned how to protect themselves before encountering predatory actors.

MOIA's own outreach and navigation teams became co-deliverers of rights education. Outreach staff led workshops in libraries, shelters, schools, houses of worship, and MOIA Centers and city facilities, providing immediate on-site navigation. Community members no longer left with flyers. They left with applications submitted, referrals made, appointments scheduled, and cases resolved.

**200+** languages allowing participants to receive follow ups. The askMOIA Hotline became an extension of this model.

MOIA transformed immigrant-rights education and fraud prevention to a comprehensive, coordinated, multilingual consumer protection system embedded directly into the city's immigrant serving service infrastructure. Each workshop became a hub of coordinated service. Participants received help enrolling their children in school, completing benefit applications, connecting to Medicaid or NYC Care, filing wage theft complaints, accessing legal aid, and entering English learning programs.

During this time, rights workshops evolved into a permanent civic infrastructure. They were no longer dependent on volunteer capacity or fragile nonprofit schedules.

They were integrated into MOIA Centers, navigation hubs, and the larger network of immigrant services. Thousands of immigrant New Yorkers experienced government not as a distant institution, but as a present and responsive partner.

### Immigrant Rights Workshop Data

**25%**

Increase in IRW presentation since 2022, from 323 to 403 presentations.

**1.5K+**

Know your rights presentations conducted since 2022.

**73%**

Increase in IRW referrals to legal services, connecting **2,582** New Yorkers to immigration legal assistance and other services.





## THE LASTING IMPACT FOR NEW YORK CITY

Each workshop became a portal to real services rather than a stand-alone educational moment. Families enrolled in schools on the spot. Workers connected to labor enforcement. Parents secured health coverage. Survivors accessed legal protection. Seniors enrolled in benefits. Asylum seekers received rapid legal screenings and referrals.

This model fundamentally shifted the city's relationship with immigrant communities. Rights were no longer abstract or out of reach. They were activated in real time, in trusted places, delivered in multiple languages, and supported by navigators who stayed with families until their issues were resolved. Trust in government increased. Uptake of services across agencies improved. Navigation became smoother and faster. Misinformation lost power. And grassroots organizations became core partners in delivering stability and access.

Most importantly, rights became actionable. Immigrant New Yorkers no longer had to choose between knowing their rights and being able to use them. The system MOIA built connected knowledge directly to stability, turning rights education into one of the city's most effective tools for inclusion.

This new model created a durable foundation for the future. Rights workshops are now a permanent part of the city's immigrant service infrastructure. Grassroots partners across the boroughs have stable funding and stronger community reach. Navigation is embedded wherever rights are taught. And city agencies now recognize that immigrant rights education is not only about information, but about delivering access, dignity, and stability.

## POLICY & ADVOCACY



# WHAT WE BUILT



## A Nationally Influential Policy Operation Grounded in Direct Service

MOIA's policy approach is rooted in lived experience from leaders that have not only navigated life as undocumented New Yorkers but also built grassroots organizations and lead campaigns for comprehensive immigration reform. MOIA's policy work is grounded in lived experience, guided by on-the-ground understanding of immigrant realities, and shaped by the agency's direct service role across the city.

MOIA's integrated programs and policy team is central to delivering results for immigrant communities. Lessons from legal filings, navigation centers, workshops, and hotline data directly shape policy positions. Policy efforts inform program design. This cycle create a policy practice rooted in the lived experiences of immigrant families.

## New York City as a Force for Federal Action

The surge of new immigrants reinforced New York City's status as a critical leader and convener of immigration policy. From 2022 to 2025, MOIA pushed the city to take strong public positions on comprehensive immigration reform, work authorization, TPS redesignations, and humanitarian protections. Their efforts reflected coordinated advocacy with congressional offices, federal agencies, national coalitions, and immigrant communities. This work directly contributed to major TPS victories and protections for hundreds of thousands of people, including individuals from Ukraine, Haiti, Venezuela, and other countries.



## Leading and Co-Chairing a Coalition of 200 Cities

Through Cities for Action, MOIA helped lead a national coalition of more than 200 municipalities advocating for immigrant rights. New York City became a co-chair, helping shape agendas, set priorities, and coordinate responses on work authorization, TPS, DACA, asylum policy, and federal funding. MOIA staffed the coalition, hosted major national convenings, and provided operational guidance to smaller cities and towns. MOIA ensured that municipal leaders across the country had access to the expertise, models, and strategies developed in New York.

## Positioning New York City as the National Voice for Immigrant Justice

When 2022 began, New York City was in an unpredictable immigration environment. Federal immigration reform had stalled. TPS designations shifted without warning. DACA remained locked in litigation. The asylum and refugee systems were overwhelmed. Public discourse grew more hostile, driving fear, misinformation, and political division across the country. At the same time, New York City experienced the largest immigration surge in modern history. Thousands of asylum seekers arrived each month seeking safety, legal support, shelter, medical care, and enrollment in schools.

Ultimately, the city would **welcome over 250,000 asylum seekers, including nearly 100,000 children and youth.** Long-standing policy questions about work authorization, federal funding, benefits eligibility, and intergovernmental responsibility became urgent to address.

## Becoming the National Leader on Asylum Seeker Strategy

As the humanitarian arrival intensified, MOIA became a thought leader for cities across the country. MOIA provided strategic guidance, modeled crisis coordination, and shared insights on legal filings, navigation systems, health access pathways, interagency management, and communications infrastructure. When other cities struggled to understand how to respond at scale, they looked to New York for direction. This helped shape national conversations about work authorization, federal aid, and humanitarian response frameworks.

## Strengthening State and Local Policy Infrastructure

MOIA played a major role in advancing state policy priorities and embedding immigrant needs into budget negotiations. MOIA coordinated with state agencies, strengthened partnerships with the Governor's office and legislative leaders, and ensured immigrant priorities remained present in statewide policy discussions about housing, labor rights, education, and health care.

## Achieving Insurance Expansion for Undocumented Seniors

One of the most significant policy victories of the decade was secured in 2023: the expansion of Medicaid to undocumented seniors. This was a significant achievement, reducing preventable medical crises, strengthening immigrant health equity, and setting a national precedent for inclusive and humane health policy. For undocumented immigrants who have spent decades working in New York without the ability to adjust their status, and are now in their senior years, this was for them, and their families, a significant relief.



## THE LASTING IMPACT FOR NEW YORK CITY

From 2022 to 2025, MOIA shaped federal conversations, influenced TPS decisions, strengthened national advocacy on work authorization, and set the standard for municipal immigrant protection.

Hundreds of thousands of immigrants gained access to protections, benefits, and legal stability because of this work. Immigrant voices were present in budget discussions, federal transitions, and national policy debates. Across the country, cities began adopting New York's frameworks. New York City became a guiding force for other municipalities, and immigrant families experienced the benefits of a city that refused to retreat in the face of federal hostility.

# WORKER RIGHTS AND ECONOMIC JUSTICE



## Building a City Where Immigrant Workers Are Protected, Valued, and Central to Economic Strength

Before 2022, immigrant workers across New York City faced deep and long-standing inequities. Wage theft was rampant in the informal and low-wage economy, particularly in construction, domestic work, food service, retail, day labor, and small business sectors. Many immigrant workers lacked access to accurate information about their rights because resources were not translated, outreach was inconsistent, and government enforcement rarely reached the neighborhoods where exploitation was most common.

Undocumented and asylum-seeking workers were often shut out of workforce development programs due to federal restrictions, program rules, or lack of language access. Training pipelines and career pathways have been designed for citizens or higher-wage workers, leaving thousands of immigrants locked into survival jobs with no clear path toward mobility.

Economic injustice was not only common, it was structurally embedded. Employers in high-risk sectors faced little accountability. Immigrant workers avoided filing complaints out of fear, misinformation, or retaliation. Many families relied on cash-based work because they could not access training, job placement, or workforce programs. The city's economic development systems operated separately from its immigrant inclusion systems, limiting innovation and preventing entire communities from participating in economic growth.



## WHAT WE BUILT

Between 2022 to 2025, MOIA made labor rights, worker justice, and economic mobility central pillars of immigrant inclusion. MOIA built partnerships, systems, and pipelines that protected immigrant workers, strengthened enforcement, and opened long-denied pathways to good jobs and economic security.



## Making Worker Protection a Core Part of MOIA's Work

MOIA centered immigrant workers in the city's labor rights agenda, working with DCWP, SBS, legal providers, and worker organizations to ensure workers had access to multilingual rights education, wage recovery pathways, and legal protections. This included rights workshops, targeted outreach in high-violation industries, and coordination with worker centers that had long advocated for day laborers, gig workers, construction workers, and domestic workers.

Citywide efforts have been made by MOIA and partner agencies to prevent fraud and expand rights workshops. Partners such as the Department for Consumer and Worker Protection (DCWP) expanded Know Your Rights at Work resources and launched the Workers' Bill of Rights.

Workers recovered unpaid wages and gained access to legal support that was previously out of reach. By embedding worker justice into immigrant services, you ensured that labor protections were not optional but essential to equity.

## Strengthening Enforcement and Expanding Multilingual Worker Education

MOIA partnered with DCWP and the Department of Small Business Services (SBS) to deliver rights education in the languages spoken by immigrant workers, including Spanish, Mandarin, Bengali, Haitian Creole, Arabic, Wolof, and Fulani. Workers learned how to file complaints, identify wage theft, access safety protections, and recognize workplace fraud. Small businesses and employers also received guidance on compliance and fair labor practices. This strengthened enforcement across multiple industries and raised labor standards citywide.

## Making Workforce Development Inclusive of Immigrant Workers

had excluded undocumented workers. You supported culturally aligned programs and targeted outreach to reach workers who had been historically shut out of opportunity. This allowed families to move from cash-based labor into stable, higher-wage jobs with upward mobility.



## THE LASTING IMPACT FOR NEW YORK CITY

MOIA's work transformed the economic landscape for immigrant workers. Thousands recovered wages, gained workplace protections, and received multilingual rights education. Industries with high rates of exploitation saw increased compliance and stronger enforcement. MOIA Centers became gateways to job training, English learning, and career advancement.

Hundreds of asylum seekers and undocumented workers accessed workforce pipelines for the first time. Families who once relied on informal work gained new opportunities for stability, safety, and economic mobility. Worker justice became part of the city's economic agenda, raising standards for all New Yorkers.

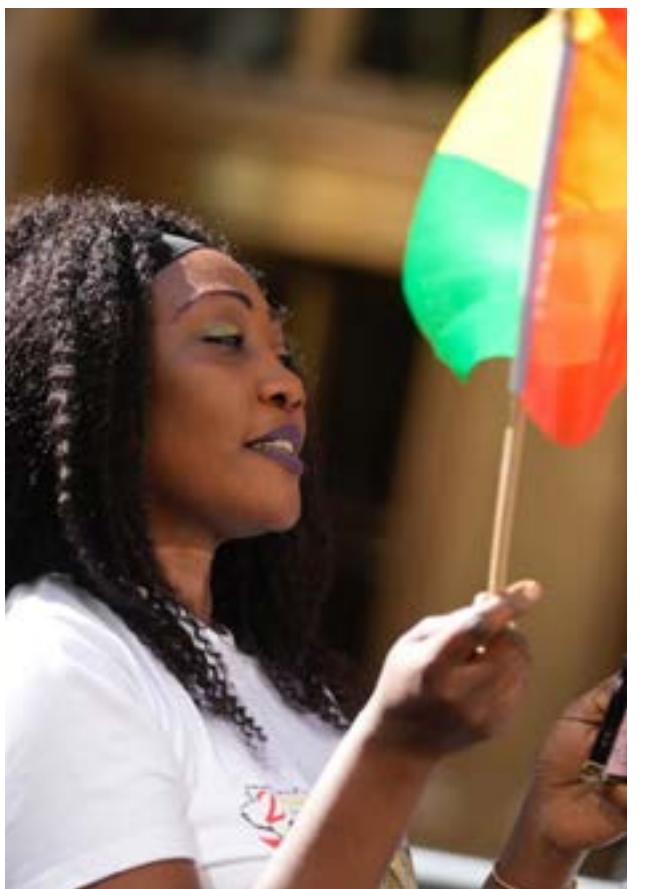
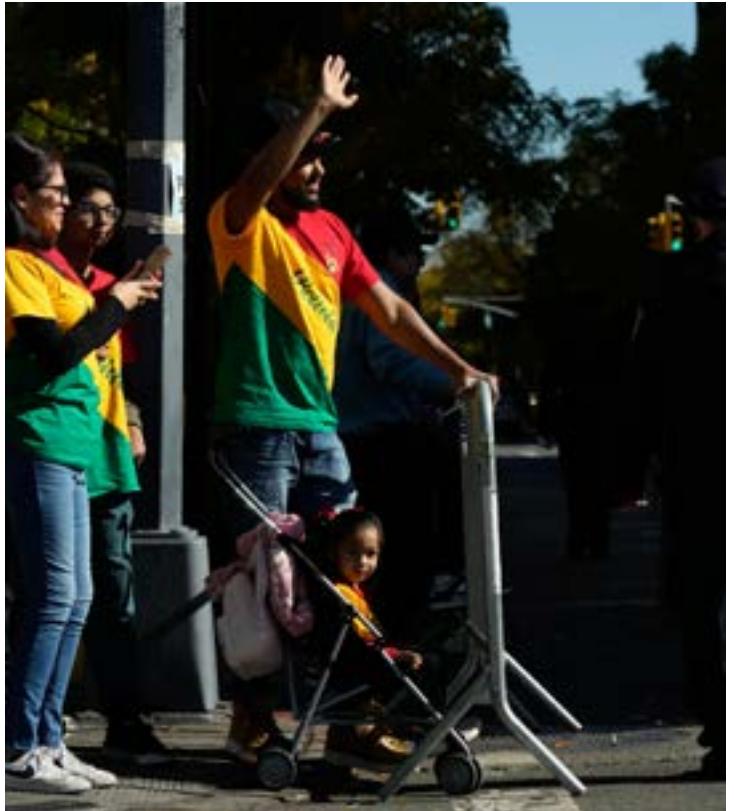
By linking immigrant integration to economic growth, you strengthened local businesses, increased labor force participation, and expanded the city's economic competitiveness.

MOIA leadership made immigrant worker justice and workforce development inseparable from the city's immigrant support strategy. Worker rights enforcement, multilingual education, and community partnerships are now embedded in New York's labor systems. Workforce programs are opening their doors more widely to immigrants, regardless of status. MOIA Centers remain vital access points for economic empowerment.

MOIA built a model in which immigrant workers, who keep the city running, are protected, respected, and positioned to contribute fully to New York's economic future. This integration of labor rights and workforce mobility stands as one of the strongest and most enduring pillars of your executive legacy.

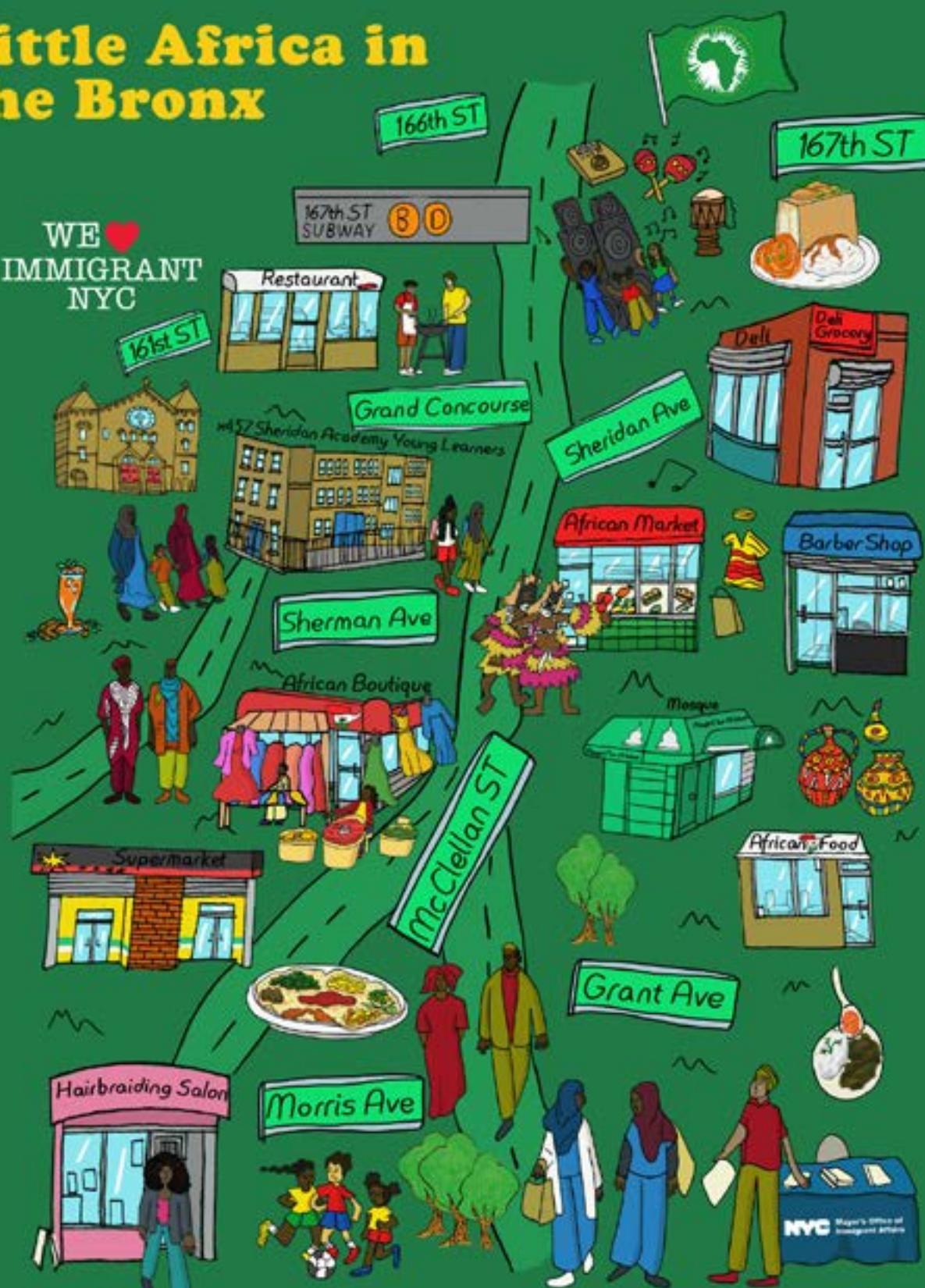
**THANK YOU TO OUR  
IMMIGRANT COMMUNITIES  
FOR AN UNFORGETTABLE FOUR YEARS.**





## Little Africa in the Bronx

WE ❤ IMMIGRANT NYC



**NYC** Mayor's Office of Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Africa" in the Bronx. We thank the African NYC community members who contributed their knowledge to this illustration.

## LITTLE COLOMBIA IN JACKSON HEIGHTS QUEENS



**NYC** Mayor's Office of Immigrant Affairs

New York City is home to over three million immigrants, including more than 100,000 Colombian New Yorkers. This illustration depicts Little Colombia in Jackson Heights, Queens. We thank the Colombian New Yorkers who contributed their knowledge to this illustration.

For more information visit [www.nyc.gov/immigrants](http://www.nyc.gov/immigrants)



## LITTLE DOMINICAN REPUBLIC IN WASHINGTON HEIGHTS & INWOOD MANHATTAN



QUISQUEYA  
PIAZA

THE LITTLE RED  
LIGHTHOUSE AT  
FT. WASHINGTON  
PARK

DOMINICAN RESTAURANT

1

BROADWAY

WE ❤ IMMIGRANT  
NYC

CITY COLLEGE

ST. NICHOLAS  
AVE

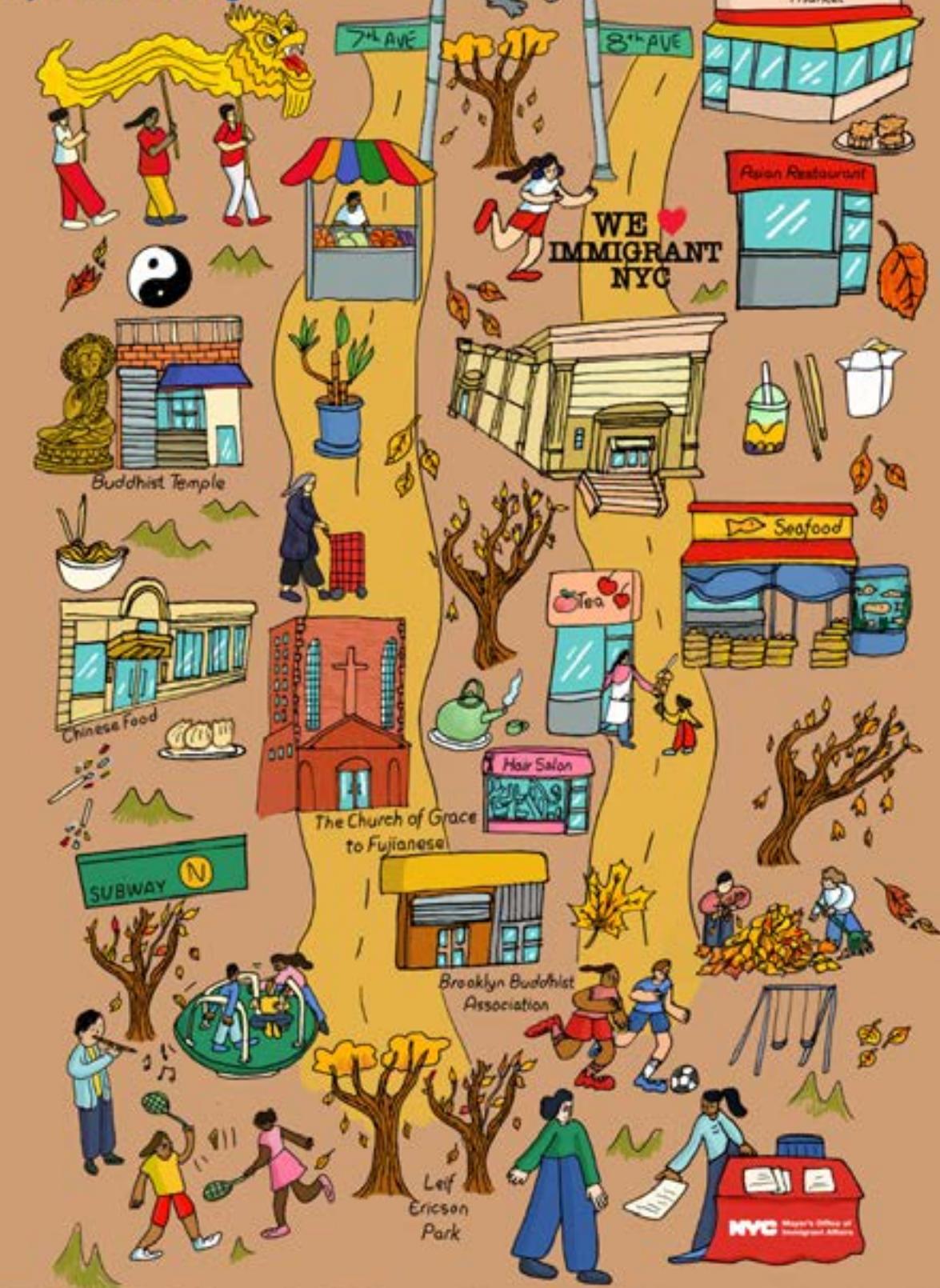
Dominican  
HAIR SALON

New York City is home to over three million immigrants. This illustration depicts Little Dominican Republic in Washington Heights and Inwood, Manhattan. We thank the Dominican New Yorkers who contributed their knowledge to this illustration.

**NYC**

Mayor's Office of  
Immigrant Affairs

## Chinatown in Sunset Park, Brooklyn



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Chinatown in Sunset Park, Brooklyn". We thank the Chinese NYC community members who contributed their knowledge to this illustration.



## Little Manila, Philippines in Woodside, Queens



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Manila" in Queens. We thank the Filipino NYC community members who contributed their knowledge to this illustration.

## LITTLE HAITI IN FLATBUSH BROOKLYN



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to over three million immigrants including the largest Haitian population in the U.S. This illustration depicts Little Haiti in Flatbush, Brooklyn. We thank the Haitian New Yorkers who contributed their knowledge to this illustration.

For more information visit [www.nyc.gov/immigrants](http://www.nyc.gov/immigrants)

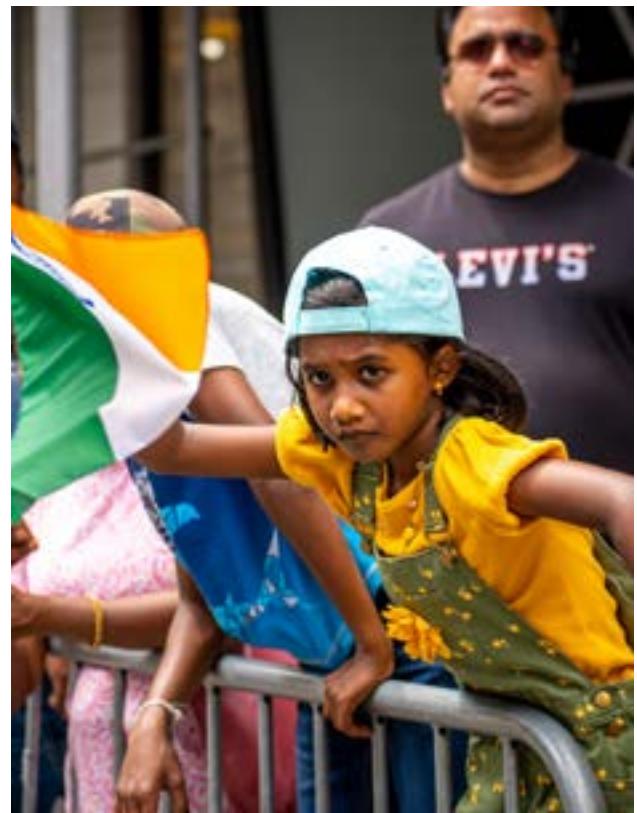


# Chinatown in Manhattan

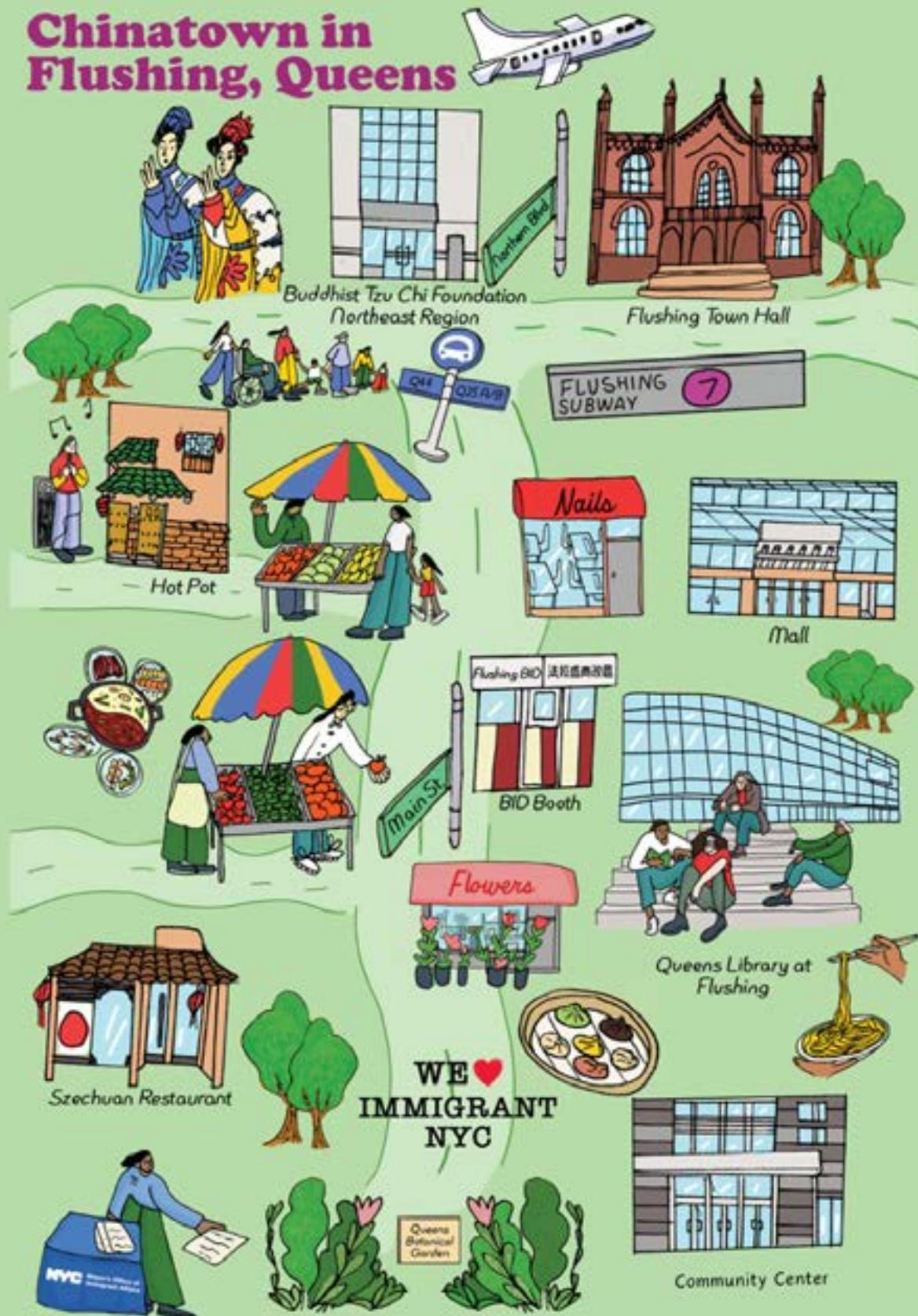


# LITTLE MEXICO IN PORT RICHMOND, STATEN ISLAND





## Chinatown in Flushing, Queens



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Chinatown" in Flushing, Queens. We thank the Chinese NYC community members who contributed their knowledge to this illustration.

## Little Poland in Greenpoint, Brooklyn



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Poland" in Greenpoint, Brooklyn. We thank the Polish NYC community members who contributed their knowledge to this illustration.



# Little Yemen in the Bronx



**NYC** Mayor's Office of  
Immigrant Affairs

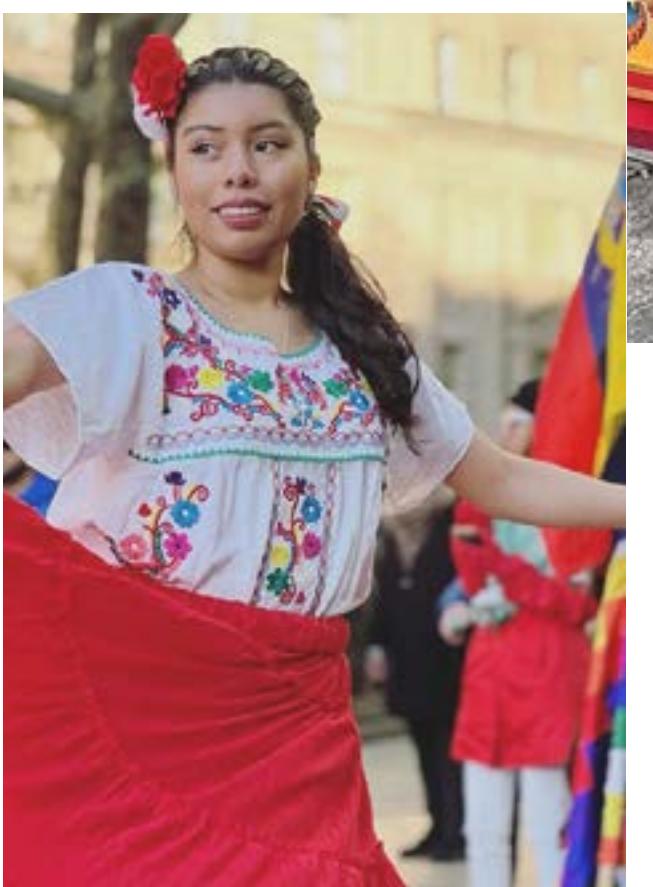
New York City is home to 3 million immigrants. This illustration depicts "Little Yemen" in the Bronx. We thank the Yemeni NYC community members who contributed their knowledge to this illustration.

# Little Ukraine in the East Village

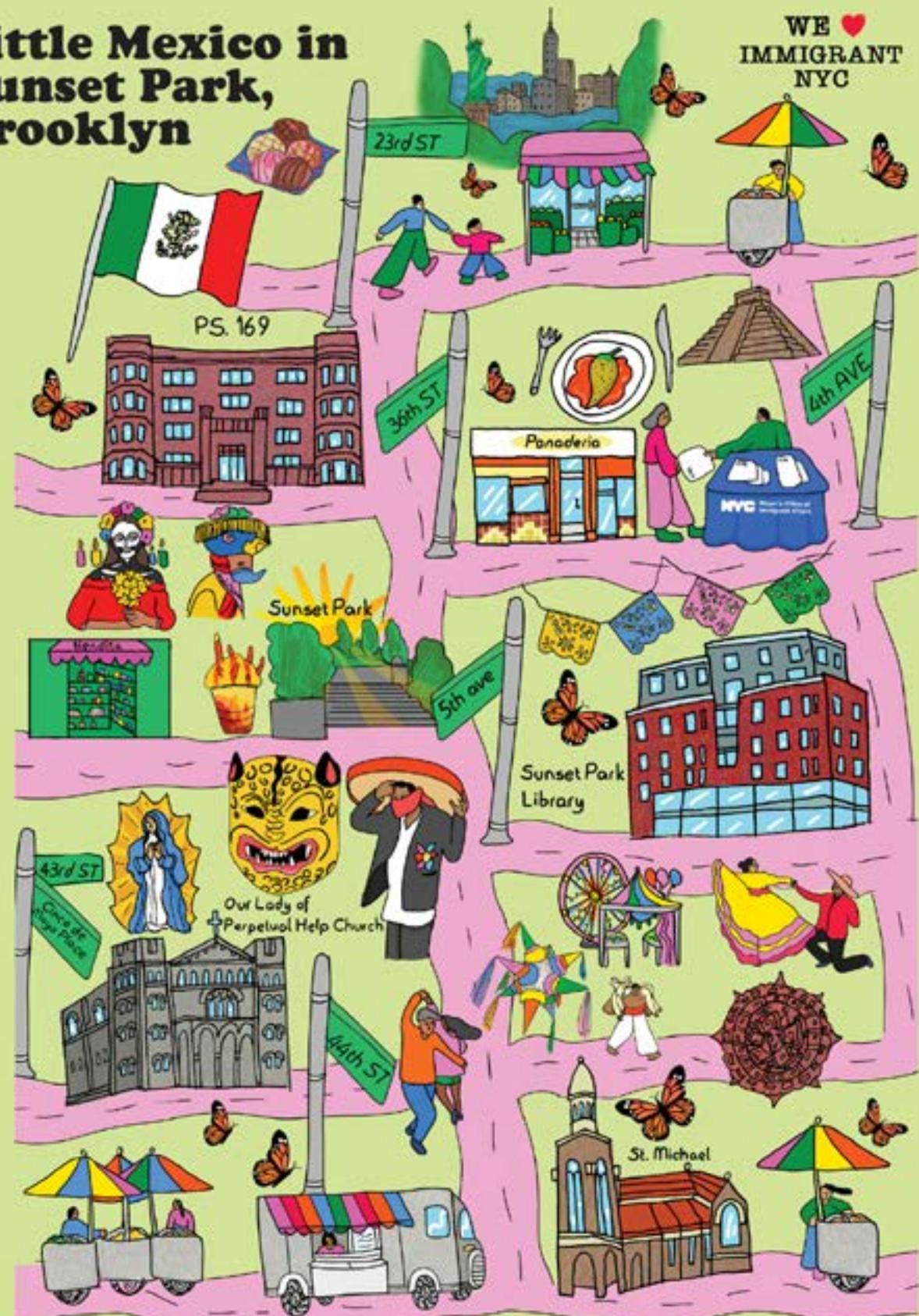


**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Ukraine" in the East Village, Manhattan. We thank the Ukrainian NYC community members who contributed their knowledge to this illustration.



## Little Mexico in Sunset Park, Brooklyn



**NYC** Mayor's Office of  
Immigrant Affairs

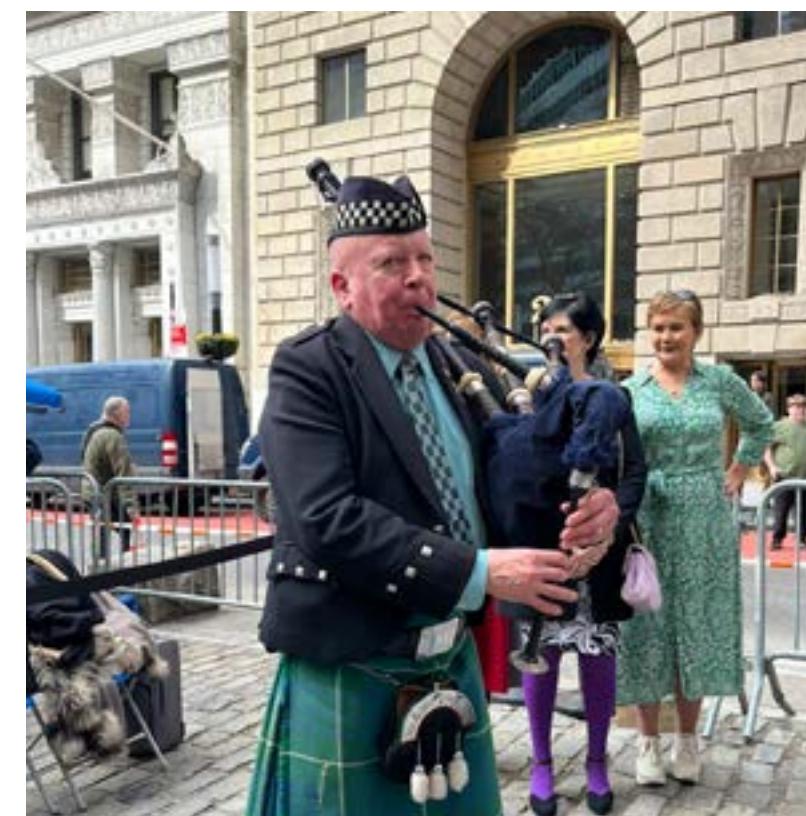
New York City is home to 3 million immigrants. This illustration depicts "Little Mexico in Sunset Park, Brooklyn". We thank the Mexican NYC community members who contributed their knowledge to this illustration.

## Little Ecuador in Queens



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Ecuador in Queens". We thank the Ecuadorian NYC community members who contributed their knowledge to this illustration.



## Guyana Gateway in Brooklyn & Little Guyana in Queens and the Bronx

WE ❤  
IMMIGRANT  
NYC



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "The Guyana Gateway in Brooklyn and Little Guyana in Queens and the Bronx". We thank the Guyanese community members who contributed their knowledge to this illustration.

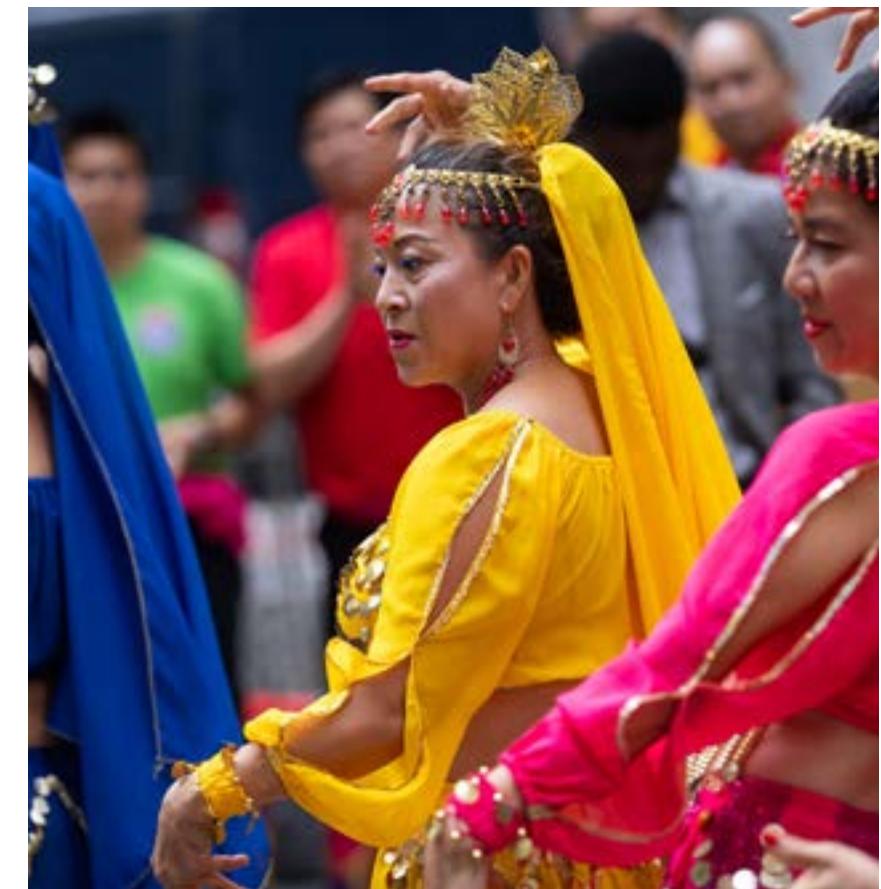
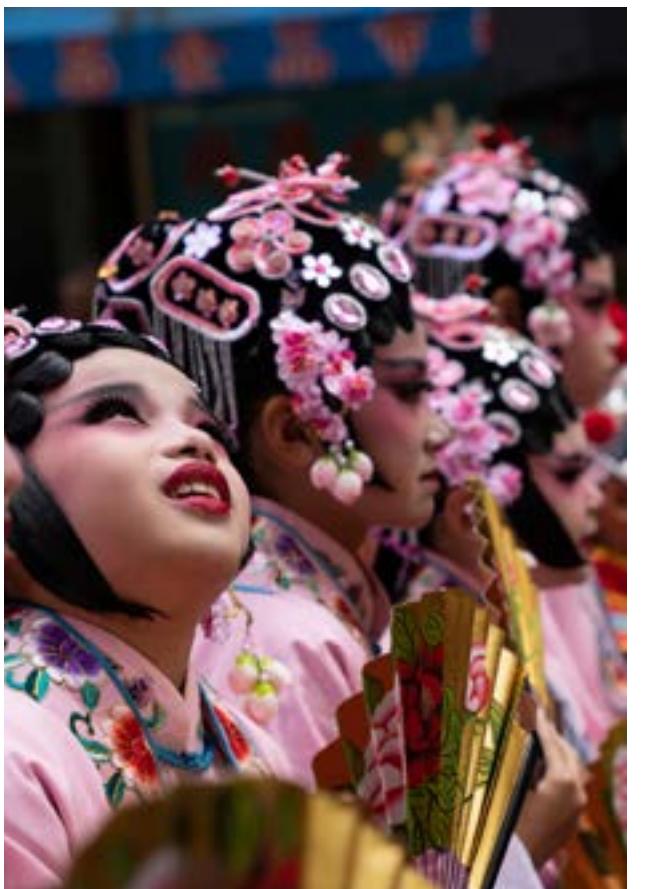
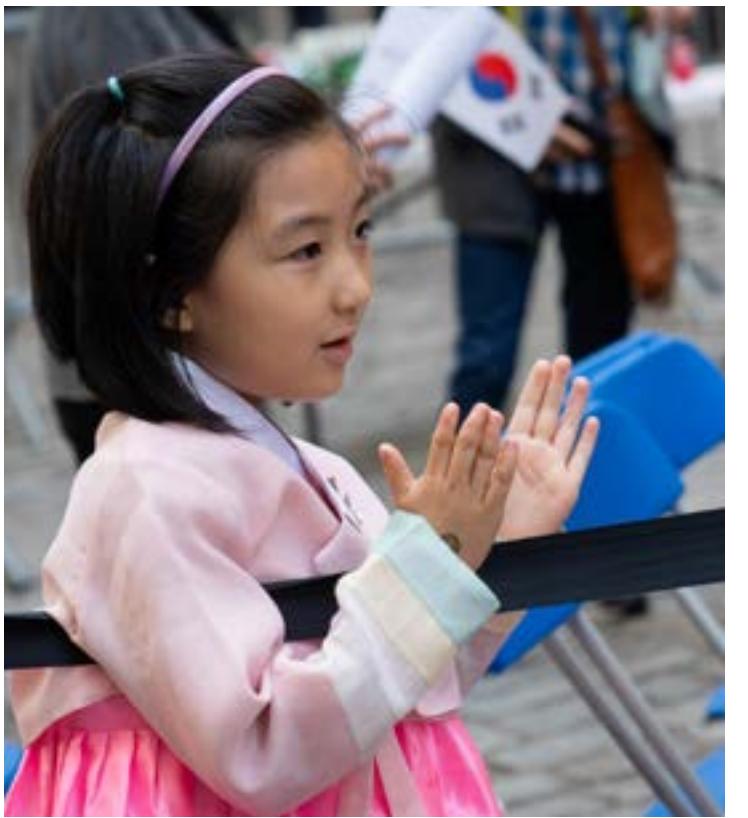
## Little Africa in Staten Island

WE ❤  
IMMIGRANT  
NYC



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Africa" in Staten Island. We thank the African NYC community members who contributed their knowledge to this illustration.



## Little Bhod-Tibet in Queens



## **NYC Mayor's Office of Immigrant Affairs**

New York City is home to 3 million immigrants. This illustration depicts "Little Bhad-Tibet" in Queens. We thank the Tibetan NYC community members who contributed their knowledge to this illustration.

# Little Albania in the Bronx

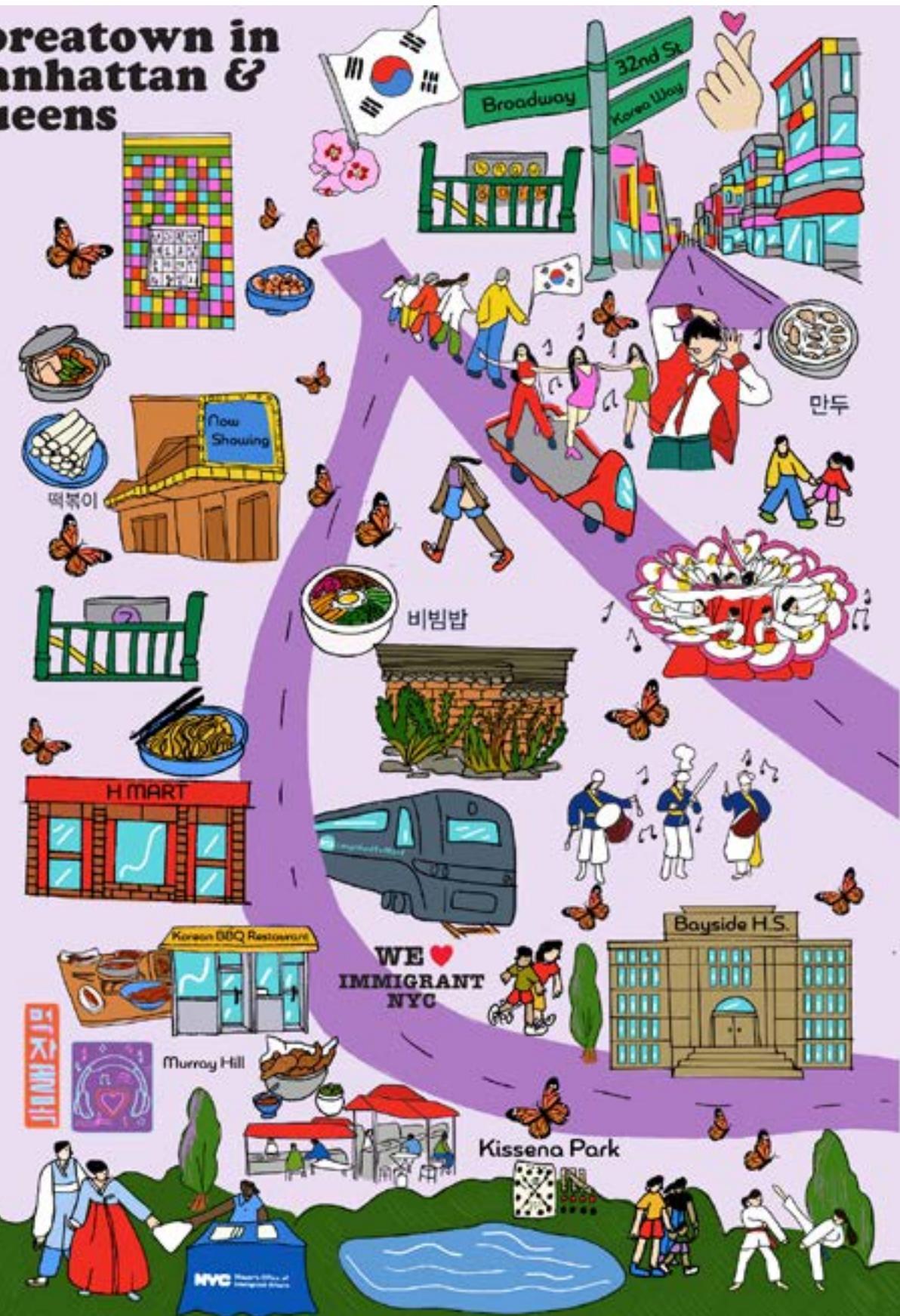


**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Albania" in the Bronx. We thank the Albanian NYC community members who contributed their knowledge to this illustration.



## Koreatown in Manhattan & Queens



**NYC** Mayor's Office of  
Immigrant Affairs

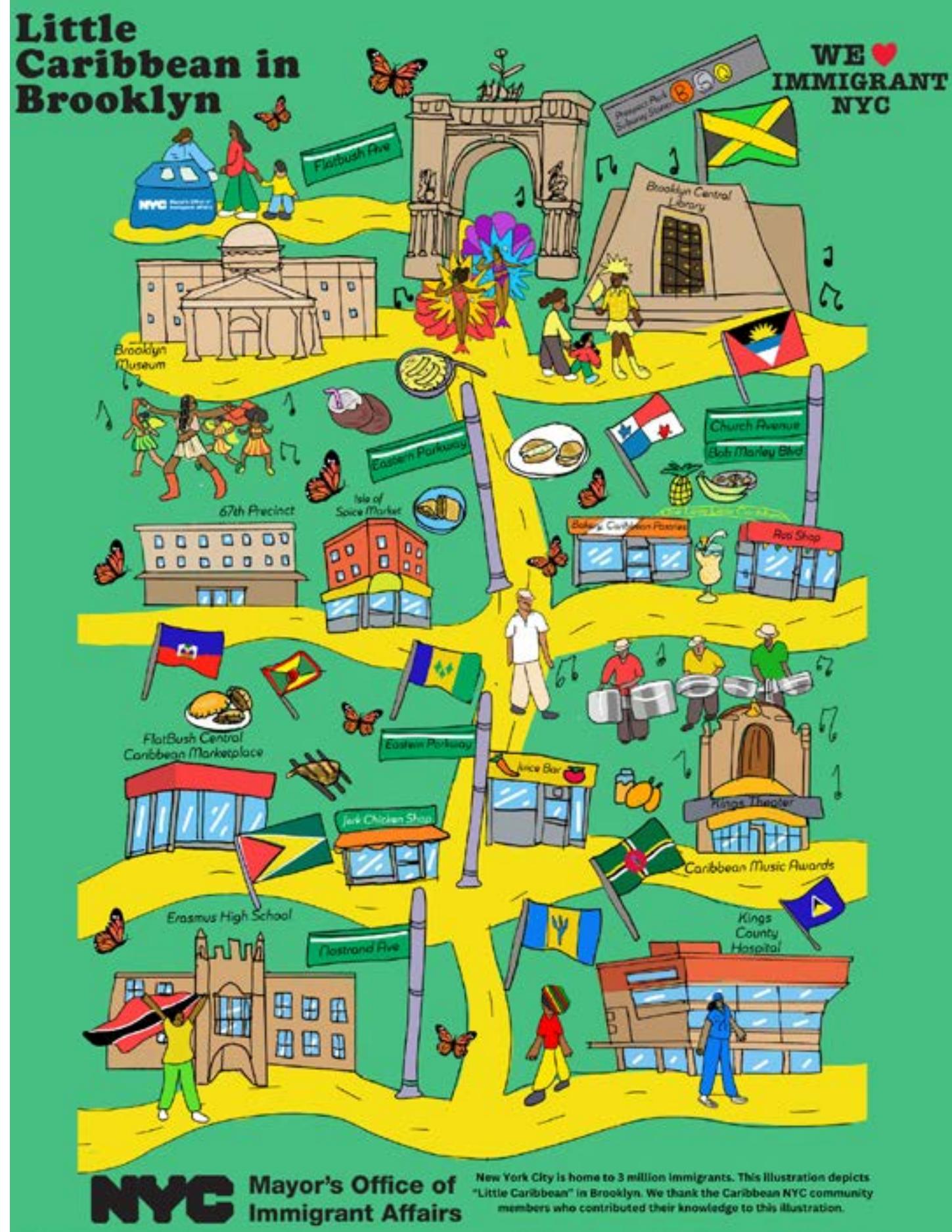
New York City is home to 3 million immigrants. This illustration depicts "Koreatown in Manhattan and Queens". We thank the Korean NYC community members who contributed their knowledge to this illustration.

## Little Bangladesh in Queens



**NYC** Mayor's Office of  
Immigrant Affairs

New York City is home to 3 million immigrants. This illustration depicts "Little Bangladesh in Queens". We thank the Bangladeshi NYC community members who contributed their knowledge to this illustration.





**NYC** Mayor's Office of  
Immigrant Affairs