

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 | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| International meetings and contacts by the Office of the Secretary of State | 2,300 | 2,530 | 2,719 | 3,850 | 0 | 0 | 0 |
| Documents certified for international use | 39,701 | 39,469 | 47,324 | 51,110 | 52,417 | 55,500 | 58,000 |
| Citizens and business leaders volunteering as members of Maryland Sister States committees | 200 | 253 | 283 | 300 | 0 | 0 | 0 |
| International events and delegations hosted | 95 | 104 | 126 | 150 | 0 | 0 | 0 |

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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 | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|---|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Charitable organizations registered | 13,739 | 13,948 | 14,472 | 15,211 | 16,257 | 16,750 | 17,250 |
| Number of delinquent charities | 1,505 | 1,268 | 1,179 | 1,814 | 1,412 | 2,000 | 1,400 |
| Enforcement activities regarding delinquent charities | 6,442 | 6,072 | 5,367 | 5,317 | 685 | 4,000 | 4,000 |
| Delinquencies resolved | 2,168 | 1,641 | 1,982 | 1,520 | 4,009 | 3,000 | 2,500 |
| Charity enforcement investigations and actions | 48 | 33 | 12 | 23 | 21 | 20 | 20 |
| Notary Public commissions processed | 24,532 | 22,393 | 22,035 | 21,946 | 28,975 | 2,500 | 2,500 |
| Notary Public enforcement investigations and actions | 68 | 54 | 21 | 26 | 50 | 40 | 40 |
| Number of on-line notary applications | 2,640 | 19,746 | 19,328 | 18,480 | 27,943 | 25,000 | 25,000 |
| Remote Notary Public Notification forms processed | N/A | N/A | N/A | 1,086 | 1,573 | 1,000 | 1,000 |
| Number of processed extraditions, pardons, and commutations | 182 | 204 | 217 | 234 | 360 | 240 | 240 |
| Waivers granted | 3,590 | 3,100 | 2,400 | 2,500 | 2,650 | 2,500 | 2,500 |
| ¹ MCC applications from charities reviewed and processed | 981 | 887 | 1,154 | 1,135 | 1,170 | 1,150 | 1,150 |
| ¹ MCC criteria met/approved | 888 | 806 | 977 | 994 | 1,021 | 1,000 | 1,000 |
| ¹ MCC dollars raised | \$3,000,675 | \$2,675,947 | \$2,342,569 | \$2,159,476 | \$2,000,000 | \$2,000,000 | \$2,000,000 |
| Police Commissions issued | 718 | 484 | 606 | 552 | 503 | 550 | 550 |

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 | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Responses to requests for information about charity registration status | 12,906 | 13,358 | 15,030 | 22,532 | 21,279 | 20,000 | 20,000 |
| Processed annual fundraising solicitor/council registration applications | 2,546 | 1,427 | 1,423 | 1,316 | 487 | 1,400 | 1,400 |

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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. The program was recently expanded to include people who are threatened and fear for their safety (including judges, law enforcement, prosecutors, etc.)

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 | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Applicant assistants registered | 304 | 336 | 171 | 223 | 72 | 125 | 150 |
| Number of statewide program participants | 958 | 1,200 | 1,067 | 1,164 | 1,380 | 1,450 | 1,575 |
| Number of participants re-enrolling | 220 | 210 | 137 | 186 | 114 | 175 | 175 |
| Pieces of mail forwarded | 15,804 | 16,604 | 15,090 | 23,257 | 33,660 | 37,000 | 42,000 |
| Number of trainings completed | 31 | 33 | 37 | 44 | 40 | 60 | 75 |
| Number of shielded deeds | N/A | N/A | N/A | N/A | 32 | 45 | 60 |
| Number of new participants under expanded eligibility | N/A | N/A | N/A | N/A | N/A | 35 | 65 |

OTHER PERFORMANCE MEASURES

| Performance Measures | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of COMAR Supplement pages changed | 8,892 | 12,172 | 12,076 | 7,960 | 6,650 | 7,000 | 7,200 |
| Number of print subscribers to individual COMAR titles | N/A | N/A | 1,322 | 1,270 | 1,076 | 1,080 | 1,080 |
| Number of electronic subscribers to individual COMAR titles | N/A | N/A | 1,371 | 1,279 | 1,298 | 1,300 | 1,300 |
| Number of print subscribers to a full set of COMAR | N/A | N/A | 47 | 45 | 30 | 30 | 30 |
| Number of electronic subscribers to a full set of COMAR | N/A | N/A | 10 | 10 | 10 | 10 | 10 |
| Number of print subscribers to the MD Register | N/A | N/A | 79 | 78 | 67 | 65 | 60 |
| Number of electronic subscribers to the MD Register | N/A | N/A | 101 | 85 | 108 | 110 | 115 |

NOTES

¹ 2021 data is estimated because it is reported on a calendar year basis.