



**2017 ANNUAL REPORT:
NEW YORK STATE OFFICE FOR NEW AMERICANS**

PURSUANT TO SECTION 94-b(5)(n) OF THE EXECUTIVE LAW

FOR SUBMISSION TO:

**TEMPORARY PRESIDENT OF THE SENATE JOHN J. FLANAGAN
SPEAKER OF THE ASSEMBLY CARL E. HEASTIE**

August 17, 2018

**Andrew M. Cuomo
Governor**

**Rossana Rosado
Secretary of State**

INTRODUCTION

In compliance with section 94-b(5)(n) of the Executive Law, the Department of State (the “Department”) respectfully submits the following report on the activities of the Office for New Americans (the “ONA” or the “Office”). This report covers the period from January 1, 2016 through December 31, 2016.

HISTORY OF THE OFFICE FOR NEW AMERICANS

In 2012, Governor Andrew M. Cuomo established ONA, recognizing the important contributions that newcomers make to the civic and economic life of the State. In 2014, the Legislature enacted and the Governor signed into law Chapter 206 of the Laws of 2014, which laid out the powers and duties of the Office. ONA has the proud distinction of being the first state-level immigrant assistance office created by statute in the United States.

OPPORTUNITY CENTER NETWORK

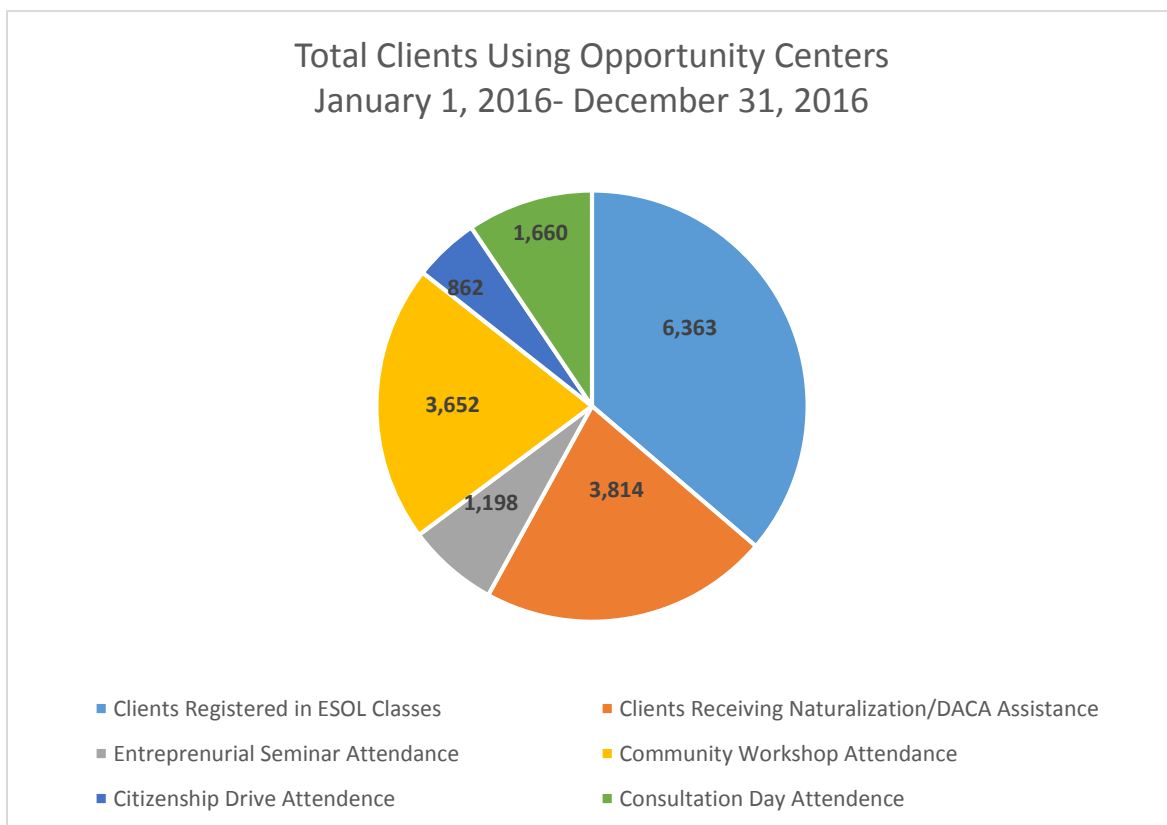
The cornerstone of ONA’s effort is a network of 27 neighborhood-based Opportunity Centers, which are located throughout the State (for a list of ONA Opportunity Center locations, please see the Appendix to this Report or visit the ONA website at www.newamericans.ny.gov). The Opportunity Centers are hosted within existing culturally competent, language-accessible, community-based organizations. Each Opportunity Center provides new Americans with English-for-Speakers-of-Other-Languages (ESOL) training, prepares them for the United States’ citizenship exam, provides instruction on how to start a new, or grow an existing business, and offers community workshops on a variety of topics that meet the particular needs of the clients they serve. The network of ONA Opportunity Centers is supported by six (6) legal counsels, each of whom is an expert in immigration law. Each legal counsel is assigned to specific Opportunity Centers in a region of the State, allowing the program to maximize its outreach to new Americans. The ONA Legal Counsels review U.S. naturalization applications, oversee citizenship drives at ONA Opportunity Centers, hold immigration law consultation workshops, and support the State’s effort to respond to changes in Federal immigration policy. The Opportunity Center network is also supported by an information and referral multi-lingual hotline. Since its inception, the Opportunity Center network has served more than 160,000 new Americans (see Table 1, below).

Table 1: New Americans Served by the ONA Opportunity Center Network	Reporting Period – January 1, 2016 through December, 31 2016	Launch through December 31, 2016
Number of New Americans Served Through ONA Opportunity Centers	17,549	60,901
Number of New Americans Served Through the New York State New Americans Hotline	32,560	103,404
Total Number of New Americans Served by the ONA Opportunity Center Network	50,109	164,305

Opportunity Centers

As shown in Table 1, during calendar year 2016, the Opportunity Centers provided services to 17,549 new Americans, which brings the total number served since ONA's inception to 60,901. In addition to their primary functions set forth above, as of January 1, 2016, ONA Opportunity Centers are required to offer workshops to provide new Americans with the information they need to fully participate in their communities in order to address the chronic lack of information in immigrant communities regarding access to, and navigation of, existing government services. ONA Opportunity Centers provide new Americans with information about civic and community engagement opportunities through immigrant assistance workshops on topics including, but not limited to, parent engagement with schools, financial literacy, disaster preparedness, consumer fraud protection and educational opportunities for immigrants and their children.

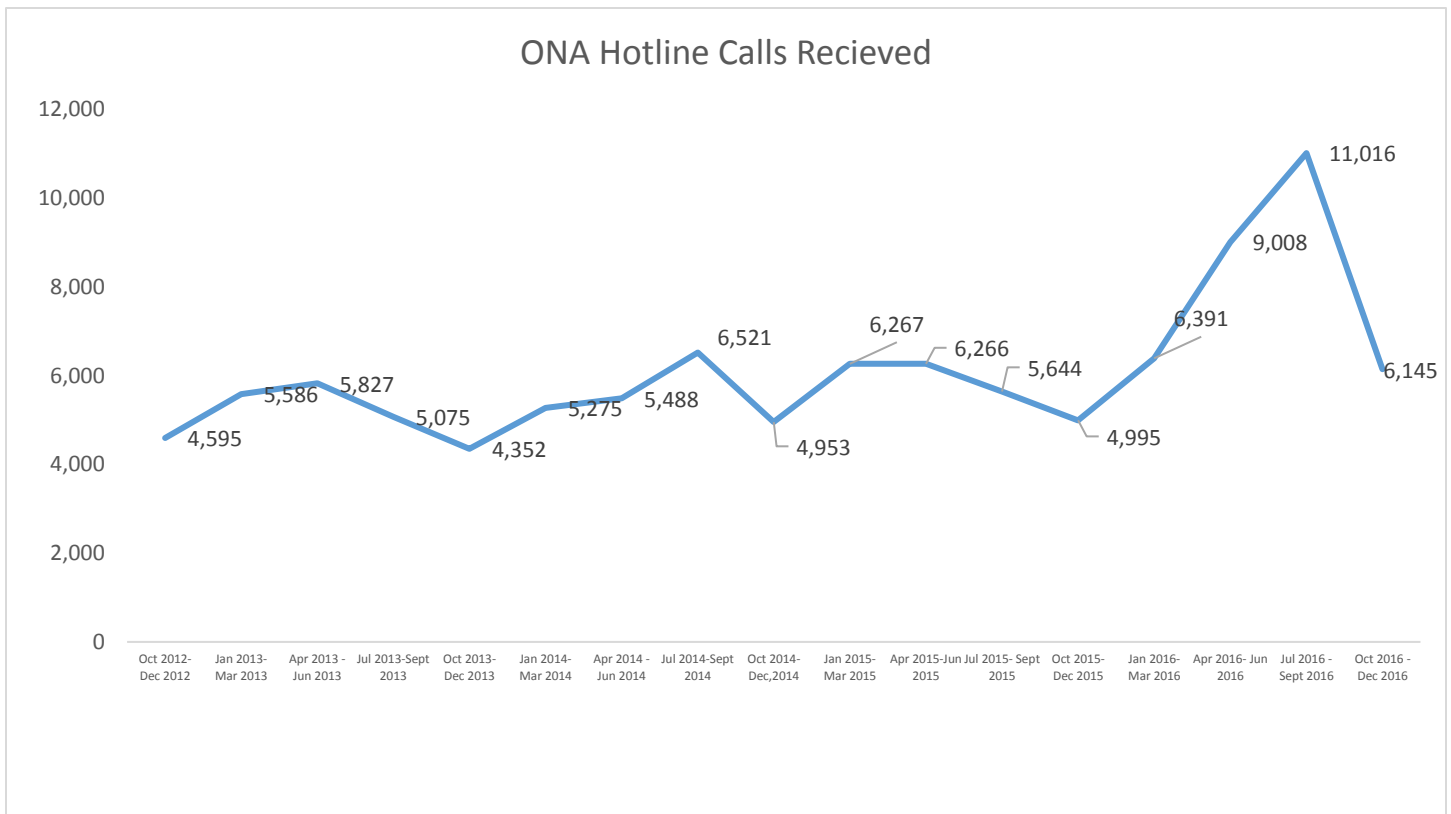
The network has transformed the traditional delivery of immigrant integration services by blending technology into the learning environment. Through Cell-Ed, described in more detail below, ONA's Opportunity Centers are able to provide English-language training via mobile phone technology. Each Opportunity Center also uses CitizenshipWorks, a software program that simplifies the naturalization application process.



New York State New Americans Hotline and Website

As noted above, the Opportunity Center network is supported by a toll-free, multi-lingual telephone hotline, which provides live assistance in more than 200 languages and operates from 9AM to 8PM (ET), Monday through Friday (excluding federal holidays). The hotline responds to general immigration and naturalization questions and provides referrals to other public and private immigrant-related programs, including the Opportunity Centers. It also acts as a resource to coordinate immigration assistance fraud complaints. The New York State New Americans hotline number is **1-800-566-7636**. During calendar year 2016, the hotline rendered general assistance to 32,560 new Americans, which brings the total number served by the hotline since ONA's inception to 103,404. The hotline is operated by Catholic Charities of the Archdiocese of New York.

ONA is also supported by a dedicated website, www.newamericans.ny.gov. Through the website, new Americans can locate their nearest Opportunity Centers and gather additional information about the immigrant integration services available in their community.



CELL-ED: FREE ESOL TRAINING VIA MOBILE PHONES

In calendar year 2016, ONA significantly extended the reach of its Cell-Ed program throughout the State. Cell-Ed was established in 2015 to ensure that any New Yorker who wants to learn English can do so. It is a first-in-the-nation mobile English-learning program to provide free English-language training via mobile phones to learners who may lack regular access to a classroom, computer, the Internet, smartphone, or other such resources. In less than two years, through our Opportunity Center network, ONA has had over 300 graduates of the Cell-Ed program and has over 1,000 active users.

NATURALIZENY CAMPAIGN

In July 2016, Governor Cuomo launched “NaturalizeNY”, a major campaign to encourage and assist eligible immigrants to apply to become U.S. citizens. Under NaturalizeNY, immigrants are provided with assistance to apply for citizenship and prepare for the United States citizenship examination. Applicants living in poverty are assisted in applying to the federal government for a waiver from the application fee, which was \$680 per person in 2016. The NaturalizeNY program also features a financial assistance component for individuals ineligible for a federal application fee waiver, but for whom the cost of the naturalization application presents a significant financial burden. This assistance is made possible through a partnership with several private, charitable and philanthropic foundations. Following the NaturalizeNY program’s launch, the free and secure NaturalizeNY website (available at: www.naturalizeny.org) has served 3,200 individuals in their pursuit of naturalization. Of those, 2,257 immigrants were informed about their eligibility for the federal application fee waiver. In addition, 264 low-income individuals eligible for U.S. citizenship were provided with application fee assistance through NaturalizeNY’s public-private partnership—all of whom had applications submitted on their behalf through ONA’s Opportunity Centers and ONA Legal Counsels.

REQUEST FOR APPLICATIONS

In November 2016, ONA released a new Request for Applications (RFA) for the “Workforce Community Education, Community Navigator and Welcoming Communities Program.” This program will address the chronic lack of accessible information about publicly available services and programs in low-immigrant communities throughout New York State. Through the RFA, ONA seeks to fund fourteen partner organizations that will coordinate and conduct outreach in support of available services by working with grassroots organizations, community leaders, community-based organizations (including ONA Opportunity Centers and Community Action Agencies (CAAs)), Regional Economic Development Council’s Opportunity Agenda workgroups, faith-based organizations, and local governments.

2016 STATE OF THE STATE COLLABORATIONS

The 2016 State of the State included a proposal for collaboration between New York State’s Nutrition Outreach and Education Program (NOEP) and ONA, as well as the State Office for the Aging. In 2016, ONA built a strong partnership with Hunger Solutions, which oversees NOEP, including a presentation on immigration issues and practices for their program coordinators. ONA continues the collaboration with both NOEP and the NYS Office for the Aging through its Opportunity Center network to ensure that new Americans are accessing these valuable services in their communities.

NEW AMERICANS DAY AND NATURALIZATION CEREMONY AT THE NEW YORK STATE FAIR

For the second year in a row, on August 26, 2016, the federal government, the New York State Office for New Americans, and the New York State Fair designated a New Americans Day at the Great New York State Fair. The day was marked with a special naturalization ceremony and cultural performances celebrating the rich diversity of New York State. Ninety-nine (99) New Yorkers from 44 different countries became United States Citizens at the ceremony.

CONCLUSION

By the end of 2016, more than 160,000 immigrants from across the State had been assisted through ONA. ONA will continue to assist the many newcomers eager to contribute to the State's economy and become a vibrant part of our society. Working vigilantly, ONA will continue to serve as a national leader in the protection of immigrants, while also empowering them to use their unique talents to add to the tapestry of New York.

APPENDIX

ONA Opportunity Center - Albany

991 Broadway, Suite 223

Albany, NY 12204

REDC: Capital

Host Organization/Partners: U.S. Committee for Refugees and Immigrants

Phone Number: (518) 459-1790

ONA Opportunity Center - Brooklyn

7111 5th Avenue

Brooklyn, NY 11209

REDC: New York City

Host Organization/Partners: Arab American Association

Phone Number: (718) 745-3523

ONA Opportunity Center - Brooklyn

1081 Coney Island Avenue

Brooklyn, NY 11230

REDC: New York City

Host Organization/Partners: Asian American Federation

Phone Number: (212) 344-5878

ONA Opportunity Center - Brooklyn

280 Wyckoff Avenue

Brooklyn, NY 11237

REDC: New York City

Host Organization/Partners: Opportunities for Better Tomorrow

Phone Number: (718) 381-3222

ONA Opportunity Center - Bronx

60 East Tremont Avenue

Bronx, NY 10453

REDC: New York City

Host Organization/Partners: Bronx Works

Phone Number: (646)393-4000

ONA Opportunity Center - Bronx

332 E. 149th Street

Bronx, New York 10451

REDC: New York City

Host Organization/Partners: Mercy Center

Phone Number: (718) 993-2789

ONA Opportunity Center - Dutchess

218 Church Street

Poughkeepsie, New York 12601

REDC: Mid-Hudson

Host Organization/Partners: Catholic Charities Community Services, Archdiocese of NY (Dutchess)

Phone Number: (845) 452-1400

ONA Opportunity Center - Erie

184 Barton Street

Buffalo, NY 14213

REDC: Western New York

Host Organization/Partners: Jericho Road Ministries

Phone Number: (716) 348-3000

ONA Opportunity Center - Manhattan

45 Wadsworth Avenue

New York, NY 10033

REDC: New York City

Host Organization/Partners: Hispanic Federation/ Northern Manhattan Improvement Corporation

Phone Number: (212) 781-0355

ONA Opportunity Center - Manhattan

5030 Broadway

New York, NY 10034

REDC: New York City

Host Organization/Partners: Hispanic Federation/Northern Manhattan Coalition for Immigrant Rights

Phone Number: (212) 781-0255

ONA Opportunity Center - Manhattan

2346 Amsterdam Avenue

New York, NY 10033

REDC: New York City

Host Organization/Partners: Hispanic Federation/Dominican Women's Development Center (ESOL programs only)

Phone Number: (212) 421-3966

ONA Opportunity Center - Manhattan

560 West 181st Street

New York, NY 10033

REDC: New York City

Host Organization/Partners: CUNY Uptown

Phone Number: (646) 664-9350

ONA Opportunity Center - Manhattan

165 Eldridge St.
New York, NY 10002
REDC: New York City
Host Organization/Partners: Chinese American Planning Council
Phone Number: (212) 941-0032

ONA Opportunity Center - Monroe

87 North Clinton Avenue
Rochester, NY 14604
REDC: Finger Lakes
Host Organization/Partners: Catholic Family Center
Phone Number: (585) 546-7720

ONA Opportunity Center - Nassau

91 N. Franklin Street
Hempstead, NY 11550
REDC: Long Island
Host Organization/Partners: Central American Refugee Center
Phone Number: (585) 489-8330

ONA Opportunity Center - Nassau

187 Smith Street
Freeport, NY 11520
REDC: Long Island
Host Organization/Partners: Literacy Nassau
Phone Number: (516) 867-3580

ONA Opportunity Center - Onondaga

527 North Salina Street
Syracuse, NY 13202
REDC: Central New York
Host Organization/Partners: Catholic Charities of the Roman Catholic Diocese of Syracuse, NY Inc. DBA
Phone Number: (315) 474-7428

ONA Opportunity Center - Orange

321 S William Street
Newburgh, NY 12550
REDC: Mid-Hudson
Host Organization/Partners: Catholic Charities Community Services, Archdiocese of NY (Orange)
Phone Number: (845) 562-4736

ONA Opportunity Center - Queens

92-10 Roosevelt Avenue
Jackson Heights, NY 11372
REDC: New York City
Host Organization/Partners: Make the Road
Phone Number: (718) 418-7690

ONA Opportunity Center - Queens

203-05 32nd Avenue
Bayside, NY 11361
REDC: New York City
Host Organization/Partners: Korean Community Services of Metropolitan New York
Phone Number: (718) 939-6137

ONA Opportunity Center - Queens

138-46 Northern Boulevard
Flushing, NY 11354
REDC: New York City
Host Organization/Partners: Young Men's Christian Association of Greater New York (YMCA)
Phone Number: (718) 551-9352

ONA Opportunity Center - Queens

37-44 21st Street
Long Island City, NY 11101
REDC: New York City
Host Organization/Partners: Queens Borough Public Library
Phone Number: (718) 752-3723

ONA Opportunity Center - Rockland

63 New Main Street
Haverstraw, NY 10927
REDC: Mid-Hudson
Host Organization/Partners: Literacy Solutions
Phone Number: (845) 826-5022

ONA Opportunity Center - Staten Island

285 Vanderbilt Avenue
Staten Island, NY 103014
REDC: New York City
Host Organization/Partners: Young Men's Christian Association of Greater New York (YMCA)
Phone Number: (718) 981-4382

ONA Opportunity Center - Suffolk

1090 Suffolk Avenue
Brentwood, NY 11717
REDC: Long Island
Host Organization/Partners: Make The Road, Suffolk
Phone Number: (718) 418-7690

ONA Opportunity Center - Suffolk

2000 Brentwood Road
Brentwood, NY 11717
REDC: Long Island
Host Organization/Partners: Central American Refugee Center (CARECEN)
Phone Number: (631)273-8721

ONA Opportunity Center - Utica

309 Genesee Street
Utica, NY 13501
REDC: Mohawk
Host Organization/Partners: Mohawk Valley Resource Center for Refugees
Phone Number: (315) 738-1083

ONA Opportunity Center - Westchester

27 Columbus Avenue
Mount Kisco, NY 10549
REDC: Mid-Hudson
Host Organization/Partners: NeighborsLink
Phone Number: (914) 666-3410

ONA Opportunity Center - Westchester

46 Waller Ave
White Plains, NY 10605
REDC: Mid-Hudson
Host Organization/Partners: Westchester Hispanic Coalition, Westchester Community
Phone Number: (914) 948-8466