



COLORADO

Department of
Regulatory Agencies

FY18 PERFORMANCE PLAN REPORT

July 1, 2017 – June 30, 2018

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

Deliver timely resolution of complaints and investigations

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
12% increase in Civil Rights cases resolved within 270 days	Civil Rights	77%	85.5%				12% increase	
85% of insurance complaints and inquiries resolved within 90 days	Insurance	85%	82%				85%	85%
85% of real estate complaints resolved within 60 days	Real Estate	87%	85%				85%	85%
99% of public utilities complaints and inquiries resolved within 15 days	Public Utilities Commission	89%	99%				99%	99%
85% of investigations of real estate professionals applicants with criminal history completed within 60 business days	Real Estate	50%	66%				85%	85%

This quarter, the PUC was timely 99% in resolving consumer inquiries within 15 days, and saved consumers \$416,430. CCRD was able to reach record-high resolutions for cases, despite having a record-high volume of complaints coming in (129 new complaint intakes last month). Though DRE's investigation time for real estate professional applications with criminal histories hit our target timeline 66% in Q1, we reached 100% in September. This quarter, DOI's enforcement section facilitated the return of \$53,600 to a consumers in restitutions.

Ensure that the public has access the resources they need from DORA

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% of Citizen's Advocate/outreach requests resolved within 3 days	All	100%	100%				100%	100%
90% customer satisfaction with DORA's new Welcome Center "Chat" function	Executive Director's Office	89%	90%				90%	90%

In August we saw a 300% increase in public searches of the HPPP profiles last month has normalized in September back to 28,056. The spike was likely the result of a semi-annual check by large healthcare providers and the Division is exploring tracking options to better understand increases/impacts.

Uphold effective pathways for alternative dispute resolution

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
90% of real estate cases resolved through Expedited Settlement Program	Real Estate	87.7%	90%				90%	90%
10% increase in civil rights cases pursued to be resolved through alternative dispute resolution	Civil Rights	179	43				10% increase (avg. 48/q.)	10% increase

The legal savings associated with the cases resolved by DRE's Expedited Settlement Program ("ESP") are approximately \$48,600. CCRD is on target to reach its FY18 target of increasing cases pursuing alternative dispute resolution by 10%, by the end of the fiscal year, and relief obtained through mediation/conciliation or discussions facilitated by investigators totalled upwards of \$328,616.

Strengthen the Department's efforts to combat opioid and prescription drug abuse

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Significant increase the utilization of the Prescription Drug Monitoring Program (PDMP), a statewide database of all controlled substances dispensed, which aids in reducing inappropriate prescribing, identifying drug-seeking behavior in patients, and allows providers to intervene when appropriate	Professions & Occupations	95%	87%				TBD	TBD

13% increase in the number of pharmacies integrated with the PDMP, allowing an increase in pharmacies with access to real-time access to the database	Professions & Occupations	146	147				13.8% (166)	13.8% (166)
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In addition to the integration of the 147 pharmacies, five emergency rooms have been integrated through the BJA grant, and DPO is working on multiple requests for electronic record integration with PDMP. Progress continues on the PDMP Scorecard with the vendor. In addition, DPO attend the Opioid Interim Committee as part of the opioid policy analysis.

SPI 2 | ENHANCE EDUCATION AND OUTREACH

Strengthen statewide and online opportunities for Coloradans to interact with DORA

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
40% increase in dissemination of consumer alerts Department-wide	All	22	15				50% increase	TBD
100% of Divisions to live-stream boards and commissions meetings	All	63%	89%				100%	100%
50% increase in Boards and Commissions meetings held outside of the metro area	All	10	4				50% increase (avg. 3.75/q)	TBD
100% increase in dissemination of emerging risk bulletins/common practice violation notices to industry	All	20	11				100% increase (avg. 10/q)	TBD

DORA has started the fiscal year strong regarding outreach, with 15 consumer alerts (48% of our annual goal) with every division contributing, with topics ranging from the Division of Banking distributing a consumer advisory bulletin regarding data breaches, to DOI issuing releases about their new online system for taking insurance-related complaints. Additionally, DORA has made an impact through in-person outreach across the state this quarter, including the PUC holding five non-metro area trainings and stakeholder meetings, CCRD training on discrimination law in four counties, and DRE attended 26 Industry Association & Customer Group Events to Promote Regulatory Info.

Increase public participation in regulatory reform processes

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
25% increase in cost-benefit analysis requests, which provide business owners with improved understanding of how a newly proposed rule or rule change may impact their business	COPRRR	14	0				25% increase	15% increase
100% increase in online public comment on sunrise/sunset reports, providing critical input on regulatory programs under review	COPRRR	58	34				100% increase	25% increase
100% division compliance with early stakeholder engagement policies, which ensure stakeholders are engaged prior to any formal rulemaking processes	EDO	100%	100%				100%	100%

In Q1, COPRRR has received a growing number of online public comments on sunset/sunrise reports. The office continues to work on polishing and revising all draft sunrise and sunset reports, which will be released on October 13. The Office of Consumer Counsel (OCC) held a Small Business Roundtable in July which brought together representatives from the Small Business Administration, OEDIT, the US Department of Labor, the Colorado Energy Office, Bank of the West, the Denver Metro Association of Realtors, and several DORA Divisions to discuss barriers of the federal regulatory process, small business disputes, audits, and challenges. All divisions have re-certified early stakeholder engagement this month.

Increased accessibility of DORA consumer information

Metric	Division	FY17	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	23,335	35,473				25% increase	10% increase

SPI 3 | IMPROVE PROCESSES TO BETTER ENGAGE WITH REGULATED ENTITIES

Provide simple and fast licensing to Colorado professionals

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
Average time to process occupational license applications	Professions & Occupations	37	36				30 days	30 days
95% of real estate license applications processed within 5 business days	Real Estate	93%	97%				95%	95%
99% of securities license applications processed within 15 days	Securities	99%	99%				99%	100%
100% of businesses and reinstatement applications available online by the end of FY18	Professions & Occupations	59%	71%				100% (17)	N/A

So far this quarter, DPO's average time to process occupational licenses went from 37 days in July, to 36 days in August, to 35 days in September. For Pharmacist licenses, which have been high-profile, processing time is down to 15 days. DPO receives the Tom Clements Award in recognition of efforts to improving licensing timelines, and for responding to the Department's mission of eliminating red tape, for partnering with key employer and applicant stakeholders and identifying areas of improvement. In addition to surpassing DRE's license application goal this quarter, the average time to process new broker applications was 1.7 days. The Division of Securities staff continues to achieve a 99% success rate in getting license applications processed within 90 days.

Maintain efficient regulatory examinations

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
100% financial institution exams completed within 12-18 months	Banking/ Financial Services	100%	100%				100%	100%
100% of securities examinations completed within an average of 90 days	Securities	100%	100%				100%	100%

The Division of Banking signed the National Multistate Licensing System agreement, setting the Division's money transmitter regulatory program on a course to cut up to \$50,000 in directly billed costs to the money transmitter industry its first year. This will be accomplished by exercising the Division's option to share examination report information with select states, thereby reducing the need and the costs associated with sending examiners out of state to perform examination functions that are duplicated by other sister state regulatory agencies.

Reduce red tape and unnecessary regulatory burden

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
\$50,000 in savings resulting from new multi-state exams	Banking	N/A	\$0				\$50,000	N/A
\$50,000 in savings resulting from Priority Focused Regulation program	Financial Services	N/A	\$8,113				\$50,000	N/A

This quarter, the Division of Financial Services conducted three PFR examinations, saving credit unions \$8,113 in expenses that contribute to the Division's savings. DPO reduced burden for barbers and cosmetologists in bill implementation. In response to stakeholder feedback with regard to implementation HB17-1196, Regarding Credit Hours Required for Barbers and Cosmetologists, the Director adopted and issued a revised policy to streamline the credit hour requirements for examination. The rules resulting from the Division's and Real Estate Commission's Sunset Review have been drafted and filed with the Secretary of State. The rulemaking hearing is scheduled for October 3, 2018. Additionally, the taskforce that was created to address the new employing broker requirements is close to completing the proposed rules for those standards.

Promote statewide broadband availability

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
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100% of broadband grant funds awarded, in an effort to achieve 85% rural broadband connectivity throughout the state	Executive Director's Office	N/A	0%				100%	N/A
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The 2017 grant cycle opened on July 11, allowing up to \$9.4 million available for 2017 grant cycle. Initial awards will be made on November 30th, and finalized in spring 2018 after appeals and right of first refusal processes.

Streamline occupational licensing for veterans

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
4 new policies adopted to identifying pathways for veterans using military training for licensure	Professions & Occupations	4	1				4	N/A
2 new partnerships with institutions of Higher Education in pursuit of developing gap coursework for veterans seeking to transition from a military to a civilian occupation	Professions & Occupations	2	1				2	N/A