



**COLORADO DEPARTMENT OF LAW**  
**Strategic Plan Performance Report**  
**January 15, 2023**

Office of the Attorney General  
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## VISION

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At the Colorado Department of Law (“DOL” or “Department”), we are committed to serving as the “People’s Lawyer.” The DOL vision for this role is:

**“Together, we serve Colorado and its people by advancing the rule of law, protecting democracy, and promoting justice for all.”**

## VALUES

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To guide how we implement this vision, the DOL developed four core values—we are principled public servants who are innovative and better together.

PRINCIPLED	PUBLIC SERVANTS	INNOVATIVE	BETTER TOGETHER
<ul style="list-style-type: none"> <li>• We act with integrity</li> <li>• We do our best</li> <li>• We deliver excellent work</li> <li>• We are transparent</li> </ul>	<ul style="list-style-type: none"> <li>• We uphold the rule of law and serve all the people of Colorado</li> <li>• We are engaged and empathetic</li> <li>• We act with humility</li> <li>• We serve our client agencies</li> </ul>	<ul style="list-style-type: none"> <li>• We act with courage</li> <li>• We seek and create opportunities for others</li> <li>• We are creative problem solvers</li> <li>• We are committed to continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• We are inclusive and diverse</li> <li>• We work as a team</li> <li>• We are respectful of others</li> <li>• We have fun</li> </ul>

## PRIORITIES

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The DOL has a special opportunity to demonstrate how government can work efficiently, effectively, and fairly. By doing so, the DOL advances our constitutional commitment to work towards a more perfect union.

The DOL aims to achieve its vision and accomplish its mission through these priorities set by the Attorney General:

- **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:** Preserving and protecting Colorado’s precious and limited natural resources.
- **Engaging Colorado Communities:** Engaging in meaningful dialogue with communities around the State.

**PERFORMANCE MEASURES**

As seen in the [DOL SMART Act Strategic Plan](#), the DOL is engaged in a comprehensive performance management planning process across the organization to better align our performance metrics with our priorities.

Measurement	Target Annual Goal	Actual to date through Dec. 31, 2022
<b>DEFENDING THE RULE OF LAW</b>		
Provide quality legal counsel and representation to client agencies as measure by client annual survey as satisfied or very satisfied	9.5/10	9.3/10
The total number of open client agency cases at the end of the fiscal year	13,500	13,594
<b>ADDRESSING THE OPIOID EPIDEMIC</b>		
Staff hours invested in statewide opioid efforts	11,000	9,535
Percentage of local governments that signed on to the Opioid Settlement Plan	95%	99.8%
<b>IMPROVING THE CRIMINAL JUSTICE SYSTEM AND PROTECTING PUBLIC SAFETY</b>		
The number of judicial districts provided with litigation support	12	19
- Basic certifications issued	N/A	492
- Provisional certifications issued	N/A	59
- Reserve certifications issued	N/A	0
The number of certifications revoked	N/A	20
The number of online training programs offered	15	16
The number of in-person training programs offered	20	13
The number of law enforcement officers trained through the grant program.	150,000	53,275
The number of students taking online training	175,000	53,687
The number of students taking in-person training	3,250	753
The dollar amount of grants funded to rural and urban law enforcement communities	\$3.6M	\$767,153
The number of Medicaid case investigations opened	160	27
The number of Securities case investigations opened	25	12
The number of Insurance case investigations opened	200	55
The number of Special Prosecution case investigations opened	125	158
The number of Medicaid case filed	20	6
The number of Securities cases filed	8	4
The number of Insurance cases filed	60	24
The number of Special Prosecution cases filed	75	25
The number of Criminal Appeals briefs filed	1000	404
The number of backlog of Criminal Appeals briefs due	397	315
The % change in backlog from previous year	-5%	-23.4%
The percentage of actionable Safe2Tell tips received	90%	97.4%
The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 days of receipt and dissemination to local partners	90%	96.4%

Measurement	Target Annual Goal	Actual to date through Dec. 31, 2022
<b>PROTECTING CONSUMERS</b>		
The total number of Consumer Protection investigations opened	65	48
The total number of settlements/judgments obtained	25	12
The total number of data breaches reviewed	225	86
The total number of engagements with state agencies advised on data privacy and cybersecurity	80	115
Investigate and resolve 90% of UCCC complaints within 60 days	90%	82%
Investigate and resolve 90% of Debt Management complaints within 60 days	90%	100%
Investigate and resolve 90% of Debt Collection complaints within 60 days	90%	82%
The percent of complaints closed with consumer education included	80%	100%
<b>PROTECTING COLORADO'S LAND, AIR, AND WATER</b>		
The number of enforcement actions partnered with client agencies to protect our land, air, and water	100	74
The number of staff hours invested in protecting the Colorado River	10,600	3,965
<b>ENGAGING COLORADO COMMUNITIES</b>		
The % of counties visited by the Attorney General for meetings and public events	35%	27%