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Department of Law Performance Management System Components

Background:

House Bill 13-1299 revised state departments' planning efforts. This bill establishes the expectations of performance planning and reporting, focusing on improving service delivery and identifying efficiencies. Additionally, this bill reaffirmed the annual audit expectations of the State Auditor's Office and reestablished an oversight committee for the Department of Law (DOL) along with other oversight committees.

This bill requires the DOL to issue Performance Management System Instructions to define the required parameters for the development of a Department Performance Plan. Per § 2-7-204(2)(a) C.R.S., a performance management system must take into account two important principles:

- Strategic goals and priorities that are consistent with the statutory charge of each department; and
- Strategies for enhancing productivity, improving efficiency, reducing costs, and eliminating waste in the processes and operations that deliver goods and services to taxpayers and customers of State government.

Additionally, the SMART Act encourages the Performance Management System to incorporate a formal and commonly accepted system of continuous process improvement, and to include elements that ensure DOL employees are properly trained to implement the various components.

The DOL is currently adopting SharePoint software and the ProLaw Case Management System, across department programs. These tools are providing more consistent and robust data collection and reporting, thereby allowing the DOL to implement business strategies for improved program delivery.

At a minimum, the Department of Law's Performance Plan must include:

- A statement of the Department's mission or vision;
- A description of the major functions of the Department;
- Performance measures for the major functions;
- Performance goals that correspond to the Department's performance measures, that extend to at least 3 years in the future;
- A narrative of the strategies necessary to meet the performance measure; and

- A summary of the Department's most recent performance evaluation.

Department of Law annual deliverables:

- By August 1 of each year, publish the DOL's performance management system components to the Department's website;
- By July 1 of each year, publish the DOL's performance plan to the DOL website, in line with the performance management systems components and submit to the Joint Budget Committee, the joint committee of reference, and the Governor's Office of State Planning and Budgeting, (OSPB).
- By November 1 of each year, publish to the Department's website and distribute to Legislative Council, the Department's regulatory agenda;
- By November 1, 2014 and each November thereafter, and March 1 of each year, the Department will publish its annual four page performance report to the Department's website and send the link to the Governor's Office of State Planning and Budgeting, to be included on the Governor's webpage.

Performance Management Planning:

DOL employees have participated in the 2014 and the 2015 OSPB Performance Management Planning Academy. This training allowed the DOL to develop relationships with performance management and LEAN expertise across the State enterprise and provided the platform for the DOL to develop these skills internally, in order to make the best use of resources in meeting statutory responsibilities.

Additionally, in coordination with OSPB staff and performance management consultants, the DOL facilitated two workshops for senior management personnel to broaden performance management awareness and knowledge across the DOL enterprise and to better develop critical assessments of program delivery and associated measures. The DOL will continue to broaden this effort with anticipation of modified performance measures in future planning documents, as data is accumulated and assessed.

Moving forward, the DOL will continue to facilitate performance management, strategic planning, and LEAN training across a broad section of DOL employees, thereby bolstering this knowledge across the enterprise. Employees in future years will be able to review and suggest relevant process improvement plans that then can be considered for inclusion in the annual performance plan. Additionally, the DOL is finalizing system requirements for a new business licensing and complaint tracking system for the Consumer Credit Unit and Consumer Protection Unit. The Unit anticipates better data analysis and response to business licenses, complaints, and revenue tracking.

The DOL recognizes that some of its performance measures may not be conducive to the reporting of new data biannually due to the sources and availability of data. DOL will report on measures with updated information where relevant and accessible.

The DOL will utilize each Deputy Attorney General to facilitate the annual review of performance and workload measures in line with the current Performance Plan, as well as the current DOL Performance Management System Components document, in order to develop suggestions for modifications to be considered by the DOL's senior leadership team. Additionally, the DOL anticipates a similar process to review and administer process improvements that stem from employee review and analysis.

Department of Law Performance Plan Strategic Components:

- Department Functional Organization Chart;
- Department Mission Statement;
- Department Vision Statement;
- Department Description;
- Department Objectives;
- Department Performance Measures with actual data from previous fiscal year, estimate of current year and 3rd out year;
- Descriptive narrative of strategies to enable the Department to successfully meet each performance measure;
- Evaluation of most recent actual data, most likely one year prior due to July 1 annual deadline. This will be updated in the November 1 and March 1 performance report;
- The current year appropriated budget (Long Bill and Special Bills) by line item, including FTE.