



COLORADO

Department of
Regulatory Agencies

**ANNUAL PERFORMANCE EVALUATION
FY19**

July 1, 2018 – June 30, 2019

SPI 1 | IMPROVING PUBLIC PROTECTION THROUGH EFFECTIVE ENFORCEMENT & REGULATORY ACTIVITIES

Deliver timely resolution of complaints and investigations

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
80% of Civil Rights cases resolved within 270 days	Civil Rights	75.2%	62%	54%	54%	38%	80%	TBD
95% of real estate complaints resolved within 60 days	Real Estate	88%	79%	86%	91%	91%	95%	95%
99% of public utilities complaints and inquiries resolved within 15 days	Public Utilities Commission	99%	97%	99%	98%	98%	99%	99%
85% of investigations of applicants with criminal history completed within 60 business days	Real Estate	84%	100%	100%	100%	100%	85%	85%

In Q4 the **Division of Real Estate** completed 100% of investigations of Real Estate Professional applicants with criminal history within an average of 10 days surpassing the goal of completion within 60 days. This dramatic improvement can be attributed to the Lean project implemented by the division which greatly improved the process.

In Q4 the **Public Utilities Commission** resolved 98% of consumer inquiries within 15 days, saving consumers \$10,202.92.

Uphold effective pathways for alternative dispute resolution

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
90% of real estate cases resolved through Expedited Settlement Program	Real Estate	90%	82%	88%	93%	89%	90%	90%
10% increase in civil rights cases resolved through alternative dispute resolution	Civil Rights	213	71	20	41	19	179	197

In Q4 the **Colorado Civil Rights Division** conducted 65 mediation/conciliation conferences with 19 resulting in a successful resolution with a total of \$331,400 relief for complainants. Investigators facilitated settlement discussions in 23 cases and a total of \$827,657.71 in relief was obtained for complainants. Q4 total relief obtained for complainants is \$1,159,057.71.

In Q4 the **Division of Real Estate** resolved 90% of cases through the Expedited Settlement Program (ESP) and referred 18 to the Office of the Attorney General.

Protection of consumers through Effective Enforcement

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% of unlicensed case referrals to law enforcement within 14 days of case closure	Professions & Occupations	N/A	100%	100%	100%	100%	100%	100%
Establish a baseline for Safety & Compliance reviews	Public Utilities Commission	N/A	20	54	52	27	N/A	N/A

Since May's inception of the Unlicensed Practice (ULP) Initiative within the **Division of Professions and Occupations**, the Division has opened 395 cases; 334 Cease and Desist Orders have been issued and referred for enforcement to the Office of Investigations; referred a total of 51 cases to the Office of the Attorney General for injunctive action, resulting in 11 permanent injunctions and 226 referrals to law enforcement to date.

SPI 2 | ENHANCE EDUCATION AND OUTREACH

Strengthen statewide and online opportunities for Coloradans to interact with DORA

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
55 Consumer alerts or advisories disseminated Department-wide	All	94	24	18	39	32	55	55
89% of Divisions to live-stream board and commission meetings	All	90.75%	89%	89%	89%	89%	89%	89%

6 HOA forums completed annually, including 2 outreach events to monolingual Spanish consumers	Real Estate	N/A	6	8	2	5	6	n/a
HOA forums to Monolingual Spanish consumers	Real Estate	N/A	0	0	2	2	2	n/a
75 in-person civil rights outreach events	Civil Rights	N/A	18	13	21	26	75	TBD

The **Colorado Civil Rights Division** participated in various outreach events to include; fair housing training for the public at large, Akron area and Longmont area; 3 interviews with KBNO Spanish radio and one with Channel 7 to provide listeners/consumers information on employment and housing discrimination as well as how to file a complaint with the Division; The Division participated in the Denver PrideFest by hosting an information table during the two day event and the division director marching the Pride parade with Governor Polis, Ed Salazar, and other State employees; and Juneteenth Music Fest by hosting an information table during this three day event.

Increased accessibility of DORA’s consumer information

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
25% increase in utilization of the Healthcare Professions Profile Program (HPPP), a database that helps consumers find health-care providers that meet their needs and expectations via the CO Health Professional Check website.	Professions & Occupations	345,301	124,689	81,201	137,754	168,556	25% increase (29,168)	10% increase (32,084)

The goal of increased HPPP utilization was met and exceeded for FY19. The goal was to increase by 25% or up to a total of 431,626 searches. The total number of HPPP searches for FY 19 was 512,200.

SPI 3 | IMPROVE PROCESSES TO BETTER ENGAGE WITH REGULATED ENTITIES

Provide simple and fast licensing to Colorado professionals

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Average time to process occupational license applications processed within an average of 30 days	Professions & Occupations	35	31	31	28	26	30 days	30 days
Processing time for Addiction Counselor applications	Professions & Occupations	52	44	40	32	29	30 days	n/a
Processing time for Electrical & Plumbing applications	Professions & Occupations	43	53	50	46	34	14 days	n/a
Processing time for Nursing Home Administrator applications	Professions & Occupations	84	58	80	67	83	30 days	n/a
Processing time for Barber and Cosmetology applications	Professions & Occupations	75	34	30	30	31	30 days	n/a
95% of real estate license applications processed within 5 business days	Real Estate	91.3%	95%	98%	98%	98%	95%	95%
99% of securities license applications processed within 15 days	Securities	99%	99%	99%	99%	99%	99%	100%
100% of businesses and reinstatement applications available online by the end of FY19	Professions & Occupations	11%	11%	23%	47%	57%	100%	N/A

During Q4, the Division of Real Estate processed 4,754 renewal applications, 5,506 online applications, and 688 original broker applications. The average time to process an original real estate broker application and issue a license is 1.8 days.

Streamline occupational licensing for veterans

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
\$50,000 in savings to veterans, military personnel, and their spouses applying for licensure	Professions & Occupations	N/A	\$11,107	\$22,214	\$11,107	\$11,107	\$50,000	N/A

2,000 hours saved to military personnel and veterans applying for a nursing licensure associated with educational requirements	Professions & Occupations	N/A	400	800	400	400		N/A
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The **Division of Professions & Occupations** exceeded its FY19 goal by adopting four rules/policies that provide streamlined pathways to veterans under SPI3. Additionally, the Division continues to focus on partnerships with educational institutions to identify approaches to better serve veterans who seek to obtain licensure and employment, most recently connecting with CSU Global Campus. Partnerships such as this will build upon existing relationships with the Colorado Department of Higher Education and the Community College System and also serves to meet the goal of forming two partnerships with educational institutions with a goal of assisting as veterans transition from military to civilian occupations.

Maintain efficient regulatory examinations

Metric	Division	FY18	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% financial institution exams completed within 12-18 months	Banking	100%	95%	100%	100%	100%	100%	100%
100% financial institution exams completed within 12-18 months	Financial Services	100%	100%	100%	100%	100%	100%	100%
100% of securities examinations completed within an average of 90 days	Securities	100%	100%	100%	100%	100%	100%	100%