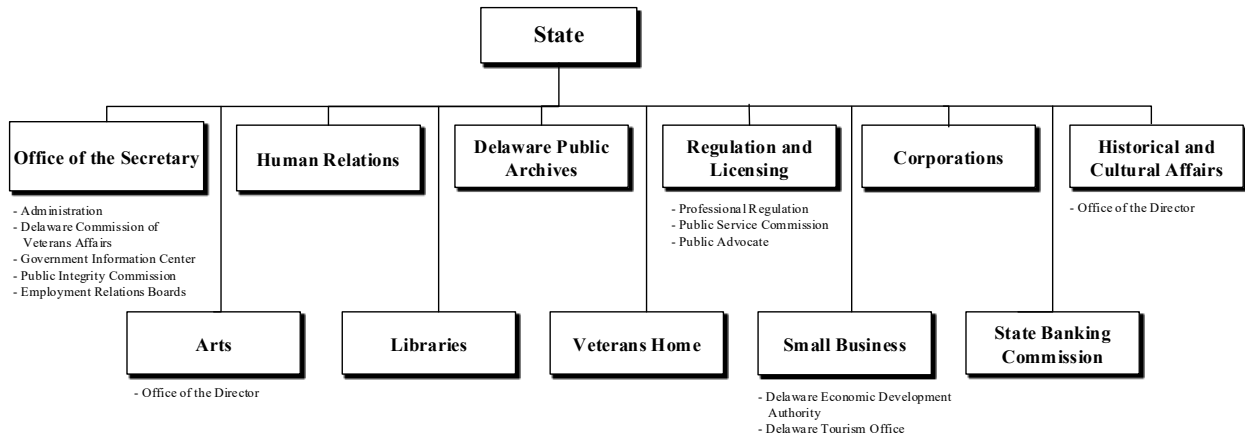
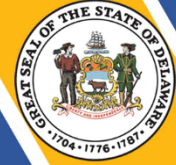
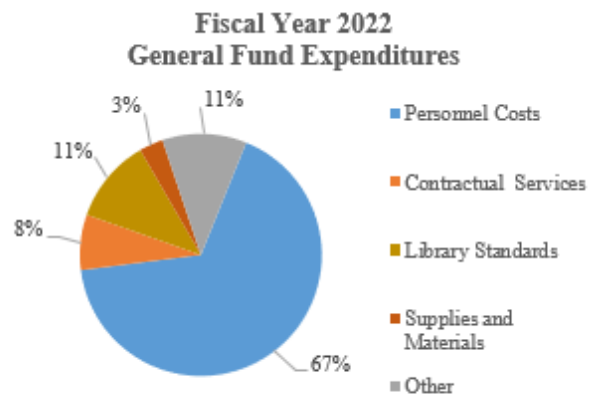
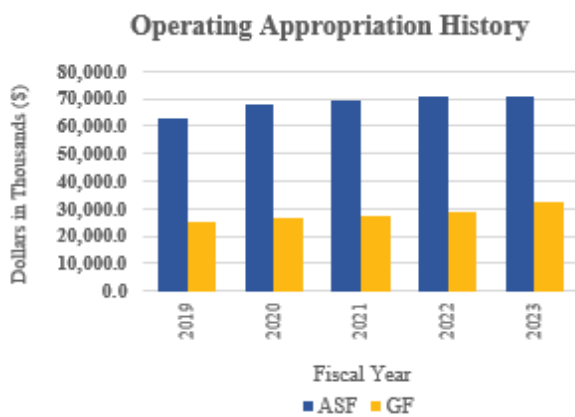


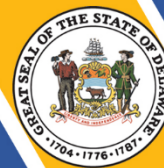
State



At a Glance

- Promote economic growth by marketing Delaware as the premier location to start and grow a business, an attractive place to incorporate, and for financial service firms and international businesses to locate and invest;
- Make Delaware an attractive place to live, work and visit by increasing public access to arts and history and boosting the quality of the State’s historic, recreational and cultural assets;
- Ensure public access to governmental, recreational and educational information by providing world-class library, archive and online information and services;
- Promote equal opportunity and protect the public's health, safety and economic welfare through education, regulation, licensing, investigative and consumer services; and
- Serve veterans by providing high-quality long-term care, connecting them and their families with important benefit information, and administering two veterans cemeteries.





Overview

The mission of the Department of State is to promote the State's economy and generate revenue; ensure residents have access to information; promote the State as a tourist destination; promote Delaware history and art; assist Delaware veterans and their families; promote equal opportunity and protection for all persons; provide regulatory and licensing services to protect the public welfare; and administer the State's public employment relations and ethics laws.

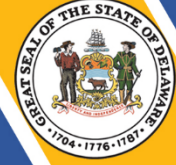
The Department of State is a diverse organization comprised of eleven major divisions: Office of the Secretary; Human Relations; Public Archives; Regulation and Licensing; Corporations; Historical and Cultural Affairs; Arts; Libraries; Veterans Home; Small Business; and State Banking Commission.

On the Web

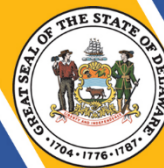
For more information visit sos.delaware.gov.

Performance Measures

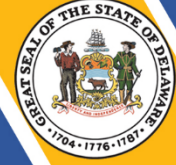
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
20-01-01	Administration			
	# of Voluntary Disclosure Agreements closed*	158	150	150
	<i>*Performance results have been impacted by COVID-19</i>			
20-01-02	Delaware Commission of Veterans Affairs			
	# of media subscribers	3,652	5,000	5,000
	# of claims processed*	856	950	950
	# of interments	1,433	1,450	1,450
	\$ of donations to Trust Fund (thousands)	\$38,279	\$32,000	\$32,000
	<i>*Performance results have been impacted by COVID-19</i>			
20-01-06	Government Information Center			
	# of portal visitors (average unique visitors per month)	250,000	150,000	175,000



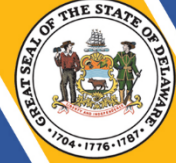
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
	# of local and county governments with which e-partnerships have been established	32	34	32
	# of Delaware.gov's Facebook followers	37,000	37,000	38,000
	# of @Delaware_gov's Twitter followers	66,400	65,000	67,500
20-01-08	Public Integrity Commission			
	# of advisory opinions, waivers and complaints*	42	60	60
	# of people receiving training*	764	1,100	1,200
	% of opinions issued within 45 days	88	98	98
	<i>*Performance results have been impacted by COVID-19</i>			
20-01-09	Employment Relations Boards			
	Public Employment Relations Board			
	% of disputes informally resolved	40	45	45
	% of cases resolved within 90 days of filing	25	30	30
	% of mediation cases proceeding to binding interest arbitration	25	30	25
	% of binding interest arbitration in which facilitated settlement is reached prior to decision*	100	75	75
	# of new cases filed	38	50	50
	# of cases processed	72	80	80
	# of decisions issued	27	25	30
	Merit Employee Relations Board			
	% of cases heard or resolved within 180 days of filing	50	60	60
	# of new cases filed	33	30	30
	# of cases processed	58	55	50
	# of decisions issued	42	25	35
	<i>*Performance results have been impacted by COVID-19</i>			



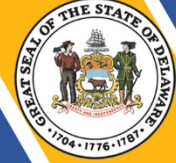
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
20-02-01	<i>Human & Civil Rights</i>			
	# of educational/training presentations, workshops and conferences	16	20	22
	# of allegations of discrimination received	224	288	296
	# of state/federal fair housing cases processed	136	174	179
	# of equal accommodations cases processed	56	60	62
	# of discussions on race and culture	8	8	10
	# of Outreach events and activities*	0	3	5
<i>*Performance results have been impacted by COVID-19</i>				
20-03-01	<i>Delaware Public Archives</i>			
	# of digital images posted online (millions)	2.8M	2.8M	3.0M
	# of government client interactions	16,700	15,000	16,000
	# of on-site public visitor/patron interactions*	13,700	2,500	5,000
	# of off-site public visitor/patron interactions to Archives sponsored events	37,500	35,000	36,500
	# of public e-user interactions (millions)	3.1M	4.2M	4.2M
	# of cubic feet of agency records in off-site storage	39,000	37,000	35,000
<i>*Performance results have been impacted by COVID-19</i>				
20-04-01	<i>Professional Regulation</i>			
	Customer Satisfaction Index (1-5 scale)	4.51	4.51	4.30
	# of customer inquiries handled (level 1)*	103,381	115,000	100,000
	Prescription Monitoring Program: # of monthly queries*	544,890	653,868	721,250



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
	% increase	21%	20%	25%
	Hearings: # held	50 hearings	100 hearings	185
	% held by hearing officers	100%	100%	100%
<i>*Performance results have been impacted by COVID-19</i>				
20-04-02	Public Service Commission			
	Docket filings:			
	# active beginning of year	100	150	100
	# new dockets opened	700	650	750
	# dockets closed	650	750	800
	# active end of year	150	50	50
	Major utilities:			
	# of financial reports filed	146	146	160
	% of reports reviewed	100	100	137
	# of energy supplier certifications	25	25	20
	Renewable Energy:			
	# of certifications	600	700	800
	MWs of capacity	358	418	600
	# of safety pipeline inspections	440	450	430
	# if safety pipeline inspection days	190	200	170
20-04-03	Public Advocate			
	Community outreach events organized and attended*	47	50	50
	Legislative outreach initiated	165	165	175
<i>*Performance results have been impacted by COVID-19</i>				
20-05-01	Corporations			
	# of entities domiciled (thousands)	1,869.1	1,999.9	2,139.9
	\$ of net General Fund revenue (millions)	\$1,918.3	\$1,793.0	\$1,727.7
	% Uniform Commercial Code e-Corp filing	55%	57%	59%
	% of alternative entities paying electronically	83%	86%	89%
	# of web-based payments (thousands)	1,798.8	1,870.8	1,945.6



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
20-06-01	<i>Historical and Cultural Affairs</i>			
	# of visitor engagement sessions	419,050	445,000	500,000
	# of volunteer hours	8,688	10,000	11,500
	# of museum objects loaned out for public display	662	662	662
	% of available historic preservation tax credits awarded	100	100	100
	# of Cultural and Historical Resource Information System sessions	9,652	10,000	10,200
20-07-01	<i>Office of the Director (Arts)</i>			
	\$ of state/federal financial resources for grants (millions)	4.81*	3.89	3.89
	% of grantee organizations participating in division-sponsored professional development	40	75	75
	# of unique communities served	53	55	60
	# of individuals served (thousands)	1,032	1,050	1,050
	% of arts organization grantees reporting year-end surplus	74	75	75
	# of grant requests processed	544*	400	425
20-08-01	<i>Libraries</i>			
	# of library card holders	418,516	419,000	419,000
	Library square footage	640,634	665,734	674,134
	# of library staff trained	2,535	2,500	2,500
	# of library computer users/wireless users*	370,774	370,000	370,000
	# of eBook checkouts*	802,635	802,000	802,000
	Dolly Parton imagination Library Registrations*	23,353	30,000	35,000
<i>*Performance results have been impacted by COVID-19</i>				
20-09-01	<i>Veterans Home</i>			
	Centers for Medicare and Medicaid Services Star Rating (4 out of 5)	4	4	4
	% occupancy rate	39.58%	61.11%	55.56%



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
20-10-01	<i>Delaware Economic Development Authority*</i>			
	# of businesses visited	210	200	200
	# of small businesses assisted	1,600	300	350
	<i>*Performance results have been impacted by COVID-19</i>			
20-10-02	<i>Delaware Tourism Office</i>			
	# of leisure bookings	60	100	100
	# of group tours booked*	97	50	75
	# of sporting events booked and assisted	50	20	40
	<i>*Performance results have been impacted by COVID-19</i>			
20-15-01	<i>State Banking Commission</i>			
	# of bank, trust company and licensee examinations	61	200	200
	# of licensed non-depository institutions	913	850	900
	# of licensed mortgage loan originators*	7,209	7,200	7,200
	# of written consumer complaints resolved	397	550	400
	\$ bank franchise tax (millions)	\$110.9	\$98.6	\$102.6
	<i>*Performance results have been impacted by COVID-19</i>			