



COLORADO
DEPARTMENT OF LAW
Strategic Plan Performance Report
January 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.

<u>PRINCIPLED</u>	<u>PUBLIC SERVANTS</u>	<u>INNOVATIVE</u>	<u>BETTER TOGETHER</u>
<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 are 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 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.

	Target Annual Goal	Actual to date through Dec. 31, 2023
Provide quality legal counsel to client agencies as measured by annual survey:	9.5/10	9.2
Total number of open client agency cases at the end of the fiscal year:	13,500	13,766
Staff hours invested in statewide opioid efforts:	11,000	5,407
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	566
<i>Basic</i>		517
<i>Provisional</i>		49
<i>Reserve</i>		0
The number of POST online training programs offered:	15	17
The number of POST in-person training programs offered:	20	17
The number of law enforcement officers trained through the POST grant program:	150,000	60,524
The number of students taking online POST training:	175,000	65,041
The number of students taking in-person POST training:	3,250	1,044
The dollar amount of grants funded in rural and urban law enforcement communities:	\$2.9M	\$775,249
The number of Medicaid Fraud case investigations opened:	160	66

	Target Annual Goal	Actual to date through Dec. 31, 2023
The number of Securities Fraud case investigations opened	25	8
The number of Insurance Fraud case investigations opened	200	42
The number of Special Prosecution case investigations opened	125	84
The number of Medicaid Fraud cases filed	20	1
The number of Securities Fraud cases filed	8	3
The number of Insurance Fraud cases filed	60	25
The number of Special Prosecution cases filed	75	83
The number of Criminal Appeals briefs filed	1,000	730
The number of backlog of Criminal Appeals briefs due	397	285
The % change in backlog from previous year	-5%	-9.5%
The percentage of actionable Safe2Tell tips received	90%	95%
The percentage of actionable Safe2Tell tips that are processed, reviewed, and closed within 30 day	90%	98%
The total number of Consumer Protection investigations opened	65	53
The total number of Consumer Protection settlements/judgments obtained	25	30
The number of data breaches reviewed	225	206
The number of engagements with state agencies advised on data privacy and cybersecurity	80	68
Investigate and resolve 90% of UCCC complaints within 60 days or less	90.0%	88.4%
Investigate and resolve 90% of Debt Management complaints within 60 days or less	90.0%	75.0%
Investigate and resolve 90% of Debt Collection complaints within 60 days or less	90.0%	87.6%

	Target Annual Goal	Actual to date through Dec. 31, 2023
The percent of complaints closed with consumer education included	80%	98%
The number of enforcement actions partnered with client agencies to protect our land, air and water	100	102
The number of staff hours invested in protecting the Colorado River	10,600	5,870
The percentage of counties visited by the Attorney General for meetings and public events	35%	78%