

D 023 07

EXECUTIVE ORDER

Reestablishing and Renaming the Citizens' Advocate Corps and Designating the Advocates as Community Representatives of the Office of the Governor

Pursuant to the authority vested in the Office of the Governor of the State of Colorado, I, Bill Ritter, Jr., Governor of the State of Colorado, hereby issue this Executive Order reestablishing and renaming the Citizens' Advocate Corps and designating the Advocates as community representatives of the Office of the Governor.

1. Background, Need, and Purpose

In 1993, the Governor's Advocate Corps was originally established for the purpose of assisting Colorado citizens with state government issues and concerns. Government exists to serve the people. My administration is committed to making state government easy to access and easy to navigate. When people have questions about where to go for help, I want to make it easy for them to find an answer. Therefore, I am reestablishing the Governor's Advocate Corps under the name Citizens' Advocate Corps to fill that need and to serve the citizens of Colorado.

The Citizens' Advocates serve as special representatives of members of the public to agencies in state government to try to assist citizens in their interaction with state agencies. In an effort to create and maintain a state government that takes a hands-on approach to constituent cases, the Citizens' Advocate Corps will provide citizens with a clear and direct method of registering and resolving their complaints and problems.

In addition to responding to issues that are related to state government, I have asked the Citizens' Advocates to serve the State of Colorado at the community level by attending organization events as representatives of the Governor's Office. Their participation in community events will stimulate open communications with constituents and enable the advocates to have current information about a wide range of community concerns.

2. Mission

The mission of the Citizens' Advocate Corps is:

- A. To provide the citizens of the State of Colorado with a mechanism to interact with their state government on an individual, case-by-case basis.
- B. To examine cases received by mail, e-mail, or fax and properly identify the handling of the cases. The Citizens' Advocate Corps should only address those issues that are within the jurisdiction of the executive branch of Colorado state government.
- C. To ensure that cases received by the Citizens' Advocate Corps are forwarded on to the proper state agency for handling and response and to follow up on the progress of the recipient agency on resolution of the matter.
- D. To maintain a computer tracking system that has the capacity to provide up-to-date information on case progress and case resolution.
- E. To require reporting from all agency advocate offices to the Citizens' Advocate Corps in order to facilitate coordination of activities on individual client cases.
- F. To maintain and regularly update a Governor's Advocacy Booklet, which shall contain information about the issues each state agency handles and offer guidance to enable citizens to directly contact appropriate agency or the appropriate division within the agency. This booklet shall be printed in both English and Spanish.
- G. To assist the Office of the Governor by attending community events, including but not limited to, town meetings, rallies, forums, reward and recognition ceremonies, conferences, and leadership institutes.

3. Directive

The Governor's Advocate Corps is hereby reestablished and renamed the Citizens' Advocate Corps.

4. Past Executive Orders Superseded and Replaced

This Executive Order supercedes and replaces Executive Order D 012 00, which reestablished the Governor's Advocate Corps and superseded and replaced Executive Order D 010 93, which established the Governor's Advocate Corps.

5. Duration.

This Executive Order shall remain in force until modified or terminated by further executive order of the Governor.

GIVEN under my hand and
the Executive Seal of the
State of Colorado, this 25th
day of September, 2007.

Bill Ritter, Jr.
Governor