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STATE OF COLORADO DEPARTMENT OF LAW

Department of Law Performance Management System Components

Background:

§ 2-7-200.1 C.R.S. et al., creates the State Measurement for Accountable, Response, and Transparent Government (SMART) Act. This act generally establishes performance planning expectations and deliverables for each state agency, focusing on improving service delivery and identifying efficiencies.

Specifically, per § 2-7-204(2)(a) C.R.S., a performance management system must take into account two important principles:

- Strategic goals and priorities that are consistent with the statutory charge of each department; and
- Strategies for enhancing productivity, improving efficiency, reducing costs, and eliminating waste in the processes and operations that deliver goods and services to taxpayers and customers of State government.

Additionally, the SMART Act encourages the Performance Management System to incorporate a formal and commonly accepted system of continuous process improvement, and to include elements that ensure DOL employees are properly trained to implement the various components.

At a minimum, the Department of Law's ("Department's") Performance Plan must include:

- A statement of the Department's mission or vision;
- A description of the major functions of the Department;
- Performance measures for the major functions;
- Performance goals that correspond to the Department's performance measures, that extend to at least 3 years in the future;
- A narrative of the strategies necessary to meet the performance measure; and
- A summary of the Department's most recent performance evaluation.

Additionally, HB 18-1430 requires each state agency to provide an annual November 1 report that addresses many of the deliverables in the agency's SMART Plan as well as analyzing trends and grant funding to assess if any outside influences may affect the agency in meeting its objectives.

Department of Law Annual Deliverables:

- By August 1 of each year, publish the Department's performance management system components to the Department's website.
- By October 1 of each year, publish the Department's performance plan to the Department's website, in line with the performance management systems components and submit to the Joint Budget Committee, the committees of reference, and the Governor's Office of State Planning and Budgeting.
- By November 1 of each year, publish to the Department's website and distribute to Legislative Council the Department Regulatory Agenda.
- By November 1 of each year, publish the Department's Long Range Plan, per HB 18-1430, including the Department's mission statement, description of major functions, performance goals, an evaluation of the Department's major programs, anticipated trends or other impacts that may affect the Department with meeting its objectives, and a description of any grant funds that may decrease in the future.
- By January 15 and July 15 of each year, publish the Department's annual four-page performance report to the Department's website and send the link to the Governor's Office of State Planning and Budgeting, to be included on the Governor's webpage.

DOL Performance Management:

The Department is undertaking a comprehensive look at our current performance measures to develop new or modified performance metrics to properly measure and evaluate the value of the services we provide to our client agencies and taxpayers. Updating our performance plan will best aid the Department in continuing to efficiently support the State and fulfill our mission and core values.

Under Attorney General Phil Weiser's leadership, the Department's leadership team facilitated a robust analysis of its vision and core values, utilizing a cross section of the Department employees. The work of these employees resulted in a definition of the Department's vision and core values. In addition, the Attorney General has identified six overall priorities for the Department.

The Department's vision is "Together, we serve Colorado and its people by advancing the rule of law, protecting democracy, and promoting justice for all."

The Department's core values include:

1. We are Public Servants:
 - a. We uphold the rule of law and serve all the people of Colorado;
 - b. We are engaged and empathetic;
 - c. We act with humility;

- d. We serve our client agencies.
2. We are Innovative:
 - a. We act with courage;
 - b. We seek and create opportunities for others;
 - c. We are creative problem solvers;
 - d. We are committed to continuous improvement.
3. We are Principled:
 - a. We act with integrity;
 - b. We do our best;
 - c. We deliver excellent work;
 - d. We are transparent.
4. We are Better Together:
 - a. We are inclusive and diverse;
 - b. We work as a team;
 - c. We are respectful of others;
 - d. We have fun.

The Attorney General's six overall priorities include:

- **Defending the Rule of Law:** Advancing the principles of justice, freedom, and equality for all.
- **Addressing the opioid epidemic:** Fighting the opioid epidemic through accountability, collaboration, and innovation.
- **Improving the criminal justice system and protecting public safety:** Keeping communities safe through smarter, fairer response to crime.
- **Protecting consumers:** Allowing responsible businesses to thrive by holding bad actors accountable.
- **Protecting Colorado's land, air and water.**
- **Community engagement:** Engaging in meaningful dialogue with communities around the state.

Moving forward, the Department is assessing and revising its performance plan so that the goals and measures of the Department best reflect the priorities of the Attorney General, its vision and core values.

Department of Law Performance Plan Strategic Components:

- Department Vision, Core Values and Priorities
- Department Description;

- Department Performance Measures with actual data from previous fiscal year, if available, and extend at least three years into the future;
- Descriptive narrative of strategies to enable the Department to successfully meet each performance measure;
- Evaluation of most recent actual data from the most recent fiscal year close, if available. This will be updated in the January 15 and July 15 performance reports;
- The current year appropriated budget (Long Bill and Special Bills) by line item, including FTE.