



**COLORADO**  
**DEPARTMENT OF LAW**  
**Strategic Plan Performance Report**  
**July 15, 2024**

Office of the Attorney General  
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**Vision**

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 the people of Colorado, advancing the rule of law, protecting our democracy, and promoting justice for all.”*

**Values**

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

<b><u>PRINCIPLED</u></b>	<b><u>PUBLIC SERVANTS</u></b>	<b><u>INNOVATIVE</u></b>	<b><u>BETTER TOGETHER</u></b>
<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**

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 and serve the people of Colorado.

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.

**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.

The chart below depicts the progress the DOL has made on a variety of performance measures for the first half of FY2023-24.

<b>Performance Measure</b>	<b>Target Annual Goal</b>	<b>FY2023-24 Actual Performance</b>
Provide quality legal counsel to client agencies as measured by annual survey:	9.5/10	9
Total number of open client agency cases at the end of the fiscal year:	13,500	13,745
Staff hours invested in statewide opioid efforts:	11,000	11,715
Percentage of local governments that signed on to the Opioid Settlement Plan:	NA	99.80%
The number of judicial districts provided with litigation support:	12	22
The number of POST basic, reserve, and provisional certifications issued:	NA	1,241
<i>Basic</i>	NA	1,140
<i>Provisional</i>	NA	83
<i>Reserve</i>	NA	18
The number of POST certifications revoked:	NA	42
The number of POST online training programs offered:	15	19
The number of POST in-person training programs offered:	20	39
The number of law enforcement officers trained through the POST grant program:	150,000	106,034
The number of students taking online POST training:	175,000	110,827
The number of students taking in-person POST training:	3,250	3,705
The POST dollar amount of grants funded in rural and urban law enforcement communities:	\$2.9M	\$2,539,671
The number of Medicaid Fraud case investigations opened:	160	173
The number of Securities Fraud case investigations opened:	25	23
The number of Insurance Fraud case investigations opened:	200	114
The number of Special Prosecution case investigations opened:	125	150
The number of Medicaid Fraud cases filed:	20	5
The number of Securities Fraud cases filed:	8	8
The number of Insurance Fraud cases filed:	60	49

<b>Performance Measure</b>	<b>Target Annual Goal</b>	<b>FY2023-24 Actual Performance</b>
The number of Special Prosecution cases filed:	75	90
The number of Special Prosecutions Consultations:	200	221
The number of Criminal Appeals briefs filed:	1,000	652
The backlog number of Criminal Appeals briefs due:	397	342
The % change in backlog from previous year:	-5%	28%
The percentage of actionable Safe2Tell tips received:	90%	95%
The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 days:	90%	97%
The total number of Consumer Protection investigations opened:	65	101
The total number of Consumer Protection settlements/judgments obtained:	25	40
The number of data breaches reviewed:	225	372
The number of engagements with state agencies advised on data privacy and cybersecurity:	80	147
Investigate and resolve 90% of UCCC complaints within 60 days or less:	90.0%	74.2%
Investigate and resolve 90% of Debt Management complaints within 60 days or less:	90.0%	78%
Investigate and resolve 90% of Debt Collection complaints within 60 days or less:	90.0%	93.6%
The percent of complaints closed with consumer education included:	80%	99%
The number of enforcement actions partnered with client agencies to protect our land, air and water:	100	153
The number of staff hours invested in protecting the Colorado River:	10,600	11,191
The percentage of counties visited by the Attorney General for meetings and public events:	35%	89%