



## What We Do

The Department of Health and Mental Hygiene (DOHMH) protects and promotes the physical and mental health of all New Yorkers. It does much of its work indirectly, by providing information and recommendations to other policy-makers, health care providers, and New Yorkers in general, who in turn take actions to promote health, but it also provides direct health services and enforces health regulations. DOHMH makes reducing deaths from chronic diseases such as heart disease and cancer a priority by reducing smoking, unhealthy diet, and other risk factors. The Department contracts for mental health services, developmental disability services, and alcohol and substance abuse treatment services. DOHMH works with health care providers to improve the use of preventive health services, including immunizations, and works with both health care providers and nonprofit organizations to prevent and treat HIV infection. The Department oversees the City's Early Intervention Program for infants and toddlers with developmental delays. DOHMH's community-based services include: three District Public Health Offices; four tuberculosis clinics; eight STD clinics; health services at more than 1,200 public school sites; and health and mental health services in the City's correctional facilities. DOHMH also issues birth and death certificates; works to create a healthier and safer environment by conducting inspections of restaurants, day care centers, and other entities; and protects public safety through immediate response to emergent public health threats.

## Our Services and Goals

### Service 1: Detect and control infectious diseases.

- Goal 1a: Reduce new cases of HIV and sexually transmitted diseases.
- Goal 1b: Prevent the spread of other infectious diseases.

### Service 2: Prevent chronic diseases by promoting healthy behaviors and preventive health care.

- Goal 2a: Reduce tobacco use and promote physical activity and healthy eating.
- Goal 2b: Improve preventive health care.

### Service 3: Promote a safe environment.

- Goal 3a: Reduce hazards to children in homes and child care programs.
- Goal 3b: Reduce the threat of food-borne illness.
- Goal 3c: Reduce animal-related risks to human health.

### Service 4: Prevent and address mental illness, developmental delays and disabilities, and substance abuse.

- Goal 4a: Reduce the adverse health consequences of substance abuse.
- Goal 4b: Facilitate access to services for New Yorkers with or at risk of developing mental illnesses or developmental disabilities.

### Service 5: Provide high quality and timely service to the public.

- Goal 5a: Provide birth and death certificates to the public quickly and efficiently.

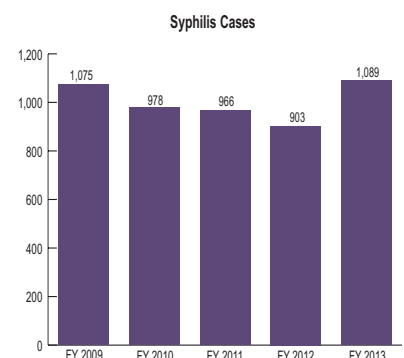
## How We Performed in Fiscal 2013

### Service 1: Detect and control infectious diseases.

#### Goal 1a: Reduce new cases of HIV and sexually transmitted diseases.

The Department continues to provide free condoms, promote HIV testing and conduct multimedia campaigns to raise awareness and prevent infection. Based upon preliminary data, the Department is projecting a decrease in the number of new HIV cases for Calendar 2012 compared with Calendar 2011.

The Department continues to monitor reports of syphilis infection and works to prevent disease transmission, including notifying, testing, and treating the partners of individuals diagnosed with syphilis. While syphilis cases have declined for the past several years, the preliminary Fiscal 2013 number of reported



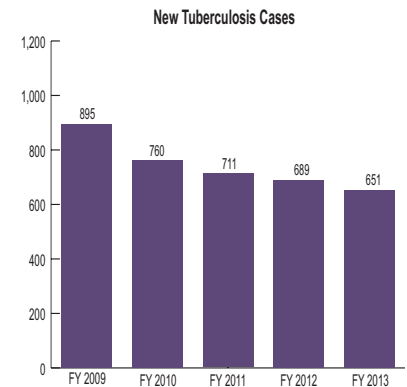
cases increased 21 percent from Fiscal 2012. This increase is caused by ongoing risky sexual behavior among some men who have sex with men.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Male condoms distributed (000)	41,838	36,838	36,309	36,108	37,506	36,400	37,000	Neutral	Neutral
★ New HIV diagnoses (CY Preliminary)	4,186	3,868	3,532	3,404	3,092	*	↓	Down	Down
★ Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)	NA	NA	NA	NA	87.2%	85.0%	85.0%	Neutral	NA
★ Syphilis cases	1,075	978	966	903	1,089	*	↓	Down	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

### Goal 1b: Prevent the spread of other infectious diseases.

The Department continues to administer the City's Vaccine for Children program and maintain the Citywide Immunization Registry. In Fiscal 2013, more than 70 percent of children aged 19-35 months were up-to-date in receiving immunizations. While these rates were adjusted upwards for this and previous fiscal years to reflect the 2010 census results, the trend shows great improvement. During Fiscal 2012, the required immunization regimen was broadened to maintain consistency with the National Immunization Survey and the national Healthy People 2020 goals. The downward trend in new tuberculosis cases continued during Fiscal 2013, as 651 new cases were reported compared to 689 in Fiscal 2012.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ New tuberculosis cases (CY)	895	760	711	689	651	*	↓	Down	Down
Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)	56.6%	52.6%	62.3%	67.4%	61.8%	65.0%	65.0%	Up	Up
★ Children aged 19-35 months with up-to-date immunizations (%)	50.0%	57.6%	64.2%	66.4%	70.1%	65.0%	73.0%	Up	Up
★ Children in the public schools who are in compliance with required immunizations (%)	98.8%	98.8%	98.8%	99.1%	99.1%	99.0%	99.0%	Up	Neutral

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### Service 2: Prevent chronic diseases by promoting healthy behaviors and preventive health care.

#### Goal 2a: Reduce tobacco use and promote physical activity and healthy eating.

Ongoing tobacco control efforts include anti-tobacco educational campaigns and offering nicotine replacement therapies to smokers. The adult smoking rate in New York City was 15.5 percent in Calendar 2012, compared to 14.8 percent in Calendar 2011; these rates are not statistically different from one another. From Calendar 2010 to Calendar 2012, there was an increase in the non-daily smoking rate.

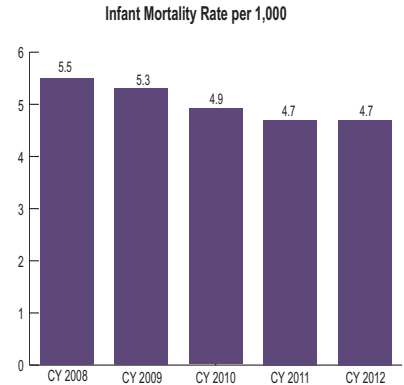
The Department continues to pursue obesity prevention initiatives, including public education campaigns that warn consumers about the health risks to sugary drinks and promote NYC food standards that require healthier beverage options across meals and beverages served by city agencies. The Shop Healthy program encourages healthier beverage choices in retailers. These initiatives contributed to the decline in the proportion of adults who consume an average of one or more sugar-sweetened beverages per day, which has declined 4.4 percentage points from Calendar 2008 to Calendar 2012.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Adults who smoke %(CY)	15.8%	15.8%	14.0%	14.8%	15.5%	14.2%	14.5%	Down	Neutral
Adults who are obese (%)	22.6%	23.3%	23.4%	23.7%	24.2%	23.2%	23.2%	Down	Neutral
Adults who consume an average of one or more sugar-sweetened beverages per day %(CY)	32.6%	31.6%	30.3%	29.9%	28.2%	28.2%	26.4%	Down	Down

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## Goal 2b: Improve preventive health care.

Measures of preventive health care have generally improved over time, although a higher proportion of adults report being without a regular doctor. Asthma hospitalization rates have been fairly stable for several years, though some year-to-year fluctuations are expected due to factors such as differences in respiratory virus infection rates and severity, weather, air quality, and hospital admitting practices. The hospitalization rate for asthma among children ages 0-14 decreased from 5.1 in Calendar 2010 to 4.9 in Calendar 2011. The proportion of adults receiving a colonoscopy in the past ten years improved nearly three percentage points from Calendar 2008 to Calendar 2012. The infant mortality rate remained at 4.7 per 1,000 live births in Calendar 2012, the lowest rate recorded in over 100 years of measurement.



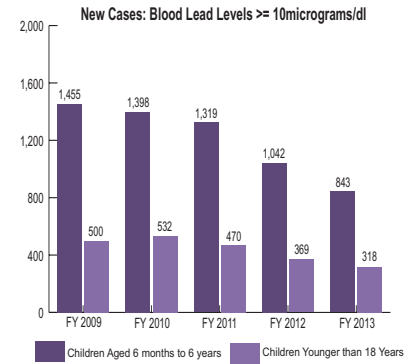
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Adult New Yorkers without a regular doctor %(CY)	15.6%	18.1%	16.7%	16.9%	18.3%	*	*	Down	Up
Adults, aged 50+, who received a colonoscopy in the past ten years %(CY)	65.6%	66.0%	67.5%	68.6%	68.5%	73.0%	73.0%	Up	Neutral
★ Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)(CY)	5.6	6.0	5.1	4.9	NA	4.7	4.7	Down	NA
Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health, and dental)	838,467	817,012	803,871	877,270	858,172	*	*	Neutral	Neutral
★ Infant mortality rate (per 1,000 live births)(CY)	5.5	5.3	4.9	4.7	4.7	4.7	4.4	Down	Down

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**Service 3: Promote a safe environment.**

**Goal 3a: Reduce hazards to children in homes and child care programs.**

The Department's lead poisoning prevention activities and efforts to reduce lead environmental hazards citywide continue to pay off. New cases among children younger than six with blood lead levels greater than or equal to 10 micrograms per deciliter decreased by 19 percent from Fiscal 2012 to Fiscal 2013.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Childhood blood lead levels - new cases among children younger than six with blood lead levels greater than or equal to 10 micrograms per deciliter	1,455	1,398	1,319	1,042	843	*	↓	Down	Down
Day care initial site inspections	15,989	20,280	21,610	22,219	23,024	*	*	Neutral	Up
★ Child care inspections that do not require a compliance inspection (%)	NA	68.0%	72.0%	70.0%	63.0%	*	*	Neutral	NA

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**Goal 3b: Reduce the threat of food-borne illness.**

With nearly 100 percent of all licensed restaurants inspected annually, restaurant compliance with food safety regulations improved for the third consecutive year. Of restaurants inspected, 87 percent earned an 'A' grade in Fiscal 2013.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Restaurants inspected (%)	99.1%	99.7%	99.8%	99.4%	99.6%	100.0%	100.0%	Up	Neutral
★ Restaurants scoring an 'A' grade (%)	NA	NA	81.7%	85.6%	87.0%	*	*	Neutral	NA

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**Goal 3c: Reduce animal-related risks to human health.**

In Fiscal 2012, large areas of the Bronx and Queens were evaluated using a rapid inspection system for baseline conditions, which led to higher than typical initial inspection numbers that year. In Fiscal 2013 complaints citywide were up slightly, resulting in more resources dedicated to resource-intensive complaint-based initial inspections. The effects of Hurricane Sandy disrupted service for several weeks, as inspectors were deployed to flooded areas to do area surveys of conditions and provide support to recovering communities. These surveys were not counted as inspections. Staff vacancies also contributed to the decline in initial inspections during Fiscal 2013. The number of dog licenses issued decreased 10 percent in Fiscal 13 to 83,000, attributable to the disruption in sales activities due to Hurricane Sandy.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Initial pest control inspections (000)	99	85	114	124	95	*	*	Neutral	Up
Initial inspections with active rat signs (ARS) (%)	13.1%	15.1%	9.8%	11.0%	11.0%	*	*	Down	Down
★ Compliance inspections found to be rat free (%)	40.8%	43.5%	47.1%	51.0%	51.0%	*	*	Neutral	Up
Dog licenses issued (000)	101	99	98	93	83	105	105	Neutral	Down

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**Service 4: Prevent and address mental illness, developmental delays and disabilities, and substance abuse.**  
**Goal 4a: Reduce the adverse health consequences of substance abuse.**

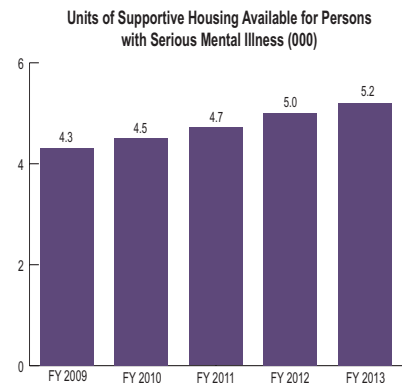
The Department continues its work to prevent unhealthy substance use and overdose on a number of fronts, including increasing access to treatment for substance abuse, promoting judicious prescribing of opioids, and promoting the availability of naloxone, an antidote to opioid overdose. The completion rate for the Department's 'A Road Not Taken' program increased by almost 10 percent over last year. The number of unintentional drug poisoning deaths in Calendar 2012 increased 11 percent from Calendar 2011 to 725. The Health Department is investigating potential contributing drugs and other factors. The three percent decline in the number of new buprenorphine patients from Calendar 2011 to 2012 may be due to changes in methodology of data collection and reporting.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
NYC jail inmates who complete 45-day substance use program ('A Road Not Taken')	NA	NA	NA	579	635	450	450	Neutral	NA
New buprenorphine patients (CY)	6,733	7,006	7,757	9,913	9,635	8,000	8,000	Neutral	Up
★ Deaths from unintentional drug overdose (CY)	631	587	555	651	725	*	↓	Down	Up

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**Goal 4b: Facilitate access to services for New Yorkers with or at risk of developing mental illnesses or developmental disabilities.**

The number of supportive housing units available to persons with serious mental illness increased for the fifth consecutive year in Fiscal 2013. The increase reflects the ongoing development of new housing units produced under the New York/New York III agreement.

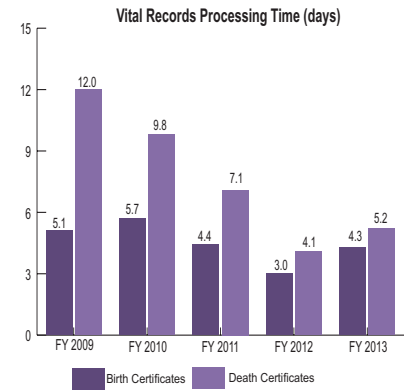


Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Individuals in the assisted outpatient mental health treatment program	1,274	1,344	1,315	1,245	1,289	*	*	Neutral	Neutral
Units of supportive housing available to persons with serious mental illness (000)	4.3	4.5	4.7	5.0	5.2	5.3	5.4	Up	Up
New children receiving services from the Early Intervention Program (000)	16.9	17.0	15.4	13.8	13.8	*	*	Neutral	Down
Calls to LifeNet (000)	94.5	97.2	92.9	85.8	92.0	*	*	Neutral	Neutral

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**Service 5: Provide high quality and timely service to the public.**  
**Goal 5a: Provide birth and death certificates to the public quickly and efficiently.**

Processing delays driven by high customer volume and short-term staffing shortages early in the year affected the Department's responsiveness to vital records requests. The average response time to requests for birth certificates increased from 3 days in Fiscal 2012 to 4.3 days in Fiscal 2013. Likewise, the average response time to death certificate requests increased from 4.1 days in Fiscal 2012 to 5.2 days in Fiscal 2013. Overall, response trends continue to improve and Fiscal 2013 performance was better than targeted levels.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average response time for birth certificates by mail/online (days)	5.1	5.7	4.4	3.0	4.3	5.0	5.0	Down	Down
★ Average response time for death certificates by mail/online (days)	12.0	9.8	7.1	4.1	5.2	8.0	5.0	Down	Down

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## Agency-wide Management

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Workplace injuries reported	NA	NA	NA	NA	145	*	*	Down	NA
Accidents involving City vehicles	NA	NA	NA	NA	23	*	*	Down	NA
All summonses issued	NA	NA	NA	77,949	67,203	*	*	Neutral	NA
Violations admitted to or upheld at ECB (%)	NA	NA	NA	70.1%	64.4%	*	*	Neutral	NA

## Agency Customer Service

Hurricane Sandy impacted DOHMH's operations in November and December. The storm, coupled with a fourfold increase in the number of mosquito- and animal-related letters received in Fiscal 2013, resulted in a decline in the percent of letters the Department responded to within 14 days, from 31 percent to 21 percent. After the storm, DOHMH implemented a streamlined correspondence tracking system that is improving the Department's response rate. Trends in customer wait times by telephone and in-person show long-term improvement and are approaching, or better than, targeted levels. Responsiveness to 311 service requests remained stable or improved in Fiscal 2013, with performance levels bettering established targets for the top five service request types.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	76	63	39	42	70	70	NA
Letters responded to in 14 days (%)	NA	43	28	31	21	40	40	NA
Calls answered in 30 seconds (%)	86	83	35	65	69	70	70	Down
Average customer in-person wait time (minutes)	18	38	17	12	11	10	10	Down
Completed customer requests for interpretation	3,283	14,357	12,256	10,278	10,664	NA	NA	Up
CORE customer experience rating (0-100)	NA	85	86	81	90	85	85	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to action – Food Establishment (14 days)	NA	90	87	94	97	90	90	NA
Percent meeting time to action – Food poisoning (3 days)	92	93	94	96	96	90	90	Neutral
Percent meeting time to action – Indoor Air Quality (14 days)	85	96	98	99	97	95	95	Up
Percent meeting time to action – Smoking (14 days)	NA	86	72	77	81	70	70	NA
Percent meeting time to action – Rodent (14 days)	NA	71	64	72	74	70	70	NA

## Agency Resources

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) <sup>2</sup>	\$1,646.3	\$1,619.9	\$1,564.3	\$1,508.6	\$1,620.8	\$1,607.7	\$1,312.9	Neutral
Revenues (\$000,000)	\$65.3	\$69.2	\$79.0	\$36.8	\$34.2	\$35.3	\$34.2	Down
Personnel	6,073	5,578	5,270	5,179	5,070	5,812	5,209	Down
Overtime paid (\$000,000)	\$6.2	\$7.8	\$5.4	\$5.7	\$4.4	\$4.0	\$4.1	Down
Capital commitments (\$000,000)	\$51.1	\$50.5	\$138.9	\$25.5	\$7.0	\$408.3	\$108.7	Down
Human services contract budget (\$000,000)	\$947.8	\$934.4	\$900.9	\$836.3	\$903.3	\$896.6	\$687.4	Neutral
Work Experience Program (WEP) participants assigned	188	293	38	113	94	*	*	Down

<sup>1</sup>Authorized Budget Level      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- Starting at the end of Calendar 2012, the required immunization regimen includes 4 doses of pneumococcal conjugate vaccine (PCV) to maintain consistency with the National Immunization Survey and goals of Healthy People 2020.
- The Department revised its calculation method for the indicator 'Hospitalization rate for asthma among children ages 0-14 (per 1,000 children) (CY)' using NYC DOHMH population estimates, modified from US Census Bureau intercensal population estimates, 2000-2012. This indicator is available for calendar years only; Calendar 2012 data is not yet available.
- The Department is adjusting its calculation method to better reflect actual work load for the 'Average response time for death certificates by mail/online (days)' indicator. Data using the new calculation method, which will include all methods of requesting death certificate in the response time calculation, will be reported in the Fiscal 2014 Preliminary Mayor's Management Report.
- The Department added the following indicators: 'All summonses issued,' 'Violations admitted to or upheld at the Environmental Control Board (%)', 'Workplace injuries reported' and 'Accidents involving City vehicles.'

For additional agency performance statistics, please visit:

- Data & statistics:  
<http://www.nyc.gov/html/doh/html/data/data.shtml>

For more information on the agency, please visit: [www.nyc.gov/dohmh](http://www.nyc.gov/dohmh).