



COLORADO DEPARTMENT OF LAW
Performance Management Components
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Office of the Attorney General
Ralph L. Carr Colorado Judicial Center
1300 Broadway, 10th Floor
Denver, Colorado 80203
(720) 508-6000

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.

At a minimum, the Performance Plan must include:

- A statement of the DOL's mission or vision;
- A description of the major functions of the DOL;
- Performance measures for the major functions;
- Performance goals that correspond to the DOL'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 DOL's most recent performance evaluation.

Department of Law annual deliverables:

- By July 1 of each year, publish the Performance Plan to the DOL's 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.
- By August 1 of each year, publish the DOL's performance management system components to the DOL website;
- By November 1 of each year, publish to the DOL's website and distribute to Legislative Council, the DOL's regulatory agenda;

- By November 1, 2014 and each November thereafter, and March 1 of each year, the DOL will publish its annual four page performance report to the DOL 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:

The DOL is currently bolstering the internal expertise on LEAN process improvement initiatives. The Governor's Office of State Planning and Budgeting developed a Performance Management Planning Academy. Two staff members of the DOL participated in the most recent Academy. Moving forward, the DOL is focusing on two strategic areas within LEAN over the next year: utilizing the expertise and relationships developed during the Academy to expose more staff members to LEAN principles and internally reviewing projects for business change management in line with these principles.

The DOL has implemented a new attorney time management system for better ease of input, data retrieval, and data analysis for business decisions. This new system eliminates many cumbersome steps and business processes with data pulls and analysis. Secondly, the DOL recently implemented KRONOS for leave tracking. This has minimized the need for paper processes, thereby eliminating the use of disposable resources and better maintaining data integrity. Lastly, the DOL is completing the first business process roll out for Share Point. The DOL anticipates additional business processes to be diagrammed and incorporated into this system to better manage data and business processes for more efficient decision making.

The DOL components for its performance management system hinges on the Colorado Operations Resource Engine (CORE) financial data. Additionally, the DOL is anticipating continued adoption of Share Point Software and the Pro Law Case Management System, thereby bolstering the data and reporting capabilities across areas of responsibility.

Additionally, the DOL will be analyzing each of its strategic initiatives and coupling those initiatives with at least one performance and one workload measure. The DOL anticipates reporting other, relevant programmatic performance and workload measures in the annual budget request and will identify any strategies to gain efficiencies.

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. The 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 Department 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.