

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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
International meetings and contacts by the Office of the Secretary of State	2,200	1,924	1,936	2,300	2,530	2,600	2,650
Documents certified for international use	38,820	40,824	45,764	39,701	39,469	41,500	41,500
Citizens and business leaders volunteering as members of Maryland Sister States committees	250	200	227	200	253	300	350
International events and delegations hosted	80	65	57	95	104	120	140

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Goal 2. Improve timeliness, effectiveness, and efficiency of processes to provide world class service to our internal and external customers with prompt turn-around of application registrations and other services.

- 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** Ensure compliance with the requirements of the Maryland Notary Public Law.
- Obj. 2.3** Ensure timely processing of all extraditions, pardons, and commutations on behalf of the Governor.
- Obj. 2.4** Administer the Maryland Charity Campaign (MCC), also known as the Workplace Giving Campaign.
- Obj. 2.5** Administer Special Police Commissions.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Charitable organizations registered	10,523	11,110	13,474	13,660	13,948	14,150	14,350
Number of delinquent charities	1,681	2,517	2,385	1,530	1,268	1,200	1,000
Enforcement activities regarding delinquent charities	N/A	N/A	510	6,442	6,072	5,500	5,000
Delinquencies resolved	600	296	803	2,168	1,641	1,300	1,000
Charity enforcement investigations and actions	N/A	24	48	45	33	50	50
Notary Public commissions processed	18,532	21,809	21,030	22,950	22,393	22,000	23,000
Notary Public enforcement investigations and actions	N/A	23	29	68	54	60	60
Number of on-line notary applications	N/A	N/A	N/A	2,640	19,746	20,000	21,000
Number of processed extraditions, pardons, and commutations	N/A	229	247	172	204	225	225
Waivers granted	N/A	3,549	3,578	3,590	3,100	3,000	3,000
MCC applications from charities received and processed	1,014	928	949	1,125	887	1,000	1,000
MCC criteria met/approved	934	824	899	980	806	900	900
¹ MCC dollars raised	\$3,213,855	\$3,116,567	\$2,958,647	\$3,000,675	\$3,000,000	\$3,000,000	\$3,000,000
Police Commissions issued	N/A	578	616	655	484	600	600

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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Responses to requests for information about charity registration status	9,500	9,710	10,376	12,906	13,358	13,000	13,000
Processed annual fundraising solicitor/council registration applications	N/A	3,103	3,106	2,546	1,427	1,500	1,600

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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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Applicant assistants registered	250	265	208	304	336	512	565
Number of statewide program participants	993	1,350	1,386	958	1,200	1,080	1,200
Number of participants re-enrolling	16	25	24	220	210	222	208
Pieces of mail forwarded	25,241	34,809	16,320	15,804	16,604	18,358	19,000
Number of trainings completed	N/A	N/A	N/A	31	33	37	60

OTHER PERFORMANCE MEASURES

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
COMAR partial subscriptions by title	1,488	1,553	1,528	1,377	1,436	1,500	1,500
MD Register subscriptions	195	225	175	250	193	250	250
Number of COMAR Supplement pages changed	10,336	8,696	9,130	8,892	5,024	9,000	9,000

NOTES

¹ FY 2018 data is an estimate.