

**STATE OF COLORADO**  
**Department of State**

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**Department of State**  
**Annual Performance Report for Fiscal Year 2020-21**

November 1, 2021

**Summary of Performance Plan**

For Fiscal Year 2020-21, the Department of State focused on providing a safe, secure and accessible 2020 General Election during the global COVID-19 pandemic. The Department focused on expanding access and transparency in our democracy. And the Department focused on innovating and improving our electronic filing system for Colorado business owners.

For this performance report, the office has provided a final update on selected goals described in the Colorado Department of State Performance Plan for FY 2020-21. The Department of State's Performance Plan for FY2020-21 can be found [here](#).

**Administration Division**

The Administration Division supports the Secretary of State and the Business and Licensing, Elections, and Information Technology divisions in the department by providing personnel, finance, and general administrative support.

*Goal: Use multiple eLearning technologies to meet the Department's internal and external learning needs*

Performance Measure		FY 20-21
Number of eLearning videos created	Target	18
	Actual	26
Number of interactive courses enhanced with updated templates and features	Target	3
	Actual	4

The Department offers a variety of training and learning opportunities for internal and external customers. The Department continues to create short videos to enhance its traditional interactive eLearning courses and address the needs of learners.

*Goal: Improve the Department’s ability to effectively and efficiently complete most financial transactions in a remote work environment*

Performance Measure		FY 20-21
Proportion of invoices sent to Finance inbox	Target	85%
	Actual	90%

The Department has inserted language into all contracts and purchase orders directing vendors to send invoices to the Finance mailbox. This process allows the finance team to efficiently process transactions in a remote work environment and to directly communicate with vendors.

**Business and Licensing Division**

The Business and Licensing Division provides document filing, records management, information retrieval, and educational services. It registers business names and organizations, trade names and trademarks, and files secured transactions records and notary applications, making them, as well as other document filings, accessible to the public. The division also licenses durable medical equipment, licenses entities involved in charitable bingo and raffle, registers charitable organizations, and publishes the Code of Colorado Regulations. The division’s Business Intelligence Center harnesses the state’s public data and knowledge resources and, in concert with Colorado’s technology community, delivers value added software tools for business decision-making.

*Goal: Increase customer satisfaction through improved system usability and efficiency.*

Performance Measure		FY 20-21
Percentage of Bingo-Raffle electronic quarterly reports submitted	Target	82%
	Actual	89%

While FY20-21 was a deeply troubling year from a public health perspective, as it related to Bingo-Raffle quarterly reports, an opportunity to increase our online filing adoption rate presented itself. We were able to connect with paper filers, share with them our reduced ability to process paper filings due to remote working conditions, communicate to them not only the ease of online filing but also the benefits they could realize by shifting to online (lower filing fees and less time dealing with mail turnaround time), and

ultimately assist them in making the transition. As the state began to reopen, it would have been easy for entities to revert to paper filing, however, due to our education, support and the above referenced benefits being realized, almost no organizations have done so.

*Goal: Increase eLearning modules on the SoS platform to improve customer satisfaction and compliance.*

<b>Performance Measure</b>		<b>FY 20-21</b>
Add/update eLearning modules	Target	42
	Actual	42

Since its inception in 2012, the Department’s eLearning platform has proven to be popular with constituents and an effective way for programs to deliver information, training, and certification modules, to an ever-changing and ever-growing customer base. The Business and Licensing Division is an enthusiastic supporter of the Secretary’s drive to educate and empower the Department’s customers and constituents in cost-effective ways, and has developed over 40 education/training offerings on a wide range of topics. Many eLearning opportunities are suggested from feedback received by the Division’s Customer Support team.

### **Elections Division**

The Elections Division supports the Secretary of State as the state’s chief election official by administering and supervising statutory and constitutional provisions that relate directly or indirectly to the conduct of Colorado elections. These include certifying content to the ballot, publishing the abstract of vote totals, as well as overseeing the verification of petitions for ballot issues, campaign finance filings, voting equipment certifications, requirements of the National Voter Registration Act and Help America Vote Act, and maintaining the statewide voter registration system.

*Goal: Improve Online Voter Registration (OLVR) to enhance the end-user experience.*

<b>Performance Measure</b>		<b>FY 20-21</b>
OLVR new registrants	Target	41,000
	Actual	114,626

The Department has updated OLVR in a number of ways, both internally and for improved customer experience.

*Goal: Increase accessibility and remove barriers to access for military and overseas voters*

Performance Measure		FY 20-21
Number of military and overseas voters issued a ballot for the November election	Target	38,000
	Actual	38,370

The Department continues to implement changes to assist military and overseas voters in registering and voting.

### Information Technology Division

The Information Technology Division provides technical and project management services, system development, and support to programs administered by the division and other divisions in the department. The division has developed its own mission statement to express its purpose: “To provide continuous commitment in delivering innovative, cost-effective, and secure Information Technology Solutions that support the unique and individual goals of all divisions within the Department.”

#### *Goal: Enhance our Technology Advantage*

Performance Measure		FY 20-21
Reduce the number of tracking systems	Target	4
	Actual	5

The division has been working for several years to eliminate older legacy tracking systems and working to centralize project and activity tracking into a unified platform. This will enable improved visibility of resources, projects both current and planned, and supports our goal of minimizing unplanned work. Many of our technical teams have moved entirely to this platform.

#### *Goal: Enhance our Security Advantage*

Performance Measure		FY 20-21
Number of change management board reviews conducted	Target	50
	Actual	50
Percentage of critical vulnerabilities closed within time expectations	Target	100%
	Actual	100%

The division has continued to follow change management best practices with regular reviews of scope and impact of changes prior to approval of major changes. The division has continued to meet our goal of mitigating critical vulnerabilities within the time expectations set in our cybersecurity policies.