



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, consumption of unhealthy food, 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, child care centers, homes 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

- The Department distributed 14.4 percent more male condoms during the first four months of Fiscal 2014 compared to the same period last year. The increase is due to more partner agencies ordering condoms. The Department's concerted efforts to participate in more Pride events contributed to its increased engagement with young gay and bisexual men of color, a population that is at greater risk of acquiring HIV.
- The Department promotes HIV testing, conducts multimedia campaigns to raise awareness and help prevent infection. DOHMH also supports medical case management to ensure that persons living with HIV are engaged and retained in care and adhere to their medication, so that they can remain healthy and are less likely to infect their partners. Based on preliminary data, the Department is projecting a decrease in the number of new HIV diagnoses from the first three months of Calendar 2013 as compared to Calendar 2012, but the drop of 15.6 percent during the first quarter is most likely an overestimate due to data reporting lags.
- The preliminary number of reported syphilis cases during the first four months of Fiscal 2014 increased 18.1 percent to 392 cases. This increase

is attributed to continued unprotected sex among some men who have sex with men. The Department continues to monitor reports of syphilis and works to prevent disease transmission, including notifying, testing and treating the partners of individuals diagnosed with syphilis.

- The percent of children 19-35 months old who are up to date for immunizations increased by 6.2 percent for the first three months of Fiscal 2014, when compared with the same period in Fiscal 2013. The Department conducts activities to increase pediatric immunization rates including distributing vaccines, providing facility and provider-specific immunization rates and a list of patients needing immunizations.
- During the first four months of Fiscal 2014, new cases among children younger than six with blood lead levels greater than or equal to 10 micrograms per deciliter decreased by 9.8 percent compared to the same period in Fiscal 2013. Performance reflects the continued success of the Department's lead poisoning prevention activities and the reduction of environmental lead hazards citywide.
- There was a 13.2 percent decrease in the number of initial pest control inspections in the first four months of Fiscal 2014 compared to the same period in Fiscal 2013. At the same time, the percentage of inspections finding active rat signs (ARS) increased two percentage points to 11 percent, and compliance inspections found to be rat free increased five percentage points to 53 percent. Inspections in rat indexing zones were reduced in all boroughs to concentrate on neighborhoods with more severe rat problems, resulting in more active rodent signs being identified.
- Call volume to LifeNet increased more than 35 percent in the first four months of Fiscal 2014 compared to the same period in Fiscal 2013. The increase was due to Hurricane Sandy and the new protocol to centralize all mobile crisis calls through LifeNet since January 2013.
- Average response time for requests for birth certificates decreased from 5.4 days in the first four months of Fiscal 2013 to 2.4 days in Fiscal 2014 due to enhanced productivity measures. At the same time, average response time for requests for death certificates improved from 4.7 days in the first four months of Fiscal 2013 to 1.1 days in Fiscal 2014. The decrease was due to the inclusion of funeral director requests in the calculation, which are fulfilled in one day and make up the majority of the requests.

Service 1: Detect and control infectious diseases.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Male condoms distributed (000)	36,309	36,108	37,506	37,000	37,000	11,711	13,399
★ New HIV diagnoses (CY Preliminary)	3,532	3,404	3,092	↓	↓	819	691
★ Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)	NA	NA	87.2%	85.0%	85.0%	82.5%	87.9%
★ Syphilis cases	966	903	1,100	↓	↓	332	392

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ New tuberculosis cases (CY)	711	689	651	↓	↓	234	233
Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (CY)	62.3%	67.4%	61.8%	65.0%	68.0%	NA	NA
★ Children aged 19-35 months with up-to-date immunizations (%)	65.1%	66.4%	70.1%	71.5%	73.0%	66.6%	70.7%
★ Children in the public schools who are in compliance with required immunizations (%)	98.8%	99.1%	99.1%	99.0%	99.0%	94.9%	96.3%

★ 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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Adults who smoke %(CY)	14.0%	14.8%	15.5%	15.1%	14.7%	NA	NA
Adults who are obese (%)	23.4%	23.7%	24.2%	23.9%	23.6%	NA	NA
Adults who consume an average of one or more sugar-sweetened beverages per day %(CY)	30.3%	29.9%	28.2%	27.1%	26.0%	NA	NA

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Goal 2b: Improve preventive health care.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Adult New Yorkers without a regular doctor %(CY)	16.7%	16.9%	18.3%	*	*	NA	NA
Adults, aged 50+, who received a colonoscopy in the past ten years %(CY)	67.5%	68.6%	68.5%	73.0%	73.0%	NA	NA
★ Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)(CY)	5.1	4.9	NA	4.7	4.7	NA	NA
Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health, and dental)	803,871	877,270	858,172	*	*	300,739	280,509
★ Infant mortality rate (per 1,000 live births)(CY)	4.9	4.7	4.7	4.4	4.2	NA	NA

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Service 3: Promote a safe environment.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	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	1,319	1,049	844	↓	↓	367	331
Day care initial site inspections	21,610	22,219	23,024	*	*	7,077	7,019
★ Child care inspections that do not require a compliance inspection (%)	72.0%	70.0%	63.0%	*	*	66.0%	65.0%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Restaurants inspected (%)	99.8%	99.4%	99.6%	100.0%	100.0%	52.0%	51.0%
★ Restaurants scoring an 'A' grade (%)	81.7%	85.6%	87.0%	*	*	86.0%	86.0%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Initial pest control inspections (000)	114	124	95	*	*	38	33
Initial inspections with active rat signs (ARS) (%)	9.8%	11.0%	11.0%	*	*	9.0%	11.0%
★ Compliance inspections found to be rat free (%)	47.1%	51.0%	51.0%	*	*	48.0%	53.0%
Dog licenses issued (000)	98	93	83	105	105	33	34

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
NYC jail inmates who complete 45-day substance use program ('A Road Not Taken')	NA	579	635	450	450	NA	253
New buprenorphine patients (CY)	7,757	9,913	9,635	8,000	8,000	2,408	TBD
★Deaths from unintentional drug overdose (CY)	555	651	725	↓	↓	NA	NA

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Individuals in the assisted outpatient mental health treatment program	1,315	1,245	1,289	*	*	1,236	1,355
Units of supportive housing available to persons with serious mental illness (000)	4.7	5.0	5.2	5.4	5.4	5.0	5.3
New children receiving services from the Early Intervention Program (000)	15.4	13.8	13.8	*	*	NA	4.7
Calls to LifeNet (000)	92.9	85.8	92.0	*	*	26.5	35.9

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Average response time for birth certificates by mail/online (days)	4.4	3.0	4.3	5.0	5.0	5.4	2.4
★Average response time for death certificates by mail/online (days)	7.1	4.1	5.2	5.0	5.0	4.7	1.1

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Workplace injuries reported	NA	NA	145	*	*	35	50
Accidents involving City vehicles	NA	NA	23	*	*	NA	NA
All summonses issued	NA	77,949	67,203	*	*	22,828	25,273
Violations admitted to or upheld at ECB (%)	NA	70.1%	64.4%	*	*	66.1%	53.6%

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	28%	31%	21%	*	*	22%	19%
E-mails responded to in 14 days (%)	63%	39%	42%	*	*	40%	66%
Calls answered in 30 seconds (%)	35%	65%	69%	*	*	67%	75%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Rodent (14 days)	73	72	74	*	*	61	78
Percent meeting time to first action - Food Establishment (14 days)	97	94	97	*	*	99	99
Percent meeting time to first action - Food Poisoning (3 days)	97	96	96	*	*	97	99
Percent meeting time to first action - Indoor Air Quality (14 days)	96	99	97	*	*	96	99
Percent meeting time to first action - Smoking complaint (14 days)	44	77	81	*	*	87	92

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$1,564.3	\$1,508.6	\$1,441.2	\$1,312.9	\$1,367.8	\$1,284.1	\$772.5	\$715.6
Revenues (\$000,000)	\$79.0	\$36.8	\$34.2	\$36.7	\$33.4	\$33.4	\$11.9	\$10.7
Personnel	5,270	5,179	5,070	5,209	5,568	5,237	4,994	4,949
Overtime paid (\$000,000)	\$5.4	\$5.7	\$6.3	\$4.1	\$4.6	\$3.4	\$1.3	\$1.4
Capital commitments (\$000,000)	\$138.9	\$25.5	\$7.4	\$108.7	\$320.2	\$68.0	\$0.0	\$8.6
Human services contract budget (\$000,000)	\$900.9	\$836.3	\$775.8	\$687.4	\$687.4	\$683.1	\$220.0	\$217.6
Work Experience Program (WEP) participants assigned	38	113	94	*	*	*	117	78

¹February 2014 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- Due to a new Early Intervention (EI) data system, which has greatly eliminated reporting lags, the Department will now report the number of new children receiving EI services on a fiscal year basis, instead of on a Calendar year basis.
- The number of new buprenorphine patients for the first 4 months of Calendar 2013 (Fiscal 2014) is not yet available due to data reporting lags from State Department of Health.
- Data for the indicator 'Hospitalization rate for asthma among children ages 0-14' is available for calendar years only (Fiscal 2012=Calendar 2011). Data for Calendar 2012 is not yet available.
- The Department revised its calculation method for the indicator 'Average response time for death certificates by mail/online (days)' to better reflect actual workload. The calculation includes funeral director orders, which are fulfilled in one day and which represent the majority of death certificate orders. Previously, only legacy death certificate orders (deaths more than a year prior) from the general public were included.
- The following indicators are reported quarterly and reflect the first 3 months of the year: 'New HIV diagnoses (CY)'; 'Patients enrolled in Ryan White with current antiretroviral prescription at last assessment'; 'Children aged 19-35 months with up-to-date immunization'.
- As of January 2013, immunization rate calculations for 19-35 month-olds include 4 doses of pneumococcal conjugate vaccine (PCV) in order to maintain consistency with the National Immunization Survey and Healthy People 2020 goals.

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.