

# COLORADO

## DEPARTMENT OF LAW

### Strategic Plan Performance Report

#### November 1, 2023

#### 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.

<u>PRINCIPLED</u>	<u>PUBLIC SERVANTS</u>	<u>INNOVATIVE</u>	<u>BETTER TOGETHER</u>
<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 PLAN, the DOL is engaged in a comprehensive performance management planning process across the organization to better align our performance metrics with our priorities.

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
<b>Provide quality legal counsel to client agencies as measured by annual survey: Target</b>	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10
Actual	9.3/10	NA	9.3/10	TBD	TBD	TBD
<b>Total number of open client agency cases at the end of the fiscal year: Target</b>	12,433	12,185	13,500	13,500	13,500	13,500
Actual	14,306	14,227	13,692	TBD	TBD	TBD
<b>Staff hours invested in statewide opioid efforts: Target</b>	18,000	18,000	11,000	11,000	11,000	11,000
Actual	18,295	16,888	9,535	TBD	TBD	TBD
<b>Percentage of local governments that signed on to the Opioid Settlement Plan: Target</b>	NA	95%	95%	NA	NA	NA
Actual	NA	99.8%	99.8%	TBD	TBD	TBD
<b>The number of judicial districts provided with litigation support: Target</b>	12	12	12	12	12	12
Actual	19	21	22	TBD	TBD	TBD
<b>The number of basic, reserve, and provisional certifications issued: Target</b>	NA	NA	NA	NA	NA	NA
Actual Total	920	1,111	1,192	TBD	TBD	TBD
<i>Basic</i>	826	1,013	1,081	NA	NA	NA
<i>Provisional</i>	80	83	111	NA	NA	NA
<i>Reserve</i>	14	15	0	NA	NA	NA
<b>The number of certifications revoked: Target</b>	NA	NA	NA	NA	NA	NA
Actual	30	43	40	TBD	TBD	TBD
<b>The number of online training programs offered: Target</b>	NA	15	15	15	19	23
Actual	15	15	17	TBD	TBD	TBD
<b>The number of in-person training programs offered: Target</b>	NA	20	20	20	20	20

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
<b>The number of law enforcement officers trained through the grant program: Target</b>	150,000	150,000	150,000	150,000	150,000	150,000
Actual	174,934	118,878	111,615	TBD	TBD	TBD
<b>The number of students taking online training: Target</b>	175,000	175,000	175,000	175,000	175,000	175,000
Actual	177,967	118,208	112,099	TBD	TBD	TBD
<b>The number of students taking in-person training: Target</b>	NA	2,500	3,250	3,250	3,250	3,250
Actual	2,559	3,076	3,320	TBD	TBD	TBD
<b>The dollar amount of grants funded in rural and urban law enforcement communities: Target</b>	NA	\$2.6M	\$3.6M	\$3.6M	\$3.6M	\$3.6M
<b>The number of case investigations opened: Target</b>	160	160	160	160	180	180
Actual (Medicaid)	141	153	48	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	25	25	25	25	25	25
Actual (Securities)	26	37	23	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	200	200	200	200	200	200
Actual (Insurance)	162	176	155	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	125	125	125	125	125	125
Actual (Special Prosecution)	101	265	262	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	19	20	20	20	25	25
Actual (Medicaid)	22	11	10	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	8	8	8	8	8	8
Actual (Securities)	5	5	10	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	60	60	60	60	60	60
Actual (Insurance)	74	58	46	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	25	75	75	75	75	75
Actual (Special Prosecution)	71	64	72	TBD	TBD	TBD
<b>The number of Criminal Appeals briefs filed: Target</b>	1,000	1,000	1,000	1,000	1,000	1,000
Actual	876	803	787	TBD	TBD	TBD
<b>The number of backlog of Criminal Appeals briefs due: Target</b>	394	394	397	397	377	357
Actual	493	417	258	TBD	TBD	TBD

	Actual FY 21	Actual FY 22	Actual FY 23	FY 24	FY 25	FY 26
<b>The % change in backlog from previous year: Target</b>	-5%	-5%	-5%	-5%	-5%	-5%
Actual	19%	-15.4%	-39.2%	TBD	TBD	TBD
<b>The percentage of actionable Safe2Tell tips received: Target</b>	New	90%	90%	90%	90%	90%
Actual	90.6%	96.8%	97.2%	TBD	TBD	TBD
<b>The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 day: Target</b>	95%	95%	90%	90%	95%	95%
Actual	99.5%	97.6%	98.8%	TBD	TBD	TBD
<b>The total number of Consumer Protection investigations opened: Target</b>	65	65	65	65	65	65
Actual	94	39	100	TBD	TBD	TBD
<b>The total number of settlements/judgments obtained: Target</b>	15	15	25	25	25	25
Actual	20	31	28	TBD	TBD	TBD
<b>The number of data breaches reviewed: Target</b>	80	80	225	225	225	225
Actual	183	233	210	TBD	TBD	TBD
<b>The number of engagements with state agencies advised on data privacy and cybersecurity: Target</b>	72	72	80	80	80	65
Actual	142	141	209	TBD	TBD	TBD
<b>Investigate and resolve 90% of complaints within 60 days or less: Target</b>	90%	90%	90%	90%	90%	90%
Actual (UCCC)	90%	85%	71%	TBD	TBD	TBD
Actual (Debt Management)	72%	58%	52%	TBD	TBD	TBD
Actual (Debt Collection)	85%	80%	71%	TBD	TBD	TBD
<b>The percent of complaints closed with consumer education included: Target</b>	30%	30%	80%	80%	80%	80%
Actual	65%	92.5%	99.6%	TBD	TBD	TBD
<b>The number of enforcement actions partnered with client agencies to protect our land, air and water: Target</b>	100	100	100	100	100	100
Actual	112	134	101	TBD	TBD	TBD

	<b>Actual FY 21</b>	<b>Actual FY 22</b>	<b>Actual FY 23</b>	<b>FY 24</b>	<b>FY 25</b>	<b>FY 26</b>
<b>The number of staff hours invested in protecting the Colorado River: Target</b>	NA	NA	10,600	10,600	10,600	12,400
Actual	NA	7,041	5,350	TBD	TBD	TBD
<b>The percentage of counties visited by the Attorney General for meetings and public events: Target</b>	35%	35%	35%	35%	35%	35%
Actual	44%	52%	45%	TBD	TBD	TBD