FY18 PERFORMANCE PLAN Q3

January 1, 2017-March 31, 2017

SPI 1 | IMPROVING PRUBLIC PROTECTION THROUGH EFFECTIVE ENFORCEMENT & REGULATORY ACTIVIES

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%	80%	75.3%		12% increase	
85% of insurance complaints and inquiries resolved within 90 days	Insurance	85%	82%	79.3%	85.67%		85%	85%
85% of real estate complaints resolved within 60 days	Real Estate	87%	85%	92%	91.3%		85%	85%
99% of public utilities complaints and inquiries resolved within 15 days	Public Utilities Commission	89%	99%	98.8%	99%		99%	99%
85% of investigations of real estate professionals applicants with criminal history completed within 60 business days	Real Estate	50%	66%	85%	87%		85%	85%

This quarter, the PUC resolved customer inquiries within 15 days 99% of the time and saved consumers $22,579.81.

CCRD has seen a dip in cases resolved within 270 days as the division continues to receive record high complaints filed, resulting in investigator caseloads averaging 70+. New investigators have been hired to combat this issue, however, the Division anticipates a continued increase in complaints due to the ease of filing the new online system, CaseConnect, has enabled.

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%		100%	100%
90% customer satisfaction with DORA's new Welcome Center "Chat" function	Executive Director's Office	88%	81%	82%	76%		90%	90%

DRE's recent Call Center Lean Project continues to demonstrate successful results, with 92% of incoming calls handled without transfer.

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%	91%	88.67%		90%	90%
10% increase in civil rights cases pursued to be resolved through alternative dispute resolution	Civil Rights	179	43	71	46		10% increase (190)	10% increase

This quarter, over 89 cases were resolved through the Division of Real Estate's Expedited Settlement Program (ESP), resulting in over $84,600 in legal savings to consumers.

CCRD is on track to reach its FY18 target of increasing cases pursuing alternative dispute resolution by 10%, with 46 mediations/conciliations in Quarter 3, and 160 so far this fiscal year. This quarter, the Division obtained upwards of $550,945 in relief to Civil Rights Complainants.

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%	47%	23.67%		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	147	147		13.8% (166)	13.8% (166)

In order to help prescribers make more informed decisions and avoid over-prescribing, the Division of Professions & Occupations (DPO) disseminated its first PDMP Scorecard in February. The Scorecard includes data on prescription volume, PDMP usage, MME dosing information, and assessments that compared his/her prescribing history to others. Additionally, DPO has seeks to increase accuracy and detail of PDMP profiles by distributing communications to over 37,000 prescribers in January, which resulted in updates for hundreds of PDMP accounts.

DPO continues to see a drop in PDMP Utilization, which is the result of a system correction: Historically, the PDMP system has been unable to isolate unique queries, meaning that a single visit to an emergency room by a patient could result in several PDMP queries (check-in, multiple practitioner interactions, etc.).

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	40	24		50% increase (33)	TBD
100% of Divisions to live-stream boards and commissions meetings	All	63%	89%	100%	100%		100%	100%
50% increase in Boards and Commissions meetings held outside of the metro area	All	10	4	2	7		50% increase (avg. 3.75/q)	TBD
100% increase in dissemination of emerging risk bulletins/common practice violation notices to industry	All	20	11	22	38		100% increase (avg. 10/q)	TBD

DORA continues its heightened focus on outreach, with a total of 24 consumer alerts this quarter, ranging in topic from rom increased identity theft related account fraud (Division of Financial Services), to call spoofing (Public Utilities Commission), to pervasive timeshare sales scams (Division of Real Estate). In addition to ensuring consumers are well –informed, DORA ensures that regulated entities are kept educated about best practices through dissemination of 38 "emerging risk bulletins" and "common practice violation notices" so far this quarter, reaching 59 so far this fiscal year, surpassing our annual target.

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	9	46 (60 total)		20	23
100% increase in online public comment on sunrise/sunset reports, providing critical input on regulatory programs under review	COPRRR	58	34	23	23 (100 total)		116	145
100% division compliance with early stakeholder engagement policies, which ensure stakeholders are engaged prior to any formal rulemaking processes	EDO	100%	100%	100%	100%		100%	100%

All of COPRRR's sunset hearings have been held for this fiscal year. The Office is on track to reach its goal of doubling the number of public comments on sunset/sunrise reviews with a total of 100 so far this fiscal year, and has already surpassed its goal of increasing cost-benefit analyses by 25%, with a total of 60 so far this fiscal year.

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	33,815	9,815		25% increase	10% increase

Fluctuations of HPPP use tend to occur throughout the year, and correlate strongly with license renewals, as hospitals and care centers often check HPPP to verify their staff have renewed their licenses, and DPO expects to see a rise in HPPP use in the coming months.

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	35.5	37*		30 days	30 days
95% of real estate license applications processed within 5 business days	Real Estate	93%	97%	87.3%	92.86%		95%	95%
99% of securities license applications processed within 15 days	Securities	99%	99%	99%	99%		99%	100%
100% of businesses and reinstatement applications available online by the end of FY18	Professions & Occupations	59%	71%	100%	100%		100% (17)	N/A

DPO's reinstatement applications scheduled to go online this month include Registered Nurses, Practical Nurses, and Nurse Aids. This is expected to greatly improve the timeliness of processing reinstatement applications.

DPO's average time-to-license increased slightly this month, in large part part due to a change in the way the process time is measured. This quarter, DPO adjusted the way Average License Processing Time is calculated, to more accurately reflect true customer experience. This change is part of a larger DPO licensing lean project that will simplify the application process across all license types.

DRE was able to process 98.3% of real estate licenses within 5 days this month, with an average processing time of 3 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%	100%
100% of securities examinations completed within an average of 90 days	Securities	100%	100%	100%	100%		100%	100%

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	$11,584	$25,353		$50,000	N/A

$50,000 in savings resulting from Priority Focused Regulation program	Financial Services	N/A	$8,113	$27,024	$5,280		$50,000	N/A

This quarter, the Division of Financial Services conducted five Priority Focused Regulation (PFR) examinations, saving credit unions $5,280 in expenses. So far this fiscal year, the Division's PRF Program has saved credit unions $40,417.

The Division of Banking officially entered the National Multistate Licensing System Agreement, 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. This quarter, the Division has saved money transmitters $25,353.

Promote statewide broadband availability

Metric	Division	FY17	Q1	Q2	Q3	Q4	1-Yr Goal	3-Yr Goal
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%	0%	100%		100%	N/A

The Broadband Board awarded $9.4 million to a total of nine projects. The grant awards are matched with $6.95 million in private investment (42.5% match). In total, the projects will provide broadband services to 8,258 households. Though the awards became final last quarter, the grant agreements need to be signed off by the State Controller. Once signed, grant recipients can begin work.

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	2		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	0	0		2	N/A

In total, eight Professions and Occupations Boards have adopted streamlined licensure policies for veterans: Plumbing, Electrical, Addiction Councilors, Marriage and Family Therapist Examiners, Psychologists, Licensed Professional Counselors and Social Workers. A policy to streamline veteran policies for Barber/Cosmetology is also currently under review. The Division has created a new Policy Analyst position to assist with VOCAL policy analysis and implementation.