

COLORADO DEPARTMENT OF LAW

Strategic Plan Performance Report

November 1, 2025

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.

Category	Actual FY 23	Actual FY 24	Actual FY 25	FY 26	FY 27	FY 28
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	9.3/10	9/10	9.2/10	TBD	TBD	TBD
Total number of open client agency cases at the end of the fiscal year: Target	13,500	13,500	13,500	13,500	13,500	13,500
Actual	13,692	13,745	13,355	TBD	TBD	TBD
Staff hours invested in statewide opioid efforts: Target	11,000	11,000	11,000	11,000	11,000	11,000
Actual	9,535	11,451	15,746	TBD	TBD	TBD
The number of judicial districts provided with litigation support: Target	12	12	23	23	23	23
Actual	22	22	23	TBD	TBD	TBD
The number of basic, reserve, and provisional certifications issued: Target	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
The number of online training programs offered: Target	15	15	19	19	19	19
Actual	17	19	20	TBD	TBD	TBD
The number of in-person training programs offered: Target	20	20	35	35	35	35
Actual	24	39	25	TBD	TBD	TBD
The number of distinct law enforcement courses taken online or in-person through the grant program: Target	150,000	150,000	120,000	90,000	90,000	90,000
Actual	111,615	106,034	88,057	TBD	TBD	TBD
The number of online training courses completed through the grant program and the POST in-service training program: Target	175,000	120,000	120,000	90,000	90,000	90,000
Actual	112,099	110,827	89,059	TBD	TBD	TBD
The number of in-person training courses completed through the grant program and the POST in-service training program: Target	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
The dollar amount of grants funded in rural and urban law enforcement communities: Target	\$3.6M	\$3.6M	\$2.8M	\$2.8M	\$2.8M	\$2.8M
Actual	\$2.9M	\$2.5M	\$2.3M	TBD	TBD	TBD
The number of case investigations opened: Target	25	25	25	25	25	25
Actual (Securities)	23	23	32	TBD	TBD	TBD
The number of case investigations opened: Target	200	200	200	200	200	200
Actual (Insurance)	155	114	110	TBD	TBD	TBD
The number of case investigations opened: Target	125	125	125	125	125	125
Actual (Special Prosecution)	262	150	165	TBD	TBD	TBD
The number of cases filed: Target	8	8	8	8	8	8
Actual (Securities)	10	8	7	TBD	TBD	TBD
The number of cases filed: Target	60	60	60	60	60	60
Actual (Insurance)	46	49	41	TBD	TBD	TBD
The number of cases filed: Target	75	75	75	75	75	75
Actual (Special Prosecution)	72	90	55	TBD	TBD	TBD
The number of Criminal Appeals briefs filed: Target	1,000	1,000	1,000	1,000	1,000	1,000
Actual	787	652	813	TBD	TBD	TBD
The number of backlog of Criminal Appeals briefs due: Target	397	245	325	309	294	294
Actual	258	342	435	TBD	TBD	TBD
The % change in backlog from previous year: Target	-5%	-5%	-5%	-5%	-5%	-5%
Actual	-39.2%	28%	24%	TBD	TBD	TBD
The percentage of actionable Safe2Tell tips received: Target	90%	90%	90%	90%	90%	90%
Actual	97.2%	95%	96.2%	TBD	TBD	TBD
The percentage of Safe2Tell reports that are processed, reviewed, disseminated to local partners, and closed within 30 days: Target	90%	90%	90%	90%	90%	90%
Actual	98.8%	97.4%	96.2%	TBD	TBD	TBD
The total number of Consumer Protection investigations opened: Target	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
The total number of settlements/judgments obtained: Target	25	25	40	40	40	100
Actual	28	40	17	TBD	TBD	TBD
The number of data breaches reviewed: Target	225	225	350	225	225	225
Actual	210	372	282	TBD	TBD	TBD
The number of engagements with state agencies advised on data privacy and cybersecurity: Target	80	80	150	150	150	150
Actual	209	147	100	TBD	TBD	TBD
Investigate and resolve 90% of complaints within 60 days or less: Target	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
The percent of complaints closed with consumer education included: Target	80%	80%	80%	80%	80%	80%
Actual	99.6%	99%	85%	TBD	TBD	TBD
The number of Medicaid case investigations (civil and criminal) opened: Target	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
The number of Medicaid criminal cases filed and civil cases settled: Target	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
The number of enforcement actions partnered with agencies to protect our land, air and water: Target	100	100	125	125	125	125
Actual	101	153	82	TBD	TBD	TBD
The number of staff hours invested in protecting the Colorado River: Target	10,600	10,600	10,600	10,600	12,400	12,400
Actual	5,350	11,191	10,933	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	45%	89%	36%	TBD	TBD	TBD