

# Office of the Secretary of State

## MISSION

To provide the constituents of Maryland with information and services relating to the constitutional, statutory and regulatory responsibilities 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.

## VISION

We will dedicate ourselves to quality customer service, practicing transparency and promoting a business-friendly environment.

## 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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
International meetings and contacts by the Office of the Secretary of State	2,050	2,150	2,200	1,924	1,936	2,300	1,945
Documents certified for international use	45,469	46,437	38,820	40,824	45,764	42,000	47,500
Citizens and business leaders volunteering as members of Maryland Sister States committees	190	200	250	200	227	285	250
International events and delegations hosted	45	75	80	65	57	95	65

### 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.

**Obj. 2.2** Initiate enforcement of registration violations on at least 1,500 delinquent charities.

**Obj. 2.3** Initiate enforcement on at least 20 investigations of delinquent charities.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Charitable organizations registered	8,952	10,034	10,523	11,110	13,474	13,360	13,350
Number of delinquent charities	1,947	1,939	1,681	2,517	2,385	2,410	1,700
Number of violation enforcements on delinquent charities	N/A	N/A	N/A	N/A	N/A	1,500	1,500
Delinquencies resolved	412	541	600	296	803	700	700
Number of investigations performed	N/A	N/A	N/A	N/A	N/A	20	25

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**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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Responses to requests for information about charity registration status with the Office of the Secretary of State	8,821	10,312	9,500	9,710	10,376	11,600	12,000

**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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Applicant assistants registered	202	240	250	265	208	250	250
Number of statewide program participants	644	803	993	1,350	1,386	1,150	1,350
Number of participants re-enrolling	23	26	16	25	24	30	30
Pieces of mail forwarded	15,577	20,906	25,241	34,809	16,320	17,000	17,000

**Goal 5. Enhance efficiency of the notary public registration process for new and renewing applicants.**

**Obj. 5.1** Increase the number of Notary Public commissions processed.

**Obj. 5.2** Increase the number of online renewal or applications of Notary Public commissions.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Notary Public commissions processed	19,248	21,808	18,532	21,809	21,030	21,500	21,750
Number of on-line applications	N/A	N/A	N/A	N/A	N/A	1,600	5,000

**OTHER PERFORMANCE MEASURES**

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
COMAR partial subscriptions by title	1,836	1,255	1,488	1,553	1,528	1,500	1,500
MD Register subscriptions	250	219	195	225	175	200	165
Number of COMAR Supplement pages changed	8,134	8,160	10,336	8,696	9,130	9,000	9,000