

# 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
International meetings and contacts by the Office of the Secretary of State	1,924	1,936	2,300	2,530	2,719	2,850	3,000
Documents certified for international use	40,824	45,764	39,701	39,469	47,324	51,110	55,200
Citizens and business leaders volunteering as members of Maryland Sister States committees	200	227	200	253	283	300	330
International events and delegations hosted	65	57	95	104	126	150	175

# Office of the Secretary of State

**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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Charitable organizations registered	11,110	13,474	13,660	13,948	14,472	14,800	15,100
Number of delinquent charities	2,517	2,385	1,530	1,268	1,179	1,100	1,000
Enforcement activities regarding delinquent charities	N/A	510	6,442	6,072	5,367	5,000	5,000
Delinquencies resolved	296	803	2,168	1,641	1,982	1,700	1,700
Charity enforcement investigations and actions	24	48	45	33	12	20	20
Notary Public commissions processed	21,809	21,030	22,950	22,393	22,035	22,500	22,500
Notary Public enforcement investigations and actions	23	29	68	54	21	30	30
Number of on-line notary applications	N/A	N/A	2,640	19,746	19,328	20,000	20,000
Number of processed extraditions, pardons, and commutations	229	247	172	204	217	200	200
Waivers granted	3,549	3,578	3,590	3,100	2,400	2,500	2,500
MCC applications from charities received and processed	928	949	1,125	887	1,154	1,000	1,000
MCC criteria met/approved	824	899	980	806	977	900	900
<sup>1</sup> MCC dollars raised	\$3,116,567	\$2,958,647	\$3,000,675	\$2,675,947	\$3,000,000	\$3,000,000	\$3,000,000
Police Commissions issued	578	616	655	484	606	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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Responses to requests for information about charity registration status	9,710	10,376	12,906	13,358	15,030	14,000	14,000
Processed annual fundraising solicitor/council registration applications	3,103	3,106	2,546	1,427	1,423	1,400	1,400

# Office of the Secretary of State

**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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Applicant assistants registered	265	208	304	336	171	200	250
Number of statewide program participants	1,350	1,386	958	1,200	1,067	1,200	1,400
Number of participants re-enrolling	25	24	220	210	137	200	250
Pieces of mail forwarded	34,809	16,320	15,804	16,604	15,090	17,000	19,000
Number of trainings completed	N/A	N/A	31	33	37	50	72

## OTHER PERFORMANCE MEASURES

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of COMAR Supplement pages changed	8,696	9,130	8,892	12,172	12,076	10,000	10,000
Number of print subscribers to individual COMAR titles	N/A	N/A	N/A	N/A	1,322	1,300	1,300
Number of electronic subscribers to individual COMAR titles	N/A	N/A	N/A	N/A	1,371	1,350	1,350
Number of print subscribers to a full set of COMAR	N/A	N/A	N/A	N/A	47	45	45
Number of electronic subscribers to a full set of COMAR	N/A	N/A	N/A	N/A	10	10	10
Number of print subscribers to the MD Register	N/A	N/A	N/A	N/A	79	75	70
Number of electronic subscribers to the MD Register	N/A	N/A	N/A	N/A	101	95	95

## NOTES

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<sup>1</sup> FY 2019 data is an estimate.