

Office of the Secretary of State

MISSION

To provide the citizens of Maryland with information, services and assistance relating to the constitutional, statutory and regulatory functions assigned to the Office of the Secretary of State. To promote Maryland's expanding role in international affairs by representing the Executive Department and the State of Maryland in diplomatic and related duties. To foster communication and cooperation across State, county and municipal borders through the coordination of intergovernmental activities.

VISION

To exemplify the characteristics of dedicated public servants in our efforts to assist Maryland citizens by placing an increased emphasis on quality customer service and improving State relations, both nationally and internationally.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Strengthen and enhance Maryland's role and influence in international affairs.

Obj. 1.1 Facilitate the development of short and long term international relationships through a full range of exchange programs via the Governor's Subcabinet on International Affairs and the Maryland Sister State Program.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
International meetings and contacts by the Office of the Secretary of State	1,992	2,050	2,150	2,200	1,924	2,300	2,100
Documents certified for international use	39,945	45,469	46,437	38,820	40,824	42,000	41,000
Citizens and business leaders volunteering as members of Maryland Sister States committees	170	190	200	250	200	285	240
International events and delegations hosted	41	45	75	80	65	95	100

Goal 2. Obtain updated information from delinquent charitable organizations required to register with the Office of the Secretary of State.

Obj. 2.1 Ensure compliance with the requirements of the Maryland Solicitations Act by reviewing the financial information submitted by charitable organizations identified as having inconsistencies or potential problems.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Charitable organizations registered	9,562	8,952	10,034	10,523	11,110	12,500	11,725
Number of delinquent charities	1,677	1,947	1,939	1,681	2,517	1,000	2,000
Delinquent charities contacted	325	1,576	1,407	1,519	1,639	1,400	1,900
Delinquencies resolved	38	412	541	600	296	700	700

Office of the Secretary of State

Goal 3. Help Maryland residents make informed decisions when contributing to a charitable organization.

Obj. 3.1 In conjunction with the Federal Trade Commission and other charity regulators provide information to Maryland residents about wise charitable giving.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Responses to requests for information about charity registration status with the Office of the Secretary of State	8,267	8,821	10,312	9,500	9,710	10,000	10,200

Goal 4. Maintain and expand the Address Confidentiality Program (ACP) for victims of domestic violence who have relocated to avoid further abuse. The program helps participants keep their home, work and/or school address secret by providing a substitute mailing address they can use instead. The program also permits State and local agencies to respond to requests for public information without disclosing the victim's actual address.

Obj. 4.1 Expand public outreach to ensure that the ACP is known to individuals in need and the service agencies that support them.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Applicant assistants registered	122	202	240	250	265	250	300
Number of statewide program participants	475	644	803	993	1,350	1,150	1,750
Number of participants re-enrolling	14	23	26	16	25	30	30
Pieces of mail forwarded	10,808	15,577	20,906	25,241	34,809	37,000	40,000

OTHER PERFORMANCE MEASURES

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
COMAR partial subscriptions by title	5,645	1,836	1,255	1,488	1,553	1,500	1,560
Notary Public commissions processed	21,075	19,248	21,808	18,532	21,809	21,500	22,000
MD Register subscriptions	300	250	219	195	225	200	225
Number of COMAR Supplement pages changed	34,536	8,134	8,160	10,336	8,696	9,000	9,400