



DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Dr. Thomas A. Farley, Commissioner

Key Public Service Areas

- ✓ Promote health and mental hygiene, prevent and reduce harmful alcohol and drug use and dependence, and reduce health disparities among New York City communities.
- ✓ Facilitate access to high-quality health and mental hygiene (mental health, developmental disabilities, and alcohol and drug use) services.
- ✓ Improve environmental health and safety.
- ✓ Provide high quality and timely services to the public.

Scope of Agency Operations

The Department of Health and Mental Hygiene (DOHMH) protects and promotes the health and mental well being of all New Yorkers. The Department provides mental health services; mental retardation and 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 TB/chest centers; nine STD clinics; HIV prevention and control services; health services at more than 1,500 schools; and health and mental hygiene 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 generates community health profiles; 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.

Critical Objectives

- Reduce smoking and the illness and death caused by tobacco use.
- Improve overall health through scientific research and evidence-based initiatives.
- Prevent and control childhood diseases.
- Reduce new cases of HIV/AIDS, tuberculosis, sexually transmitted diseases and other preventable diseases.
- Facilitate access to quality mental health, early intervention, developmental disability, and alcohol and drug use services.
- Prevent lead poisoning.
- Promote the safety of child care programs.
- Promote the safety of commercial food establishments.
- Reduce rat infestation through inspection, notification and baiting.
- Reduce risks to human health from unwanted and abandoned animals.
- Provide birth and death certificates to the public quickly and efficiently.

Preliminary Performance Highlights

- The number of male condoms distributed increased by 19.6 percent during the first 4 months of Fiscal 2012 from the same period last year. The Department changed the manufacturer it used last year and shipments were delayed as a result. The new manufacturer increased shipments to make up for this delay in the current fiscal year, which accounts for the increase.
- Reported syphilis cases fell by 19.3 percent during the first 4 months of Fiscal 2012 compared with the first 4 months of Fiscal 2011.
- The number of new children receiving services from the Early Intervention Program (EIP) decreased by 13 percent in Fiscal 2012 from the same period last year. The Department attributes this to both a decline in referrals, mirroring a statewide trend, and to the strengthened eligibility criteria implemented by NYS DOH in June 2010 regulations.
- The number of individuals in the assisted outpatient mental health treatment program (AOT) dropped from 1,387 in the first 4 months of Fiscal 2011 to 1,222 in Fiscal 2012. The Department attributes this to several factors including increased complexity to acquire medical records for the AOT petition and adjustments to hospital procedures that resulted from the transfer of program administration from HHC to DOHMH.
- During the first 4 months of Fiscal 2012, new child lead poisoning cases decreased by 22 percent among children less than 18 years requiring environmental intervention (blood lead level of 15µg/dL or higher), and 21 percent among children aged 6 months to 6 years with elevated blood lead levels (10 µg/dL or higher), compared to the same period in Fiscal 2011. The decrease reflects the continued success of the city's lead poisoning prevention activities.
- During the first 4 months of Fiscal 2012, the proportion of restaurants inspected increased 27 percentage points to 64.4 percent compared to the same period last year. The Department now inspects restaurants performing poorly on sanitary inspections more frequently in accordance with the new restaurant grading initiative.
- The Department received 381 child care site complaint during the first 4



months of Fiscal 2012, down from 543 received in the same period last year. This represents a 29 percent decline in complaints.

- Pest control complaints declined by 10.7 percent; and initial inspections decreased by 19.5 percent in the first 4 months of Fiscal 2012 compared from the same period in Fiscal 2011, falling to approximately 31,000, compared to 38,000 during the first 4 months of Fiscal 2011. In the past year, the Department's indexing program in the Bronx focused on neighborhoods with high initial inspection failure rates, resulting in fewer properties indexed overall. In addition, the decrease in complaints resulted in fewer complaint-based inspections.
- Initial pest control inspections with signs of active rats increased by nearly 3 percentage points to 12.3 percent compared to the same period last year. The Department focused on properties with higher failure rates in the Bronx in the first four months of Fiscal 2012 while Manhattan properties were indexed for the first time during the first four months of Fiscal 2011.
- The Office of Vital Records continues to improve the average response time for requests for birth and death certificates by actively promoting orders online. In doing so, the Office has increased utilization of online applications which are less time-consuming to fulfill, contributing to improved turnaround times.
- The average call time to the Department's call center decreased from 527 seconds in the first four months of Fiscal 2011 to 116.5 for the same period in Fiscal 2012. Requests for vital records information are now routed through an interactive voice response system (IVR) instead of going directly to the call center. The IVR provides callers messages and prompts for self-service with an option to speak to an agent if needed.

Performance Report

- ✓ **Promote health and mental hygiene, prevent and reduce harmful alcohol and drug use and dependence, and reduce health disparities among New York City communities.**

Performance Statistics	Actual			Target		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
★ Adults who smoke (%) (CY)	15.8%	15.8%	14.0%	12.0%	11.0%	NA	NA
Adults, aged 50+, who received a colonoscopy in the past ten years (%) (CY)	65.6%	66.0%	67.5%	80.0%	73.0%	NA	NA
Adults who consume an average of one or more sugar-sweetened beverages per day (%) (CY)	32.6%	31.6%	30.3%	29.0%	29.0%	NA	NA
Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%) (CY)	56.6%	52.6%	62.3%	64.0%	67.0%	NA	NA
★ Hospitalization rate for asthma among children ages 0-14 (per 1,000 children) (CY) (preliminary)	5.2	5.2	5.5	4.7	4.7	NA	NA
★ Infant mortality rate (per 1,000 live births) (CY)	5.5	5.3	4.9	4.7	4.7	NA	NA
★ Children in the public schools who have completed required immunizations (%)	98.8%	98.8%	98.8%	98.8%	99.0%	91.8%	96.7%
Number of male condoms distributed (000)	41,838	36,838	36,309	36,000	37,000	11,879	14,203
Number of New Yorkers who die from HIV/AIDS (CY)	1,073	933	832	875	875	NA	NA
★ New adult AIDS cases diagnosed (CY) (preliminary)	3,266	2,947	2,483	*	*	NA	NA
Persons diagnosed, living and reported with HIV/AIDS (CY)	106,584	108,791	110,736	*	*	NA	NA
★ HIV tests conducted (preliminary)	278,222	286,168	256,605	250,000	250,000	NA	NA
Unduplicated clients enrolled in HIV/AIDS (Ryan White) health and supportive services (FY March - February) (000)	88.0	87.7	81.4	75.5	75.0	NA	NA
★ Syphilis cases	1,075	975	959	*	*	347	280
★ New tuberculosis cases (CY) (preliminary)	895	760	711	*	*	245	221
Patients who complete treatment for active tuberculosis (%) (CY)	94.0%	90.5%	91.0%	93.0%	93.0%	90.3%	93.0%

★ Critical Indicator "NA" - means Not Available in this report



✓ **Facilitate access to high-quality health and mental hygiene (mental health, developmental disabilities, and alcohol and drug use) services.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
				FY12	FY13		
<i>Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health, and dental)</i>	838,467	817,012	803,871	*	*	283,546	290,354
<i>New children receiving services from the Early Intervention Program</i>	16.9	17.0	15.4	*	*	5.4	4.7
<i>All children receiving services from the Early Intervention Program</i>	32.7	34.9	33.9	*	*	NA	NA
<i>Adult New Yorkers without a regular doctor (%) (CY)</i>	15.6%	18.1%	16.7%	*	*	NA	NA
<i>Screening rates for breast cancer (CY)</i>	77.8%	78.5%	76.7%	80.0%	80.0%	NA	NA
<i>Screening rates for cervical cancer (CY)</i>	82.5%	81.6%	78.4%	83.0%	82.0%	NA	NA
<i>Calls to LifeNet (000)</i>	94.5	97.2	92.9	*	*	32.0	31.0
<i>Individuals in the assisted outpatient mental health treatment program</i>	1,274	1,344	1,315	*	*	1,387	1,222
<i>Units of supportive housing available to persons with severe mental illness (000)</i>	4.3	4.5	4.7	5.1	5.3	4.6	4.8
<i>New buprenorphine patients</i>	6,733	7,006	7,238	7,500	8,000	2,133	1,820
★ <i>Deaths from unintentional drug overdose</i>	631	624	549	*	*	NA	NA
<i>Alcohol-attributable mortality (CY)</i>	1,703	1,675	1,629	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report

✓ **Improve environmental health and safety.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
				FY12	FY13		
<i>Childhood blood lead levels - New cases among children less than 18 years requiring environmental intervention for lead poisoning</i>	500	532	470	*	*	207	162
<i>- Primary address inspected within 5 business days (%)</i>	90.4%	86.9%	85.0%	90.0%	90.0%	84.0%	88.7%
★ <i>- 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</i>	1,455	1,398	1,319	*	*	584	461
<i>Day Care site complaints received</i>	1,525	1,416	1,325	*	*	543	381
<i>Day care initial site inspections</i>	15,989	20,280	21,610	*	*	7,130	6,985
<i>Restaurants inspected (%)</i>	99.1%	99.7%	99.8%	100.0%	100.0%	37.3%	64.4%
<i>Restaurants scoring an 'A' grade (%)</i>	NA	NA	83.8%	*	*	79.8%	82.9%
★ <i>Pest control complaints received by DOHMH (000)</i>	22.1	21.8	22.5	*	*	9.2	8.2
<i>Initial pest control inspections (000)</i>	89	85	114	*	*	38	31
<i>Initial Inspections with active rat signs (ARS) (%)</i>	13.1%	15.1%	9.8%	*	*	9.6%	12.3%
★ <i>Compliance inspections found to be rat free (%)</i>	40.8%	43.5%	47.1%	*	*	45.6%	47.5%
<i>Dog licenses issued (000)</i>	101.0	99.4	97.6	105.0	105.0	35.1	31.9

★ Critical Indicator "NA" - means Not Available in this report

✓ **Provide high quality and timely services to the public.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
				FY12	FY13		
★ <i>Average response time for birth certificates by mail/online (days)</i>	5.1	5.7	4.4	5.0	5.0	4.2	4.1
★ <i>Average response time for death certificates by mail/online (days)</i>	12.0	9.8	7.1	8.0	8.0	6.8	4.9

★ Critical Indicator "NA" - means Not Available in this report



Agency Customer Service

The Department of Health and Mental Hygiene provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	DOHMH	Citywide	DOHMH	Citywide	DOHMH	Citywide
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Change Jul-Oct FY11 to FY12	Change Jul-Oct FY11 to FY12
Average call wait time (min:sec)	8:47	1:38	1:57	1:47	-78%	10%
Average response time for email correspondence (days)	20	5	35	8	75%	60%
Average response time for letters/mail correspondence (days)	61	11	43	9	-30%	-18%
Service requests meeting expected time of action (%)	NA	82.2%	92.3%	89.7%	NA	9%
Number of 311 inquiries (to MMR agencies)	130,325	2,467,532	163,429	2,245,344	25%	-9%

311 Customer Service Center Inquiries

Top DOHMH-related Inquiries	Total	% of DOHMH	Rank in # of	Total	% of DOHMH	Rank in # of
	Jul-Oct FY11	Inquiries in Jul-Oct FY11	Calls in Jul-Oct FY11	Jul-Oct FY12	Inquiries in Jul-Oct FY12	Calls in Jul-Oct FY12
Birth Certificate from 1910 to Present	14,996	12%	1	17,091	10%	1
Rodent Complaint - Other Location	9,511	7%	2	8,588	5%	2
Animal - Injured or Sick - Stray Dog or Cat	NA	NA	NA	6,849	4%	3
Status of a Birth Certificate Order	4,203	3%	6	5,752	4%	4
LifeNet	6,865	5%	4	5,309	3%	5

Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
Expenditures (\$ millions) ²	\$1,646.3	\$1,619.9	\$1,564.3	\$1,521.8	\$1,581.5	\$1,455.2	\$1,006.2	\$861.2
Revenues (\$ millions)	\$65.3	\$69.2	\$79.0	\$33.6	\$32.8	\$35.7	\$24.0	\$11.3
Personnel	6,073	5,578	5,270	5,393	5,870	5,302	5,445	5,189
Overtime paid (\$000)	\$6,216	\$7,772	\$5,416	*	*	*	\$1,449	\$2,320
Capital commitments (\$ millions)	\$51.1	\$50.5	\$138.9	\$80.0	\$300.9	\$12.7	\$114.4	\$12.4
Human services contract budget (\$ millions)	\$947.8	\$934.4	\$900.9	\$905.3	\$865.9	\$878.9	\$274.1	\$262.2
Work Experience Program (WEP) participants assigned	188	293	38	*	*	*	175	60

¹January 2012 Financial Plan

²"NA" - Not Available in this report

³Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.



Noteworthy Changes, Additions or Deletions

- The data for the indicator ‘New Buprenorphine Patients’ represents the data currently available from the state covering the first 3 months of Fiscal 2012. Reporting will be updated in the Fiscal 2012 Mayor’s Management Report.
- This report includes a new restaurant grading indicator ‘Restaurants with ‘A’ grade (%)’ that replaces ‘Food Service Establishments scoring 28 or more points on initial inspection (‘C’ grade equivalent).’ Due to data availability, the report includes a snapshot of the value taken at the end of the calendar years for both Fiscal 2011 and 2012.
- There have been changes made to the names of the indicators covering the Early Intervention Program (EIP). The indicator ‘Children with Initial Early Intervention Program service plans (CY)’ is now called ‘New children receiving services from the Early Intervention Program’ and the indicator ‘Children authorized for Early Intervention services during the year (CY)’ is now ‘All children receiving services from the Early Intervention Program.’ Both changes have been made to better reflect the data that is being collected.
- The Department revised its calculation method for the measure of ‘Units of supportive housing available to persons with severe mental illness (000)’ to reflect only those units that NYC DOHMH oversees. Previously this indicator counted City-overseen units and units overseen by the New York State Office of Mental Health, which the Department does not fund, control or oversee. The new methodology will provide a clearer picture of progress made in supportive housing units overseen by NYC DOHMH.

For more information please visit the website at: www.nyc.gov/doh



