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