

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
International meetings and contacts by the Office of the Secretary of State	2,150	2,200	1,924	1,936	2,300	1,945	1,900
Documents certified for international use	46,437	38,820	40,824	45,764	39,701	45,500	47,500
Citizens and business leaders volunteering as members of Maryland Sister States committees	200	250	200	227	200	250	200
International events and delegations hosted	75	80	65	57	95	65	65

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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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Charitable organizations registered	10,034	10,523	11,110	13,474	13,660	13,700	13,750
Number of delinquent charities	1,939	1,681	2,517	2,385	1,530	1,500	1,300
Enforcement activities regarding delinquent charities	N/A	N/A	N/A	510	6,442	1,750	1,500
Delinquencies resolved	541	600	296	803	2,168	1,500	1,300
Charity enforcement investigations and actions	N/A	N/A	24	48	45	60	60
Notary Public commissions processed	21,808	18,532	21,809	21,030	22,950	21,750	22,000
Notary Public enforcement investigations and actions	N/A	N/A	23	29	68	60	60
Number of on-line notary applications	N/A	N/A	N/A	N/A	2,640	5,000	5,500
Number of processed extraditions, pardons, commitions	N/A	N/A	229	247	172	250	250
Waivers granted	N/A	N/A	3,549	3,578	3,590	3,600	3,600
MCC applications from Charities reveived and processed	738	1,014	928	949	1,125	1,100	1,100
MCC criteria met/approved	665	934	824	899	980	925	950
¹ MCC dollars raised	\$3,251,933	\$3,213,855	\$3,116,567	\$2,958,647	\$3,000,000	\$3,500,000	\$3,500,000
Police Commissions issued	N/A	N/A	578	616	655	750	700

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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Responses to requests for information about charity registration status	10,312	9,500	9,710	10,376	12,906	12,000	12,000
Processed fundraising processionals' contracts	N/A	N/A	3,103	3,106	2,546	3,125	3,125

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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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Applicant assistants registered	240	250	265	208	304	350	415
Number of statewide program participants	803	993	1,350	1,386	958	1,350	1,365
Number of participants re-enrolling	26	16	25	24	220	197	186
Pieces of mail forwarded	20,906	25,241	34,809	16,320	15,804	17,000	18,000
Number of trainings completed	N/A	N/A	N/A	N/A	31	50	65

OTHER PERFORMANCE MEASURES

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
COMAR partial subscriptions by title	1,255	1,488	1,553	1,528	1,377	1,500	1,500
MD Register subscriptions	219	195	225	175	250	260	260
Number of COMAR Supplement pages changed	8,160	10,336	8,696	9,130	8,892	9,000	9,000

NOTES

¹ FY 2017 is an estimate. Actual campaign dollar figures for FY 2017 will not be available until CY 2018.