



COLORADO

Department of
Regulatory Agencies

**Q3 PERFORMANCE EVALUATION
FY19**

January 1, 2019 – March 31, 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%		80%	TBD
95% of real estate complaints resolved within 60 days	Real Estate	88%	79%	86%	91%		95%	95%
99% of public utilities complaints and inquiries resolved within 15 days	Public Utilities Commission	99%	97%	99%	98%		99%	99%
85% of investigations of applicants with criminal history completed within 60 business days	Real Estate	84%	100%	100%	100%		85%	85%

In Q3 the **Division of Real Estate** completed 100% of investigations of Real Estate Professional applicants with criminal history within an average of 12 days surpassing the goal of completion within 60 days. This dramatic improvement can be attributed to the recent Lean project implemented by the division which greatly improved the process.

In Q3 the **Public Utilities Commission** resolved 99% of consumer inquiries within 15 days, saving consumers \$9,976.56.

The **Colorado Civil Rights Division** has partnered with HR to hire 2 additional investigators and 2 Investigations Specialist, which we anticipate will help reduce caseloads and will assist in decreasing case processing times.

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%		90%	90%
10% increase in civil rights cases resolved through alternative dispute resolution	Civil Rights	213	71	20	41		179	197

In Q3 the **Colorado Civil Rights Division** conducted 66 mediation/conciliation conferences with 41 resulting in a successful resolution with a total of \$654,719.65 relief for complainants. Investigators facilitated settlement discussions in 33 cases and a total of \$1,096,733 in relief was obtained for complainants. Q3 total relief obtained for complainants is \$1,751,452.65.

In Q3 the **Division of Real Estate** resolved 93% of cases through the Expedited Settlement Program (ESP) and referred 9 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%
Establish a baseline for Safety & Compliance reviews	Public Utilities Commission	N/A	20	54	52		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 372 cases; 279 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 9 permanent injunctions and 197 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		55	55
89% of Divisions to live-stream board and commission meetings	All	90.75%	89%	89%	89%		89%	89%
6 HOA forums completed annually, including 2 outreach events to monolingual Spanish consumers	Real Estate	N/A	6	8	4		6	n/a
HOA forums to Monolingual Spanish consumers	Real Estate	N/A	0	0	0		2	n/a
75 in-person civil rights outreach events	Civil Rights	N/A	18	13	21		75	TBD

The **Colorado Civil Rights Division's** Outreach and Education Coordinator, conducted Employment 101 training that was open to the public and held at the DORA offices in Denver. He traveled to Grand Junction to provide fair housing training to local housing providers, and also conducted training on CCRD case processing procedures. CCRD provided another fair housing training to a Respondent in Denver that was a term in a settlement agreement for a case filed with the Division. CCRD provided fair housing training in Greeley to members of the Weld County Apartment Association.

The **Division of Real Estate** issued seven consumer advisories in March. One was a YouTube video regarding short term rentals. We also issued consumer advisories about buying a home in Spring, protecting your nest egg and home purchasing tips in HOAs. The Division participated in the DORA Consumer Protection Booth. Staff participated in a round table with the Better Business Bureau, and the Division Director spoke at the Pueblo Association of Realtors meeting.

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		25% increase (29,168)	10% increase (32,084)

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		30 days	30 days
Processing time for Addiction Counselor applications	Professions & Occupations	52	44	40	32		30 days	n/a
Processing time for Electrical & Plumbing applications	Professions & Occupations	43	53	50	46		14 days	n/a
Processing time for Nursing Home Administrator applications	Professions & Occupations	84	58	80	67		30 days	n/a
Processing time for Barber and Cosmetology applications	Professions & Occupations	75	34	30	30		30 days	n/a
95% of real estate license applications processed within 5 business days	Real Estate	91.3%	95%	98%	98%		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 FY19	Professions & Occupations	11%	11%	23%	47%		100%	N/A

During Q3, the Division of Real Estate processed 9,025 renewal applications, 6,251 online applications, and 846 original broker applications. The average time to process an original real estate broker application and issue a license is 2 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		\$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			N/A

The Division of Professions and Occupations leverages Veterans and Military Advisory Committee: The Division hosted its second Veterans and Military Advisory Committee on February 20th to seek and gain valuable input and technical expertise for its Veterans Occupational Credentialing and Licensing program (VOCAL) - which aims to streamline pathways to licensure for veterans and members of the military community. The Committee discussed examples of military equivalency in certain occupations and provided the Division with guidance and recommendations on where to find other technical information for military training requirements. The Committee consists of representatives from the military community, including the Department of Military and Veterans Affairs, the Department of Defense, United Service Organizations (USO) as well as the higher education community and other state partners, such as the Department of Higher Education, Department of Labor and Employment, and the Colorado Community College System. Additionally, the Division continued its partnership with the Colorado Community College System by beginning to assess if Pueblo Community College can grant veterans academic credit for military training or experience as an occupational therapy assistant so that veterans with such training or experience can more quickly obtain the statutorily-required associate's degree. Finally, the Division has started the rule drafting process for Director model programs such as Audiology and Hearing Aid Providers that begins to outline the options for veterans and other members of the military applying for licensure.

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% financial institution exams completed within 12-18 months	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%

The Division of Banking is continuing to move forward with the enhancement of the Banking Data System (BIDS), our internal banking database. The Division, in coordination with and approval from OIT, hired a contract developer for the BIDS project.