

# IMPACT REPORT

JULY 2020 - JUNE 2021



**COLORADO**  
Department of  
Regulatory Agencies

FY  
21

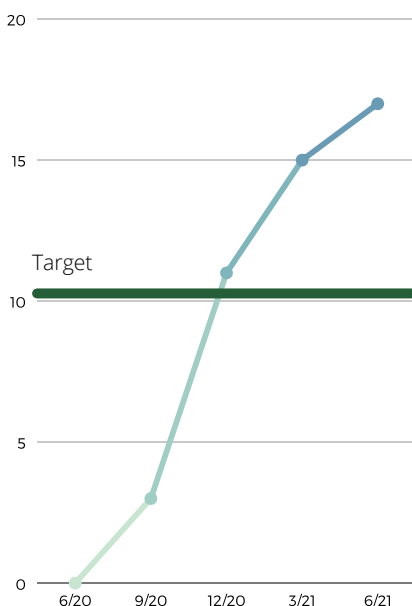
# WIGS

WILDLY IMPORTANT GOALS

## BOARDS & COMMISSIONS

As part of DORA's goal to modernize the administration and governance of more than 40 boards and commissions within the department, the **Executive Director's Office (EDO)** nearly doubled the goal of 10 working group meetings to identify strategies and best practices for this process. Included in modernization efforts:

- Facilitation of cross-board communication, education and collaboration.
- Creation of a formal process and forum for member feedback to drive improvements.

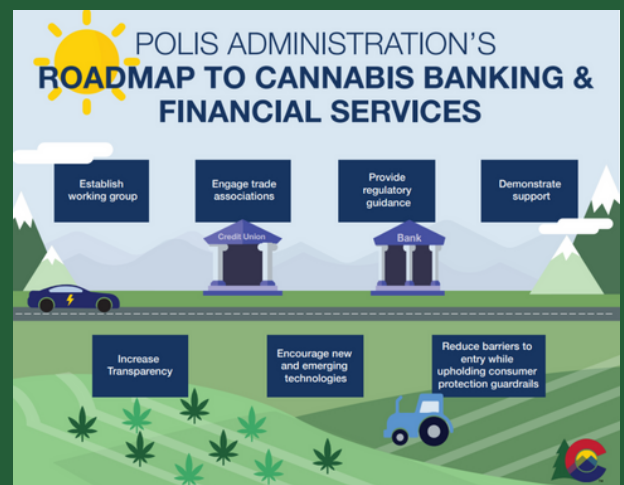


## PUC OPERATIONAL MODERNIZATION

In the course of constructing an operational modernization plan for the division, the **Public Utilities Commission (PUC)** met their goal of 100% of energy cases that contain staff recommendations related to executive orders, up from the previous 50% average.

## FINANCIAL SERVICES FOR CANNABIS BUSINESSES

While continuing the department's pursuit of additional pathways for cannabis businesses to access financial services, the **Divisions of Banking & Financial Services** conducted 20 direct outreach effort with state chartered institutions, nearly double the goal.

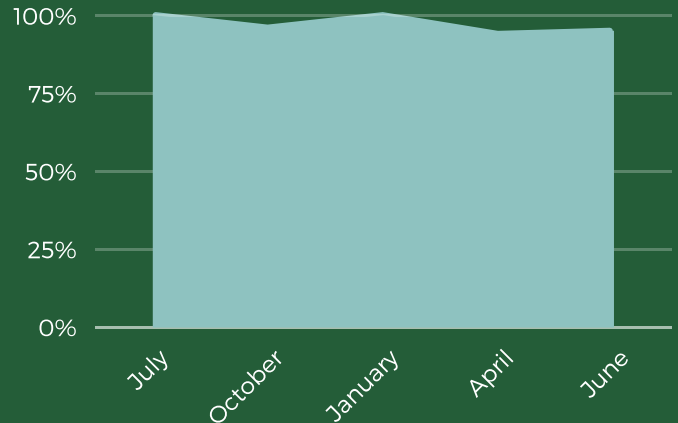


# SPI 1

BALANCED REGULATION TO ENSURE EFFECTIVE ENFORCEMENT TO PROTECT CONSUMERS WHILE REDUCING UNDUE BURDEN

## HIGHLIGHTS

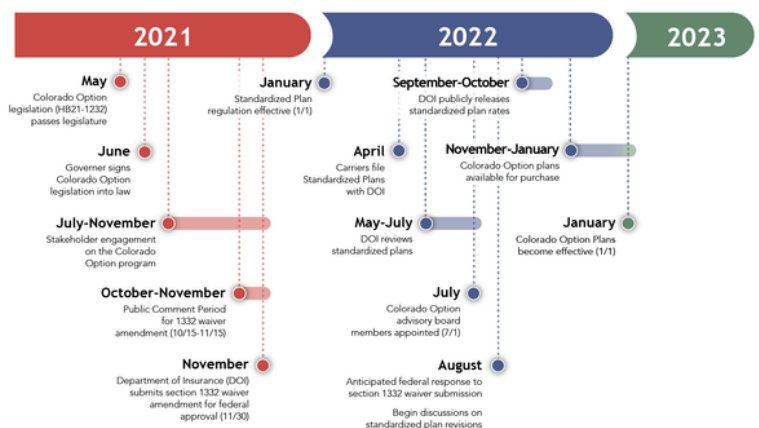
After applying to the Colorado Supreme Court in FY 21, the **Division of Securities** is now preparing arguments against Heartland Energy, a Colorado oil and gas operation, which has solicited investors since 2002 using an allegedly fraudulent structure to circumvent securities regulations. The Division found investors lost at least \$68 million, but the case has been winding its way through the court system for 18 years with hard fought appeals throughout. This case is being closely watched nationally and is expected to set a significant precedent.



The **Division of Real Estate (DRE)** exceeded their goal of resolving 90 percent of real estate disciplinary and licensing cases through their Expedited Settlement Program (ESP) in FY 20-21. Established to resolve cases as an alternative to administrative courts, and to save all parties time and money, The ESP was used to resolve 662 cases on a timeline of less than 60 days. 19 cases were referred to the Attorney General's Office for further action.

Due to significant work from the **Division of Insurance (DOI)**, starting in 2023, the Colorado Option for Health Coverage (HB21-1232) will be available to all Coloradans who buy their health insurance on the individual market (i.e. not from an employer) and small employers with less than 100 employees. With appropriate federal approval, Colorado Option plans will lower health insurance premiums for individuals, families, and small businesses by 15 percent by 2025.

Colorado Option Timeline: Key Dates (2021-2023)



# SPI 2

## ACCESSIBILITY THROUGH EDUCATION AND OUTREACH

### HIGHLIGHTS

In December 2020, as part of the Roadmap to Cannabis Banking & Financial Services, the **Divisions of Banking & Financial Services** hosted a town hall on cannabis banking and insurance in partnership with the Office of Governor Polis, the Marijuana Enforcement Division within the Department of Revenue, and the Department of Agriculture. More than 400 attendees joined the conversation that spanned from the challenges of providing financial and insurance services to legal cannabis-related businesses to social equity within the industry to economic development and resilience.



The **Colorado Civil Rights Division (CCRD)** set a modest goal of conducting at least one outreach event each quarter related to vulnerable populations and race-related concerns. The Division not only exceeded their goal, they more than quadrupled it, conducting 20 over the course of the fiscal year.

 **DORA Colorado @DORAColorado** · Apr 16  
This year, Colorado's Fair Housing laws turn 62 - passed in 1959, nine years before the federal Fair Housing Act - Title VIII of the Civil Rights Act of 1968. Visit [ccrd.colorado.gov/housing-discriminatio...](https://ccrd.colorado.gov/housing-discriminatio...) for more information about Colorado's fair housing laws. #FairHousingMont



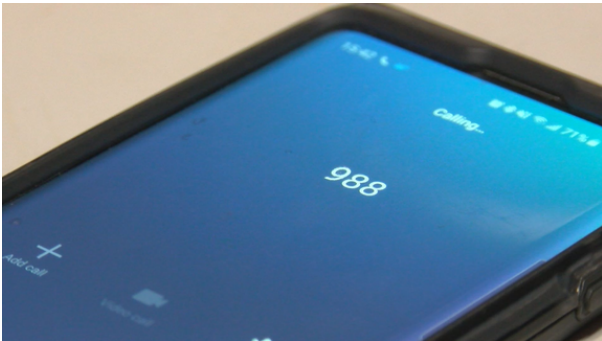
Agency-wide, the outreach and communications team worked hard to keep Coloradans informed, especially in light of the ongoing health emergency. While the department maintains a goal of a 10 percent increase in consumer advisories year over year, in FY 2021 DORA issued 284 advisories, far exceeding FY 2020's total of 163.

# SPI 3

MODERNIZED AND BOLD  
OPERATIONAL IMPROVEMENTS TO  
BETTER SERVE STAKEHOLDERS

## HIGHLIGHTS

In 2020, the PUC worked to implement SB 21-154, which created a surcharge to fund the newly created 9-8-8 Enterprise Board, intended to fund mental health crisis services in the state and part of a national drive to make 9-8-8 the universal suicide prevention hotline number.



Health care workforce shortages in light of the COVID-19 pandemic prompted the **Division of Professions and Occupations (DPO)** to take a number of emergency licensing actions, and also highlighted a number of existing programs and actions aimed at keeping Colorado's health care workforce strong. These programs include:

- Colorado's participation in the 38 state Nurse Licensure Compact (NLC), allowing nurses to provide care without having to obtain state-specific licenses.
- Issued over 7,000 temporary licenses to boost the work force, with another 800 issued while waiting for test sites to reopen.
- Implemented expanded scope of practice to allow qualified individuals to perform services, while working under supervision.



### Qué Hacer Si Recibe un Aviso de Desconexión de Su Utilidad

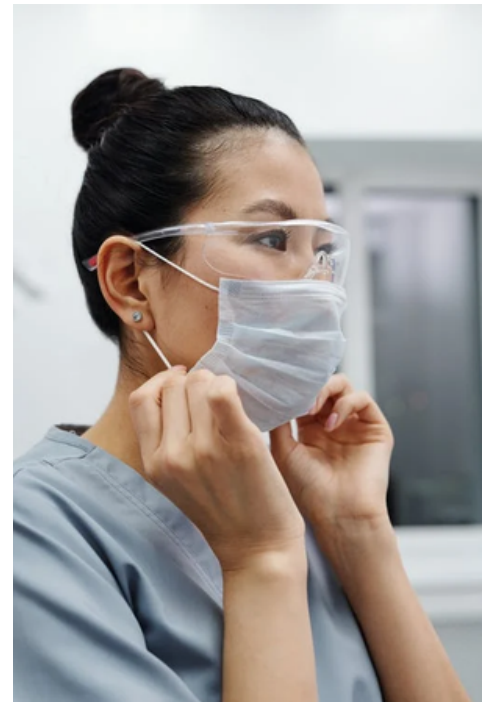
#### PARA EVITAR DESCONEXIONES



#### USTED DEBE RESPONDER A SU UTILIDAD

- En su aviso de desconexión, verá un número de teléfono gratuito y un sitio web / dirección de correo electrónico de su utilidad
- Debe comunicarse con su utilidad por una de estas dos formas. En este momento no hay oficinas físicas a las que pueda acudir

The **Office of the Utility Consumer Advocate** (formerly the Office of Consumer Counsel) enhanced outreach efforts by creating several infographics on a variety of topics including energy efficiency, winter heating safety, smart meters, and shut off notices. Importantly, the UCA began translating all consumer info into spanish language to expand impact and with a goal of greater inclusion.



# ADDITIONAL HIGHLIGHTS



In a year when appreciation of the outside was at a peak, the **Division of Conservation** saw a record number of conservation easements. In the last 10 years, Colorado's state income tax credit for conservation easements has helped to permanently protect approximately 675,000 acres of private lands across the state - an area 2.5 times the size of Rocky Mountain National Park. The easements will forever protect wildlife habitat, open space and agriculture, public recreation and education, and historic conservation values for generations of Coloradans.

In FY 20, the **Colorado Office of Policy, Research, and Regulatory Reform (COPRRR)** received just 13 requests for cost-benefit analyses. The division committed to increased stakeholder outreach and improved visibility for Cost-Benefit Analysis (CBA) information online, and so far in 2021 has already seen a 315 percent increase in CBA requests.

