



DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Dr. Thomas A. Farley, Commissioner

What We Do

The Department of Health and Mental Hygiene (DOHMH) protects and promotes the health and mental well being of all New Yorkers. The Department contracts for: mental health services; developmental disability services; alcohol and drug use services; and Early Intervention services to developmentally delayed infants and toddlers. DOHMH's community-based services include: District Public Health Offices; five borough-based Early Intervention Offices, three year round immunization walk-in clinics; five tuberculosis (TB) chest centers; nine sexually transmitted disease (STD) clinics; Human immunodeficiency virus (HIV) prevention and control services; health services at more than 1,250 schools; and health and mental health services in the City's correctional facilities. DOHMH has programs to prevent and control chronic diseases such as heart disease, diabetes, asthma and cancer. The Department has also made reducing obesity- and tobacco-related illnesses a priority. DOHMH issues birth and death certificates; conducts health and safety inspections to enforce the City Health Code; 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: July–October

- The number of male condoms distributed decreased by 17.5 percent during the first four months of Fiscal 2013 from the same period last year. The decline is an artifact of last year's numbers being inflated to compensate for a short-term interruption in the condom ordering process in Calendar 2011. The Department expects to distribute the targeted number of condoms in Fiscal 2013.
- While syphilis cases have declined for the past several years, the preliminary number of reported cases during the first four months of Fiscal 2013 increased 6.8 percent from the same period in Fiscal 2012, to 328. This increase is attributed to ongoing unprotected anal intercourse among men who have sex with men. The Department will continue to monitor reports as well as to continue activities to prevent further disease transmission, including elicitation and testing/treatment of partners of individuals diagnosed with syphilis.
- The small increase in new tuberculosis cases is due to normal fluctuations in case reporting. Preliminary data for Calendar 2012 are projecting a decline of 3.1 percent compared to Calendar 2011, a new historical low.

- The percent of children 19-35 months old who are up to date for immunizations increased more than 3.8 percentage points for the first four months of Fiscal 2013 compared to the same period in Fiscal 2012. The Department conducts several activities to increase pediatric immunization rates including providing facility and provider-specific immunization rates and a list of children in need of immunizations to providers.
- During the first four months of Fiscal 2013, new cases among children younger than 6 with blood lead levels greater than or equal to 10 micrograms per deciliter decreased by 21 percent compared to the same period in Fiscal 2012. Performance reflects the continued success of the Department's lead poisoning prevention activities and the reduction of lead environmental hazards citywide.
- The percentage of total restaurants that received an initial inspection decreased from 64.7 percent to 51.6 percent during the first four months of Fiscal 2013 compared to the same period during the previous year. The Department aims to perform sanitary inspections for every restaurant annually and is on target to complete 100 percent by the end of Fiscal 2013.
- Initial pest control inspections increased 23 percent in the first four months of Fiscal 2013 compared to Fiscal 2012 - more than 7,000 additional inspections. At the same time, the percentage of inspections finding active rat signs (ARS) declined 3 percentage points to 9 percent. These changes are due to the expansion of the rat indexing program into two additional boroughs, Queens and Brooklyn. Since rat indexing inspects all properties in a neighborhood, the number of inspections increases where it is introduced, and the percent with ARS decreases.
- The number of unintentional drug poisoning deaths in Calendar 2011 increased over the last year's historic low. The Health Department is investigating potential contributing drugs and other factors, including increases in deaths from both heroin and prescription opioids. The Department continues to focus on preventing overdose on a number of fronts, including increasing access to substance use treatment, promoting judicious prescribing of opioids, and promoting the availability of naloxone, an antidote to opioid overdose.
- LifeNet calls decreased 14.5 percent to 26,500 during the first 4 months of Fiscal 2013 compared to the same period in Fiscal 2012. LifeNet calls have gradually decreased since November 2011 due to a reduction of community outreach efforts and by directing providers to access LifeNet services through the LifeNet website to allow more time for LifeNet representatives to answer calls from the public. During this period LifeNet website activity has increased.
- Average response time for mail/internet requests for birth certificates increased from 4.1 to 5.4 days in the first 4 months of Fiscal 2013 compared to the same period Fiscal 2012 due to a temporary staffing shortage.

Service 1: Detect and control infectious diseases.

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Male condoms distributed (000)	36,838	36,309	36,108	36,400	37,000	14,203	11,711
★New HIV diagnoses	3,868	3,532	3,404	*	↓	822	NA
★Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)	NA	NA	NA	85.0%	85.0%	80.0%	82.8%
★Syphilis cases	978	966	903	*	↓	307	328

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★New tuberculosis cases (CY)	760	711	717	*	↓	221	234
Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)	52.6%	62.3%	67.4%	65.0%	65.0%	NA	NA
★Children aged 19-35 months with up-to-date immunizations (%)	52.5%	58.4%	62.7%	65.0%	67.0%	59.5%	63.3%
★Children in the public schools who are in compliance with required immunizations (%)	98.8%	98.8%	99.1%	99.0%	99.0%	91.9%	94.9%

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

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Adults who smoke %(CY)	15.8%	14.0%	14.8%	14.2%	13.7%	NA	NA
Adults who are obese (%)	23.3%	23.4%	23.7%	23.2%	23.2%	NA	NA
Adults who consume an average of one or more sugar-sweetened beverages per day %(CY)	31.6%	30.3%	29.9%	28.2%	26.4%	NA	NA

Goal 2b: Improve preventive health care.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Adult New Yorkers without a regular doctor %(CY)	18.1%	16.7%	16.9%	*	*	NA	NA
Adults, aged 50+, who received a colonoscopy in the past ten years %(CY)	66.0%	67.5%	68.6%	73.0%	73.0%	NA	NA
★ Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)(CY)	5.5	4.7	NA	4.7	4.7	NA	NA
Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health, and dental)	817,012	803,871	877,270	*	*	294,814	300,739
★ Infant mortality rate (per 1,000 live births)(CY)	5.3	4.9	4.7	4.7	4.7	NA	NA

Service 3: Promote a safe environment.

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Childhood blood lead levels - new cases among children aged 6 months to less than 6 years with blood lead levels greater than or equal to 10 micrograms per deciliter	1,398	1,319	1,042	*	↓	459	361
Day care initial site inspections	20,280	21,610	22,219	*	*	6,985	7,077
★ Child care inspections that do not require a compliance inspection (%)	68.0%	72.0%	70.0%	*	*	70.0%	66.0%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Restaurants inspected (%)	99.7%	99.8%	99.4%	100.0%	100.0%	64.7%	51.6%
★ Restaurants scoring an 'A' grade (%)	NA	81.7%	85.6%	*	*	82.5%	86.5%

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Initial pest control inspections (000)	85	114	124	*	*	31	38
Initial inspections with active rat signs (ARS) (%)	15.1%	9.8%	11.0%	*	*	12.3%	9.2%
★ Compliance inspections found to be rat free (%)	43.5%	47.1%	51.0%	*	*	47.5%	47.6%
Dog licenses issued (000)	99.4	97.6	92.7	105.0	105.0	31.9	32.5

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

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

Goal 4a: Reduce the adverse health consequences of substance abuse.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
NYC jail inmates who complete 30-day substance use program ('A Road Not Taken')	NA	NA	NA	450	500	NA	NA
New buprenorphine patients (CY)	7,006	7,757	9,913	8,000	8,000	2,389	2,408
★Deaths from unintentional drug overdose (CY)	587	555	651	*	↓	NA	NA

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Individuals in the assisted outpatient mental health treatment program	1,344	1,315	1,245	*	*	1,222	1,236
Units of supportive housing available to persons with serious mental illness (000)	4.5	4.7	5.0	5.3	5.4	4.8	5.0
New children receiving services from the Early Intervention Program (000)	17.0	15.4	NA	*	*	4.7	NA
Calls to LifeNet (000)	97.2	92.9	85.8	*	*	31.0	26.5

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Average response time for birth certificates by mail/online (days)	5.7	4.4	3.0	5.0	5.0	4.1	5.4
★Average response time for death certificates by mail/online (days)	9.8	7.1	4.1	8.0	8.0	4.9	4.7

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	76%	63%	39%	70%	70%	37%	40%
Letters responded to in 14 days (%)	43%	28%	31%	40%	40%	25%	22%
Calls answered in 30 seconds (%)	83%	35%	65%	70%	70%	64%	67%
Response to 311 Service Requests (SRs)							
Percent meeting time to action – Food Establishment (14 days)	90	87	94	90	90	95	99
Percent meeting time to action – Food poisoning (3 days)	93	94	96	90	90	95	97
Percent meeting time to action – Indoor Air Quality (14 days)	96	98	99	95	95	99	96
Percent meeting time to action – Smoking (14 days)	86	72	77	70	70	80	87
Percent meeting time to action – Rodent (14 days)	71	64	72	70	70	76	61

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$1,619.9	\$1,564.3	\$1,525.7	\$1,517.2	\$1,607.7	\$1,477.3	\$861.2	\$772.5
Revenues (\$000,000)	\$69.2	\$79.0	\$36.8	\$35.4	\$35.3	\$36.7	\$11.3	\$11.9
Personnel	5,578	5,270	5,179	5,292	5,812	5,111	5,189	4,994
Overtime paid (\$000,000)	\$7.8	\$5.4	\$5.7	\$3.2	\$4.0	\$4.1	\$2.3	\$1.3
Capital commitments (\$000,000)	\$50.5	\$138.9	\$25.5	\$141.0	\$408.3	\$22.4	\$12.4	\$0.0
Human services contract budget (\$000,000)	\$934.4	\$900.9	\$836.3	\$882.2	\$896.6	\$889.4	\$262.2	\$220.0
Work Experience Program (WEP) participants assigned	293	38	113	*	*	*	60	117

¹January 2013 Financial Plan ²NA - Not Available in this report
²Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The Department added the following indicators to this report: 'New HIV diagnoses' (which will be reported on quarterly basis), 'Patients enrolled in Ryan White with current ARV prescription at last assessment (%)', 'Children 19-35 months up-to-date with immunizations (%)', 'Adults who are obese (BMI>30)', 'Child care inspections that do not require a compliance inspection (%)' and 'NYC jail inmates who complete a 30-day substance use program ('A Road Not Taken')'. This is a new program and data are not yet available.
- The Department deleted the following indicators from this report: 'New adult AIDS cases diagnoses,' 'New Yorkers who die from AIDS,' 'Persons diagnosed, living and reported with HIV/AIDS,' 'HIV tests conducted,' 'Unduplicated clients enrolled in HIV/AIDS (Ryan White) health and supportive services (000),' 'Patients who complete treatment for active tuberculosis (%)', 'Primary Address Inspected within 5 Business Days (%)', 'Day Care Site Complaints Received,' 'Pest Control Complaints Received by DOHMH,' 'All children receiving services for the Early Intervention Program,' 'Screening rates for breast cancer (CY),' 'Screening rates for cervical cancer (CY)' and 'Alcohol-attributable mortality (CY).'
- The Department revised its Fiscal 2013 target for "Male condoms distributed (000)." The target is now based on a 1 percent increase on Fiscal 2012 performance.
- The Department changed the title of one indicator from 'Children in the public schools who have completed required immunizations (%)' to 'Children in the public schools who are in compliance with required immunizations (%)', to more accurately represent the available data.
- Data for the indicator 'Hospitalization rate for asthma among children ages 0-14 is available for calendar years only (FY11=CY10). Data for Calendar 2011 is not yet available.
- Last year, the New York State Department of Health (NYS DOH) implemented a new database, from which Early Intervention data is reported. The new system is still not able to transmit accurate data, which is a state-wide problem. DOHMH is actively working with NYS DOH to fix the system and will report updated Early Intervention data as soon as it is available
- The percent of letters and percent of emails responded to in 14 days were incorrectly reported in the Fiscal 2012 Mayor's Management Report, and are corrected in this report.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/dohmh.

