

# COLORADO DEPARTMENT OF LAW

## Strategic Plan Performance Report

### November 1, 2025

#### 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.

PRINCIPLED	PUBLIC SERVANTS	INNOVATIVE	BETTER TOGETHER
<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 act 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.

Category	Actual FY 23	Actual FY 24	Actual FY 25	FY 26	FY 27	FY 28
<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	9/10	9.2/10	TBD	TBD	TBD
<b>Total number of open client agency cases at the end of the fiscal year: Target</b>	13,500	13,500	13,500	13,500	13,500	13,500
Actual	13,692	13,745	13,355	TBD	TBD	TBD
<b>Staff hours invested in statewide opioid efforts: Target</b>	11,000	11,000	11,000	11,000	11,000	11,000
Actual	9,535	11,451	15,746	TBD	TBD	TBD
<b>The number of judicial districts provided with litigation support: Target</b>	12	12	23	23	23	23
Actual	22	22	23	TBD	TBD	TBD
<b>The number of basic, reserve, and provisional certifications issued: Target</b>	NA	NA	NA	NA	NA	NA
Actual Total	1,192	1,241	1,414	TBD	TBD	TBD
Basic	1,081	1,140	1,306	TBD	TBD	TBD
Provisional	111	83	97	TBD	TBD	TBD
Reserve	0	18	11	TBD	TBD	TBD
<b>The number of online training programs offered: Target</b>	15	15	19	19	19	19
Actual	17	19	20	TBD	TBD	TBD
<b>The number of in-person training programs offered: Target</b>	20	20	35	35	35	35
Actual	24	39	25	TBD	TBD	TBD
<b>The number of distinct law enforcement courses taken online or in-person through the grant program: Target</b>	150,000	150,000	120,000	90,000	90,000	90,000
Actual	111,615	106,034	88,057	TBD	TBD	TBD
<b>The number of online training courses completed through the grant program and the POST in-service training program: Target</b>	175,000	120,000	120,000	90,000	90,000	90,000
Actual	112,099	110,827	89,059	TBD	TBD	TBD
<b>The number of in-person training courses completed through the grant program and the POST in-service training program: Target</b>	3,250	3,250	3,500	3,000	3,000	3,000
Actual	3,320	3,705	2,771	TBD	TBD	TBD

Category	Actual FY 23	Actual FY 24	Actual FY 25	FY 26	FY 27	FY 28
<b>The dollar amount of grants funded in rural and urban law enforcement communities: Target</b>	\$3.6M	\$3.6M	\$2.8M	\$2.8M	\$2.8M	\$2.8M
Actual	\$2.9M	\$2.5M	\$2.3M	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	25	25	25	25	25	25
Actual (Securities)	23	23	32	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	200	200	200	200	200	200
Actual (Insurance)	155	114	110	TBD	TBD	TBD
<b>The number of case investigations opened: Target</b>	125	125	125	125	125	125
Actual (Special Prosecution)	262	150	165	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	8	8	8	8	8	8
Actual (Securities)	10	8	7	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	60	60	60	60	60	60
Actual (Insurance)	46	49	41	TBD	TBD	TBD
<b>The number of cases filed: Target</b>	75	75	75	75	75	75
Actual (Special Prosecution)	72	90	55	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	787	652	813	TBD	TBD	TBD
<b>The number of backlog of Criminal Appeals briefs due: Target</b>	397	245	325	309	294	294
Actual	258	342	435	TBD	TBD	TBD
<b>The % change in backlog from previous year: Target</b>	-5%	-5%	-5%	-5%	-5%	-5%
Actual	-39.2%	28%	24%	TBD	TBD	TBD
<b>The percentage of actionable Safe2Tell tips received: Target</b>	90%	90%	90%	90%	90%	90%
Actual	97.2%	95%	96.2%	TBD	TBD	TBD
<b>The percentage of Safe2Tell reports that are processed, reviewed, disseminated to local partners, and closed within 30 days: Target</b>	90%	90%	90%	90%	90%	90%
Actual	98.8%	97.4%	96.2%	TBD	TBD	TBD
<b>The total number of Consumer Protection investigations opened: Target</b>	65	65	100	100	100	100
Actual	100	101	102	TBD	TBD	TBD

Category	Actual FY 23	Actual FY 24	Actual FY 25	FY 26	FY 27	FY 28
<b>The total number of settlements/judgments obtained: Target</b>	25	25	40	40	40	100
Actual	28	40	17	TBD	TBD	TBD
<b>The number of data breaches reviewed: Target</b>	225	225	350	225	225	225
Actual	210	372	282	TBD	TBD	TBD
<b>The number of engagements with state agencies advised on data privacy and cybersecurity: Target</b>	80	80	150	150	150	150
Actual	209	147	100	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)	71%	74.2%	74%	TBD	TBD	TBD
Actual (Debt Management)	52%	78%	94%	TBD	TBD	TBD
Actual (Debt Collection)	71%	93.6%	82%	TBD	TBD	TBD
<b>The percent of complaints closed with consumer education included: Target</b>	80%	80%	80%	80%	80%	80%
Actual	99.6%	99%	85%	TBD	TBD	TBD
<b>The number of Medicaid case investigations (civil and criminal) opened: Target</b>	160	160	140	140	140	140
Actual (Civil Investigations)	24	75	52	N/A	N/A	N/A
Actual (Criminal Investigations)	52	99	88	N/A	N/A	N/A
Actual (Total)	76	174	140	N/A	N/A	N/A
<b>The number of Medicaid criminal cases filed and civil cases settled: Target</b>	N/A	N/A	20	20	20	20
Actual (Criminal Filed)	10	5	3	N/A	N/A	N/A
Actual (Civil Settled)	4	10	13	N/A	N/A	N/A
Actual (Total)	14	15	16	N/A	N/A	N/A
<b>The number of enforcement actions partnered with agencies to protect our land, air and water: Target</b>	100	100	125	125	125	125
Actual	101	153	82	TBD	TBD	TBD
<b>The number of staff hours invested in protecting the Colorado River: Target</b>	10,600	10,600	10,600	10,600	12,400	12,400
Actual	5,350	11,191	10,933	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	45%	89%	36%	TBD	TBD	TBD