

# 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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
International meetings and contacts by the Office of the Secretary of State	1,936	2,300	2,530	2,719	3,850	3,000	3,000
Documents certified for international use	45,764	39,701	39,469	47,324	51,110	57,200	60,000
Citizens and business leaders volunteering as members of Maryland Sister States committees	227	200	253	283	300	330	325
International events and delegations hosted	57	95	104	126	150	175	150

# 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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Charitable organizations registered	13,474	13,660	13,948	14,472	15,150	15,100	15,000
Number of delinquent charities	2,385	1,530	1,268	1,179	1,676	1,000	1,100
Enforcement activities regarding delinquent charities	510	6,442	6,072	5,367	5,000	5,000	5,000
Delinquencies resolved	803	2,168	1,641	1,982	1,520	1,700	1,500
Charity enforcement investigations and actions	48	45	33	12	10	20	20
Notary Public commissions processed	21,030	22,950	22,393	22,035	20,510	21,000	21,000
Notary Public enforcement investigations and actions	29	68	54	21	10	20	20
Number of on-line notary applications	N/A	2,640	19,746	19,328	18,480	20,000	20,000
Remote Notary Public Notification forms processed	N/A	N/A	N/A	N/A	1,086	1,400	1,400
Number of processed extraditions, pardons, and commutations	247	172	204	217	210	240	240
Waivers granted	3,578	3,590	3,100	2,400	2,500	2,500	2,500
<sup>1</sup> MCC applications from charities reviewed and processed	949	1,125	887	1,154	1,135	1,000	1,135
<sup>1</sup> MCC criteria met/approved	899	980	806	977	994	900	994
<sup>1</sup> MCC dollars raised	\$2,958,647	\$3,000,675	\$2,675,947	\$2,342,569	\$2,300,000	\$2,300,000	\$2,300,000
Police Commissions issued	616	655	484	606	510	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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Responses to requests for information about charity registration status	10,376	12,906	13,358	15,030	14,000	14,000	14,100
Processed annual fundraising solicitor/council registration applications	3,106	2,546	1,427	1,423	1,400	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	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Applicant assistants registered	208	304	336	171	223	250	250
Number of statewide program participants	1,386	958	1,200	1,067	1,164	1,250	1,280
Number of participants re-enrolling	24	220	210	137	186	200	210
Pieces of mail forwarded	16,320	15,804	16,604	15,090	23,257	2,500	2,700
Number of trainings completed	N/A	31	33	37	44	65	75

## OTHER PERFORMANCE MEASURES

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.
Number of COMAR Supplement pages changed	9,130	8,892	12,172	12,076	7,960	10,000	10,000
Number of print subscribers to individual COMAR titles	N/A	N/A	N/A	1,322	1,270	1,250	1,200
Number of electronic subscribers to individual COMAR titles	N/A	N/A	N/A	1,371	1,279	1,350	1,250
Number of print subscribers to a full set of COMAR	N/A	N/A	N/A	47	45	42	40
Number of electronic subscribers to a full set of COMAR	N/A	N/A	N/A	10	10	10	15
Number of print subscribers to the MD Register	N/A	N/A	N/A	79	78	75	70
Number of electronic subscribers to the MD Register	N/A	N/A	N/A	101	85	90	90

## NOTES

<sup>1</sup> FY 2020 data is estimated because it is reported on a calendar year basis.