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**FOR IMMEDIATE RELEASE**

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## **City Hall Leadership Convenes Commissioners for Provider Payment Pulse to Review Q3 Performance Data and Accelerate Progress Across Human Service Agencies**

*Data Highlights Reduced Nonprofit Contract Backlog and Improvements Across Human Service Agencies, Reflecting the Administration's Efforts to Pay Nonprofits Faster*

*Administration Opens Nominations for the City's Excellence in Human Service Delivery Awards*

**NEW YORK--** Today, Deputy Mayor Helen Arteaga and Executive Director Michael Sedillo of the [Mayor's Office of Nonprofit Services](#) (MONS) convened Commissioners and Chief Nonprofit Officers from city agencies with human service contracts to review data from **Provider Payment Pulse**, the city's performance management tool that tracks key metrics for contracted human service providers. MONS presented city results including improvements with the city's contract backlog, budget modification cycle times, and feedback gathered through MONS' Quarterly Provider Sentiment Survey, which tracks human service providers' experiences working with contracting agencies.

"To continue delivering timely and high-quality services to New Yorkers, our city government must establish more efficient and transparent channels for tracking support to providers," said **NYC Deputy Mayor for Health and Human Services Dr. Helen Arteaga**. "Provider Payment Pulse equips us with the tools necessary to reduce waste and increase efficiency, and I'm confident this platform will power data-driven solutions to vastly improve city management and performance."

"Excellence in service delivery requires a high-performing contract management system," said **Deputy Mayor for Operations Julia Kerson**. "Provider Payment Pulse offers us a window into the experiences of human service providers working with contracting agencies. This data is crucial to our ability to problem solve and innovate as we continue to address backlogs, remove bureaucratic barriers, and enhance support for human services."

"As we enter a new era of collaboration with the nonprofit sector, we're proud of the progress we've made in improving nonprofit contracting citywide," said **Michael Sedillo, Executive Director of the Mayor's Office of Nonprofit Services**. "From reducing the City's contracting backlog to below \$2 billion for the first time since 2022, to streamlining our contracting processes and enhancing our customer service with providers, these achievements directly reflect this administration's commitment to cutting red tape and delivering excellence in service for New Yorkers. While we recognize there is more work to do, our dedicated teams are moving the needle and we are doing it in partnership with our vital nonprofit partners."

In the first quarter of the Mamdani Administration, the backlog of unregistered human service contracts across City agencies **decreased 14%, dropping below \$2 billion for the first time since 2022**. This milestone marks a new era of excellence in service delivery and reduction in waste, reflecting the administration's ongoing commitment to removing bureaucratic barriers and strengthening support for the human services sector.

The following highlights a list of improvements across agencies:

- **NYC Housing Preservation and Development reduced the dollar value of their contract backlog by 76% from Q2 to Q3 of FY26.**
- **NYC Department of Homeless Services budget modification cycle time has been reduced by 51% from FY25 Q3 to FY26 Q3.**
- **NYC Department of Youth and Community Development has reduced their invoice cycle time by 59% since this time last year while processing 60% more invoices.**
- **In FY26 Q3, NYC Administration for Children's Services registered nearly 3% more budget modifications than the amount of budget modifications created in that same quarter. As an inaugural recipient of the City's Excellence in Human Service Delivery Awards, ACS received the Operational Excellence Award and continues to support its nonprofit partners.**
- **NYC Department of Probation received their largest number of responses with the FY26 Q3 Provider Sentiment survey, which was a 75% increase since the survey was first administered in March 2025.**
- **NYC Department of Health and Mental Hygiene's overall provider sentiment score is the highest it's been since the start of the survey in March 2025 with over 5% increase in positive sentiment.**
- **NYC Department of Social Services registered nearly 11% more budget modifications in FY26 Q3 than FY25 Q3.**
- **NYC Mayor's Office of Criminal Justice received 50% more responses for the provider sentiment survey than they did when the survey was first launched in March 2025.**
- **NYC Department for the Aging decreased their average budget modification cycle time by over 12% and decreased their average invoice cycle time by nearly 7% since this time last year.**

#### Excellence in Human Service Delivery Awards (EHSDAs)

In addition, **MONS announced that nominations are now open until May 8 for the City's [Excellence in Human Service Delivery Awards \(EHSDAs\)](#)**, a ceremony recognizing outstanding nonprofits and public servants who go above and beyond in serving New Yorkers. The awards honor excellence in customer service, innovative problem-solving, operational excellence, an emerging nonprofit and dedicated public servants that strengthen the city's human services safety net.

Launched by MONS, the EHSDAs advance the Administration's mission to improve customer service for nonprofit partners in support of New Yorkers. City agency employees may nominate nonprofits with active contracts, while nonprofit organizations may nominate city staff who support them throughout the contracting process. A selection committee composed of nonprofit

leaders and city employees will review applications and interview the finalists. The ceremony will take place in August during NYC Nonprofit Week.

“I am deeply grateful to the ACS team for its tireless efforts to support our nonprofit provider partners by ensuring that contracts and budget modifications are processed efficiently and that providers are paid timely,” said **Administration for Children’s Services Interim Commissioner Melissa Hester**. “ACS continues to have no contracts in the backlog, has reduced our invoice cycle time to seven days, and made significant progress on our budget modifications this quarter. We know that timely contracts and payments are critical to ensuring our human service partners can continue delivering high-quality services to New York City’s children, youth and families.”

“The supports and programs our community-based providers deliver across the city are pivotal to the growing number of older adults who call the city home, and we need to ensure they have the resources to continue their missions” said **NYC Aging Commissioner Dr. Lisa Scott-McKenzie**. “By reducing the amount of time required for invoicing, our providers are reimbursed in a timely basis. That gives these organizations the stability to succeed, creating a more age-inclusive city that benefits everyone. I look forward to continuing to update our processes to further reduce the red tape so they can continue their important work for older New Yorkers.”

“Our nonprofit partners play an integral role in our efforts to effectively deliver services to New Yorkers across all five boroughs, and the unique experience and community connections of each provider help us ensure DSS services are reaching residents who can benefit from our wide range of supports,” said **DSS Commissioner Erin Dalton**. “We are committed to building more efficient, flexible, and responsive contracting processes that allow our non-profit partners to focus on the work of serving people instead of worrying about whether they will be paid. The data show that we are making progress and I look forward to building upon those efforts.”

“Our nonprofit providers are on the front lines of public safety and public health, doing some of the hardest, most important work in our city to deliver stability for justice-impacted New Yorkers and create real pathways to success,” said **Mayor’s Office of Criminal Justice Director Deanna Logan**. “We’re committed to showing up for our providers — being responsive, accessible, accountable, and focused on solutions that ensure they’re supported and paid on time — so they in turn can continue showing up for the people who need it most. Partner engagement is critical to maintain faster payments and stronger working relationships that support safer communities.”

“The FY26 Q3 Provider Sentiment survey's indication of a 75 percent increase in participation reflects the growing trust and engagement of our provider community. In my short tenure as NYC Probation Commissioner, we have noticed a growing trust and engagement with providers. This is what I have envisioned since re-imagining our Neighborhood Opportunity Network (NeON),” said **NYC Probation Commissioner Sharun Goodwin**. “Our provider partner voices are essential to strengthening our work, and this level of response ensures we are building a more collaborative system that better serves New Yorkers.”

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