

COLORADO

DEPARTMENT OF LAW

Strategic Plan Performance Report

November 1, 2023

VISION

At the Colorado Department of Law (“DOL” or “Department”), we are committed to serving as the “People’s Lawyer.” The DOL vision for this role is:

“Together, we serve Colorado and its people by advancing the rule of law, protecting democracy, and promoting justice for all.”

VALUES

To guide how we implement this vision, the DOL developed four core values—we are principled public servants who are innovative and better together.

<u>PRINCIPLED</u>	<u>PUBLIC SERVANTS</u>	<u>INNOVATIVE</u>	<u>BETTER TOGETHER</u>
<ul style="list-style-type: none">• We act with integrity• We do our best• We deliver excellent work• We are transparent	<ul style="list-style-type: none">• We uphold the rule of law and serve all the people of Colorado• We are engaged and empathetic• We act with humility• We serve our client agencies	<ul style="list-style-type: none">• We act with courage• We seek and create opportunities for others• We are creative problem solvers• We are committed to continuous improvement	<ul style="list-style-type: none">• We are inclusive and diverse• We work as a team• We are respectful of others• We have fun

PRIORITIES

The DOL has a special opportunity to demonstrate how government can work efficiently, effectively, and fairly. By doing so, the DOL advances our constitutional commitment to work towards a more perfect union.

The DOL aims to achieve its vision and accomplish its mission through these priorities set by the Attorney General:

- **Defending the Rule of Law:** Advancing the principles of justice, freedom, and equality for all.
- **Addressing the Opioid Epidemic:** Fighting the opioid epidemic through accountability, collaboration, and innovation.
- **Improving the Criminal Justice System and Protecting Public Safety:** Keeping communities safe through smarter, fairer response to crime.
- **Protecting Consumers:** Allowing responsible businesses to thrive by holding bad actors accountable.
- **Protecting Colorado’s Land, Air, and Water:** Preserving and protecting Colorado’s precious and limited natural resources.
- **Engaging Colorado Communities:** Engaging in meaningful dialogue with communities around the State.

PERFORMANCE MEASURES

- As seen in the DOL SMART ACT PLAN, the DOL is engaged in a comprehensive performance management planning process across the organization to better align our performance metrics with our priorities.

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
Provide quality legal counsel to client agencies as measured by annual survey: Target	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10
Actual	9.3/10	NA	9.3/10	TBD	TBD	TBD
Total number of open client agency cases at the end of the fiscal year: Target	12,433	12,185	13,500	13,500	13,500	13,500
Actual	14,306	14,227	13,692	TBD	TBD	TBD
Staff hours invested in statewide opioid efforts: Target	18,000	18,000	11,000	11,000	11,000	11,000
Actual	18,295	16,888	9,535	TBD	TBD	TBD
Percentage of local governments that signed on to the Opioid Settlement Plan: Target	NA	95%	95%	NA	NA	NA
Actual	NA	99.8%	99.8%	TBD	TBD	TBD
The number of judicial districts provided with litigation support: Target	12	12	12	12	12	12
Actual	19	21	22	TBD	TBD	TBD
The number of basic, reserve, and provisional certifications issued: Target	NA	NA	NA	NA	NA	NA
Actual Total	920	1,111	1,192	TBD	TBD	TBD
Basic	826	1,013	1,081	NA	NA	NA
Provisional	80	83	111	NA	NA	NA
Reserve	14	15	0	NA	NA	NA
The number of certifications revoked: Target	NA	NA	NA	NA	NA	NA
Actual	30	43	40	TBD	TBD	TBD
The number of online training programs offered: Target	NA	15	15	15	19	23
Actual	15	15	17	TBD	TBD	TBD
The number of in-person training programs offered: Target	NA	20	20	20	20	20

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
The number of law enforcement officers trained through the grant program: Target	150,000	150,000	150,000	150,000	150,000	150,000
Actual	174,934	118,878	111,615	TBD	TBD	TBD
The number of students taking online training: Target	175,000	175,000	175,000	175,000	175,000	175,000
Actual	177,967	118,208	112,099	TBD	TBD	TBD
The number of students taking in-person training: Target	NA	2,500	3,250	3,250	3,250	3,250
Actual	2,559	3,076	3,320	TBD	TBD	TBD
The dollar amount of grants funded in rural and urban law enforcement communities: Target	NA	\$2.6M	\$3.6M	\$3.6M	\$3.6M	\$3.6M
The number of case investigations opened: Target	160	160	160	160	180	180
Actual (Medicaid)	141	153	48	TBD	TBD	TBD
The number of case investigations opened: Target	25	25	25	25	25	25
Actual (Securities)	26	37	23	TBD	TBD	TBD
The number of case investigations opened: Target	200	200	200	200	200	200
Actual (Insurance)	162	176	155	TBD	TBD	TBD
The number of case investigations opened: Target	125	125	125	125	125	125
Actual (Special Prosecution)	101	265	262	TBD	TBD	TBD
The number of cases filed: Target	19	20	20	20	25	25
Actual (Medicaid)	22	11	10	TBD	TBD	TBD
The number of cases filed: Target	8	8	8	8	8	8
Actual (Securities)	5	5	10	TBD	TBD	TBD
The number of cases filed: Target	60	60	60	60	60	60
Actual (Insurance)	74	58	46	TBD	TBD	TBD
The number of cases filed: Target	25	75	75	75	75	75
Actual (Special Prosecution)	71	64	72	TBD	TBD	TBD
The number of Criminal Appeals briefs filed: Target	1,000	1,000	1,000	1,000	1,000	1,000
Actual	876	803	787	TBD	TBD	TBD
The number of backlog of Criminal Appeals briefs due: Target	394	394	397	397	377	357
Actual	493	417	258	TBD	TBD	TBD

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
The % change in backlog from previous year: Target	-5%	-5%	-5%	-5%	-5%	-5%
Actual	19%	-15.4%	-39.2%	TBD	TBD	TBD
The percentage of actionable Safe2Tell tips received: Target	New	90%	90%	90%	90%	90%
Actual	90.6%	96.8%	97.2%	TBD	TBD	TBD
The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 day: Target	95%	95%	90%	90%	95%	95%
Actual	99.5%	97.6%	98.8%	TBD	TBD	TBD
The total number of Consumer Protection investigations opened: Target	65	65	65	65	65	65
Actual	94	39	100	TBD	TBD	TBD
The total number of settlements/judgments obtained: Target	15	15	25	25	25	25
Actual	20	31	28	TBD	TBD	TBD
The number of data breaches reviewed: Target	80	80	225	225	225	225
Actual	183	233	210	TBD	TBD	TBD
The number of engagements with state agencies advised on data privacy and cybersecurity: Target	72	72	80	80	80	65
Actual	142	141	209	TBD	TBD	TBD
Investigate and resolve 90% of complaints within 60 days or less: Target	90%	90%	90%	90%	90%	90%
Actual (UCCC)	90%	85%	71%	TBD	TBD	TBD
Actual (Debt Management)	72%	58%	52%	TBD	TBD	TBD
Actual (Debt Collection)	85%	80%	71%	TBD	TBD	TBD
The percent of complaints closed with consumer education included: Target	30%	30%	80%	80%	80%	80%
Actual	65%	92.5%	99.6%	TBD	TBD	TBD
The number of enforcement actions partnered with client agencies to protect our land, air and water: Target	100	100	100	100	100	100
Actual	112	134	101	TBD	TBD	TBD

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
The number of staff hours invested in protecting the Colorado River: Target	NA	NA	10,600	10,600	10,600	12,400
Actual	NA	7,041	5,350	TBD	TBD	TBD
The percentage of counties visited by the Attorney General for meetings and public events: Target	35%	35%	35%	35%	35%	35%
Actual	44%	52%	45%	TBD	TBD	TBD