

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Dr. Mary Travis Bassett, Commissioner



WHAT WE DO

The Department of Health and Mental Hygiene (DOHMH) protects and promotes the health and well-being of all New Yorkers. The Department develops and implements robust public health education activities and policy recommendations, enforces health regulations, and provides limited direct health services.

The Department works to ensure that conditions for good health – available, sustainable, high-quality services and efficient, effective systems – flourish in New York City. More specifically, DOHMH seeks to reduce death and disability from chronic diseases such as heart disease and cancer by reducing smoking and consumption of unhealthy foods and promoting physical activity. It contracts for mental health, developmental disability, as well as alcohol and substance abuse treatment services. It works with health care providers to improve healthcare delivery and to increase use of preventive services, such as immunizations, and it collaborates with community-based organizations to prevent, detect and treat HIV infection. The Department's Early Intervention Program serves infants and toddlers with developmental delays. Direct services are provided at four tuberculosis clinics, eight sexually transmitted disease clinics, and more than 1,200 public schools. DOHMH also provides primary care and mental health services in the City's jails. DOHMH issues birth and death certificates, inspects restaurants and child care centers and protects public safety through immediate response to emergent public health threats. The Department's three District Public Health Offices work to reduce health disparities in the City's highest need neighborhoods.

FOCUS ON EQUITY

The cornerstone of the Department's efforts to address disparities and advance health equity is the newly-created Center for Health Equity. The Center will direct much of its attention to New York City's communities of color and low-income neighborhoods, which bear a disproportionate burden of poor health. Its four key areas of focus are: leveraging neighborhood assets to better integrate public health and primary care; fostering inter-agency collaboration to address the root causes of health disparities; ensuring meaningful community engagement and increasing the agency's organizational capacity to advance health equity. The Center will strengthen the Department's place-based efforts via its three District Public Health Offices, which actively engage with a range of community residents and local partners in health program planning and implementation efforts.

OUR SERVICES AND GOALS

SERVICE 1 Detect and control infectious diseases.

- Goal 1a Reduce new cases of HIV and sexually transmitted infections.
- 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 distributes condom products citywide, targeting communities that carry the heaviest burden of HIV. DOHMH reallocated resources toward the promotion of new HIV prevention technologies of Pre- and Post-Exposure Prophylaxis during the first four months of Fiscal 2015, which impacted available resources for condom distribution. The NYC Condom Availability Program reduced distribution of its condom products citywide by 14.2 percent in the first four months of Fiscal 2015 compared to the same period in Fiscal 2014. Despite this reduction in general distribution, condom availability to communities with the highest prevalence of HIV remained stable. HIV diagnoses continue to decrease as a result of new treatment and prevention technologies.
- During the first four months of Fiscal 2015, new tuberculosis (TB) cases decreased by 22 percent compared to the same period in Fiscal 2014. The Department partners with community stakeholders in high-risk immigrant populations to promote TB awareness and accessibility to City chest centers, which provide care and case management for cases, infected contacts and others who are at-risk of progressing to active TB. To ensure timely diagnosis, continuity of care and case management, DOHMH works with healthcare providers across the City to provide training, education and medical consultation, particularly to those who serve high-risk populations.
- Effective July 1, 2014, there were changes made to the New York City school immunization requirements to bring them into alignment with the recommendations of the Advisory Committee on Immunization Practices. These changes affected the number of vaccine doses and the spacing intervals between doses required for a child to be considered compliant, which contributed to the lower compliance seen in the first four months of Fiscal 2015 compared to Fiscal 2014.
- During the first four months of Fiscal 2015, 370 children (aged 6 months to less than 6 years) were newly identified with blood lead levels of 10 mcg/dL or greater, an increase from the 331 children identified in the same period in Fiscal 2014. The number of new cases remains near historic lows, despite this increase. Four-month Fiscal 2015 performance shows an improvement of nearly 50 percent compared to the same period in Fiscal 2011 when 680 new cases were identified.
- A 19 percent decline in the total number of day care inspections reflects the deferred inspection of State licensed day care facilities. The substantial workload of inspecting the new and expanded Pre-K for All sites is not reflected in these numbers, because no children were yet present onsite. There are now additional inspection staff onboard and it is expected that the Department will meet its inspectional goals, which include 100 percent of all City licensed facilities each year and at least 50 percent of all State-licensed facilities within the calendar year.
- During the first four months of Fiscal 2015, several new neighborhoods were indexed for rats, which resulted in a slight increase in the proportion of initial inspections with active rodent signs. These baseline findings typically find fewer compliance inspections to be rat free because property owners are still learning how to treat for rats. Over successive rounds of indexing, we expect the percent of properties that are rat free to increase.
- A new online dog licensing data system was launched in September, which temporarily delayed renewal notifications and reporting for the issuance of new licenses. The new system now allows for multi-year licensing and has streamlined the licensing process.
- Response times for vital records requests outperformed targets during the first four months of Fiscal 2015. Response times for birth certificates improved by more than a day, from 2.4 days in the first four months of Fiscal 2014 to 1.3 days in the first four months of Fiscal 2015. Response time for death certificate requests increased by 1 day, from 1.1 in the first four months of Fiscal 2014 to 2.1 days in the first four months of Fiscal 2015. Response time for death certificates during the first four months of Fiscal 2014 was exceptionally short at 1.1 days, and current performance are levels are in line with or better than past fiscal year performance.
- The percent of emails responded to in 14 days declined by 21 percentage points and the percent of letters responded to in 14 days declined by 3 percentage points the first four months of Fiscal 2015 when compared to the same period in Fiscal 2014. The involvement of staff in the launch of new initiatives and priorities, such as the Pre-K for All initiative and Ebola preparedness, affected the Department's ability to coordinate and respond to requests on-time. The Department is reviewing the internal coordination mechanism to improve accountability and efficiency of this response system.

SERVICE 1 Detect and control infectious diseases.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Male condoms distributed (000)	36,108	37,561	38,146	34,331	34,331	13,399	11,502
★New HIV diagnoses (CY Preliminary)	3,467	3,175	2,913	↓	↓	755	690
★Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)	NA	83.0%	87.0%	90.0%	90.0%	87.9%	88.2%
★Syphilis cases	903	1,104	1,191	↓	↓	400	414

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★New tuberculosis cases (CY)	689	651	656	↓	↓	233	182
Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)	67.4%	61.8%	66.8%	69.0%	72.0%	NA	NA
★Children aged 19-35 months with up-to-date immunizations (%)	66.4%	70.1%	72.1%	74.0%	75.0%	70.7%	72.2%
★Children in the public schools who are in compliance with required immunizations (%)	99.1%	99.1%	99.2%	99.0%	99.0%	96.3%	92.1%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Adults who smoke (%) (CY)	14.8%	15.5%	16.1%	14.7%	12.0%	NA	NA
Adults who are obese (%)	23.7%	24.2%	23.4%	22.9%	22.3%	NA	NA
Adults who consume one or more sugar-sweetened beverages per day (%) (CY)	29.9%	28.2%	23.3%	22.6%	22.3%	NA	NA

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Goal 2b Improve preventive health care.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Adult New Yorkers without a regular doctor %(CY)	16.9%	18.3%	19.1%	*	*	NA	NA
Adults, aged 50+, who received a colonoscopy in the past ten years (CY)	68.6%	68.5%	69.0%	70.0%	72.0%	NA	NA
★ Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)(CY)	4.9	5.1	NA	4.7	4.7	NA	NA
Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health, and dental)	877,270	858,172	802,405	*	*	280,509	267,867
★ Infant mortality rate (per 1,000 live births)(CY)	4.7	4.7	4.6	4.2	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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Childhood blood lead levels - new cases among children aged 6 months to less than six years with blood lead levels greater than or equal to 10 micrograms per deciliter	1,049	844	776	↓	↓	331	370
Day care initial site inspections	22,219	23,024	20,091	*	*	7,049	5,958
★ Child care inspections that do not require a compliance inspection (%)	70.0%	63.0%	67.0%	↑	↑	65.0%	67.0%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Restaurants inspected (%)	99.4%	99.6%	99.8%	100.0%	100.0%	52.0%	50.5%
«Restaurants scoring an 'A' grade (%)	85.6%	87.0%	90.0%	*	*	86.0%	89.6%

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Goal 3c

Reduce animal-related risks to human health.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Initial pest control inspections (000)	124	95	94	*	*	33	31
Initial inspections with active rat signs (ARS) (%)	11.0%	11.0%	11.0%	*	*	11.0%	12.0%
★ Compliance inspections found to be rat free (%)	51.0%	51.0%	49.0%	↑	↑	53.0%	46.0%
Dog licenses issued (000)	93	83	91	105	105	34	25

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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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
NYC jail inmates who complete 45-day substance use program ('A Road Not Taken')(quarterly)	579	354	257	*	*	188	79
New buprenorphine patients (CY)(quarterly)	9,913	9,620	9,559	8,000	9,750	2,446	2,231
★ Deaths from unintentional drug overdose (CY)	651	725	786	↓	↓	NA	NA

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

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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Individuals in the assisted outpatient mental health treatment program	1,245	1,289	1,388	*	*	1,355	1,466
Units of supportive housing available to persons with serious mental illness (000)	5.0	5.2	5.4	5.5	5.5	5.3	NA
New children receiving services from the Early Intervention Program (000)	13.8	13.8	13.7	*	*	4.7	4.8
Calls to LifeNet (000)	85.8	92.0	105.0	*	*	35.9	44.1

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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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Average response time for birth certificates by mail/online (days)	3.0	4.3	1.2	4.0	4.0	2.4	1.3
★Average response time for death certificates by mail/online (days)	4.1	5.2	1.9	4.0	4.0	1.1	2.1

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Workplace injuries reported	NA	145	118	*	*	44	35
Collisions involving City vehicles	NA	49	32	*	*	NA	NA
All summonses issued	77,949	67,203	66,711	*	*	25,273	24,245
Violations admitted to or upheld at ECB (%)	70.1%	64.4%	57.3%	*	*	53.6%	66.6%

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	10,278	10,664	13,701	*	*	NA	NA
Letters responded to in 14 days (%)	31%	21%	30%	40%	40%	19%	16%
E-mails responded to in 14 days (%)	39%	42%	68%	75%	75%	66%	45%
Average wait time to speak with a customer service agent (minutes)	12	11	9	10	10	NA	NA
CORE facility rating	81	89.7	92	85	85	NA	NA
Calls answered in 30 seconds (%)	65%	69%	86%	78%	78%	82%	83%

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Rodent (14 days)	72%	74%	75%	70%	70%	78%	75%
Percent meeting time to first action - Food Establishment (14 days)	94%	97%	98%	90%	90%	99%	98%
Percent meeting time to first action - Food Poisoning (3 days)	96%	96%	99%	90%	90%	99%	90%
Percent meeting time to first action - Indoor Air Quality (14 days)	99%	97%	99%	95%	95%	99%	100%
Percent meeting time to first action - Smoking complaint (14 days)	77%	81%	78%	70%	75%	92%	88%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$1,508.6	\$1,441.2	\$1,357.4	\$1,336.8	\$1,439.3	\$1,383.4	\$715.6	\$866.9
Revenues (\$000,000)	\$36.8	\$34.2	\$32.8	\$33.4	\$32.0	\$32.0	\$10.7	\$10.5
Personnel	5,179	5,070	4,954	5,351	5,603	5,410	4,949	4,909
Overtime paid (\$000,000)	\$5.7	\$6.3	\$4.4	\$3.6	\$5.2	\$3.8	\$1.4	\$1.5
Capital commitments (\$000,000)	\$25.5	\$7.4	\$64.4	\$137.8	\$210.6	\$77.8	\$8.6	\$5.8
Human services contract budget (\$000,000)	\$836.3	\$775.8	\$702.5	\$707.7	\$704.9	\$724.0	\$217.6	\$235.3
Work Experience Program (WEP) participants assigned	113	94	114	*	*	*	78	89

¹February 2015 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DOHMH revised the Fiscal 2015 target for the indicators ‘Male condoms distributed (000)’ to reflect the January 2015 Financial Plan. The Fiscal 2015 target for the indicator ‘NYC jail inmates who complete 45-day substance use program (‘A Road Not Taken’)(quarterly)’ was deleted as the Department revises its approach to targets for this indicator.
- DOHMH revised previously reported data for the following indicators: Fiscal 2014 data for ‘New HIV diagnoses’ and ‘Patients enrolled in Ryan White w/ current ARV Rx at last assessment (%)’ was revised to correct for data reporting lags. To improve accuracy of reporting, the indicators ‘NYC jail inmates who complete 45-day substance use program (‘A Road Not Taken’)’ and ‘new buprenorphine patients (CY)’ are now reported on a quarterly basis. Fiscal 2014 data for the indicator ‘Adult New Yorkers without a regular doctor (%) (CY)’ was corrected.
- The Department revised Fiscal 2015 annual targets for the following indicators: ‘Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)’, ‘Adults who are obese (%)’, ‘Adults who consume one or more sugar-sweetened beverages per day (%) (CY)’ and ‘Adults, aged 50+, who received a colonoscopy in the past ten years (%) (CY).’

ADDITIONAL RESOURCES

For additional information go to:

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

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

