

COLORADO DEPARTMENT OF LAW

Strategic Plan Performance Report

November 1, 2024

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 Colorado and its people by advancing the rule of law, protecting 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.

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

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.

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 22	Actual FY 23	Actual FY 24	FY 25	FY 26	FY 27
Provide quality legal counsel to client agencies as measured by annual survey: Target	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10	9.5/10
Actual	NA	9.3/10	9/10	TBD	TBD	TBD
Total number of open client agency cases at the end of the fiscal year: Target	12,185	13,500	13,500	13,500	13,500	13,500
Actual	14,227	13,692	13,745	TBD	TBD	TBD
Staff hours invested in statewide opioid efforts: Target	18,000	11,000	11,000	11,000	11,000	11,000
Actual	16,888	9,535	11,451	TBD	TBD	TBD
The number of judicial districts provided with litigation support: Target	12	12	12	22	22	22
Actual	21	22	22	TBD	TBD	TBD
The number of basic, reserve, and provisional certifications issued: Target	NA	NA	NA	NA	NA	NA
Actual Total	1,111	1,192	1,241	TBD	TBD	TBD
<i>Basic</i>	1,013	1,081	1,140	NA	NA	NA
<i>Provisional</i>	83	111	83	NA	NA	NA
<i>Reserve</i>	15	0	18	NA	NA	NA
The number of certifications revoked: Target	NA	NA	NA	NA	NA	NA
Actual	43	40	42	TBD	TBD	TBD
The number of online training programs offered: Target	15	15	15	19	19	19
Actual	15	17	19	TBD	TBD	TBD
The number of in-person training programs offered: Target	20	20	20	35	35	35
Actual	23	24	39	TBD	TBD	TBD
The number of law enforcement officers trained through the grant program: Target	150,000	150,000	150,000	120,000	120,000	120,000
Actual	118,878	111,615	106,034	TBD	TBD	TBD
The number of students taking online training: Target	175,000	175,000	120,000	120,000	120,000	120,000
Actual	118,208	112,099	110,827	TBD	TBD	TBD

	Actual FY 22	Actual FY 23	Actual FY 24	FY 25	FY 26	FY 27
The number of students taking in-person training: Target	2,500	3,250	3,250	3,500	3,500	3,500
Actual	3,076	3,320	3,705	TBD	TBD	TBD
The dollar amount of grants funded in rural and urban law enforcement communities: Target	\$2.6M	\$3.6M	\$3.6M	\$2.8M	\$2.8M	\$2.8M
Actual	\$2.4M	\$2.9M	\$2.5M	TBD	TBD	TBD
The number of case investigations opened: Target	160	160	160	140	140	160
Actual (Medicaid)	153	48	173	TBD	TBD	TBD
The number of case investigations opened: Target	25	25	25	25	25	25
Actual (Securities)	37	23	23	TBD	TBD	TBD
The number of case investigations opened: Target	200	200	200	200	200	200
Actual (Insurance)	176	155	114	TBD	TBD	TBD
The number of case investigations opened: Target	125	125	125	125	125	125
Actual (Special Prosecution))	265	262	150	TBD	TBD	TBD
The number of cases filed: Target	20	20	20	10	15	15
Actual (Medicaid)	11	10	5	TBD	TBD	TBD
The number of cases filed: Target	8	8	8	8	8	8
Actual (Securities)	5	10	8	TBD	TBD	TBD
The number of cases filed: Target	60	60	60	60	60	60
Actual (Insurance)	58	46	49	TBD	TBD	TBD
The number of cases filed: Target	75	75	75	75	75	75
Actual (Special Prosecution))	64	72	90	TBD	TBD	TBD
The number of Criminal Appeals briefs filed: Target	1,000	1,000	1,000	1,000	1,000	1,000
Actual	803	787	652	TBD	TBD	TBD
The number of backlog of Criminal Appeals briefs due: Target	394	397	245	325	309	294
Actual	417	258	342	TBD	TBD	TBD
The percent change in backlog from previous year: Target	-5%	-5%	-5%	-5%	-5%	-5%
Actual	-15.4%	-39.2%	28%	TBD	TBD	TBD

The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 days: Target	90%	90%	90%	90%	90%	90%
Actual	96.8%	97.2%	95%	TBD	TBD	TBD
The total number of Consumer Protection investigations opened: Target	65	65	65	100	100	100
Actual	39	100	101	TBD	TBD	TBD
The total number of settlements/judgments obtained: Target	15	25	25	40	40	40
Actual	31	28	40	TBD	TBD	TBD
The number of data breaches reviewed: Target	80	225	225	350	350	350
Actual	233	210	372	TBD	TBD	TBD
The number of engagements with state agencies advised on data privacy and cybersecurity: Target	72	80	80	150	150	150
Actual	141	209	147	TBD	TBD	TBD
Investigate and resolve 90% of complaints within 60 days or less: Target	90%	90%	90%	90%	90%	90%
<i>Actual (UCCC)</i>	85%	71%	74.2%	TBD	TBD	TBD
<i>Actual (Debt Management)</i>	58%	52%	78%	TBD	TBD	TBD
<i>Actual (Debt Collection)</i>	80%	71%	93.6%	TBD	TBD	TBD
The percent of complaints closed with consumer education included: Target	30%	80%	80%	80%	80%	80%
Actual	92.5%	99.6%	99%	TBD	TBD	TBD
The number of enforcement actions partnered with client agencies to protect our land, air, and water: Target	100	100	100	125	125	125
Actual	134	101	153	TBD	TBD	TBD
The number of staff hours invested in protecting the Colorado River: Target	NA	10,600	10,600	10,600	10,600	12,400
Actual	7,041	5,350	11,191	TBD	TBD	TBD
The percentage of counties visited by the Attorney General for meetings and public events: Target	35%	35%	35%	35%	35%	35%
Actual	52%	45%	89%	TBD	TBD	TBD