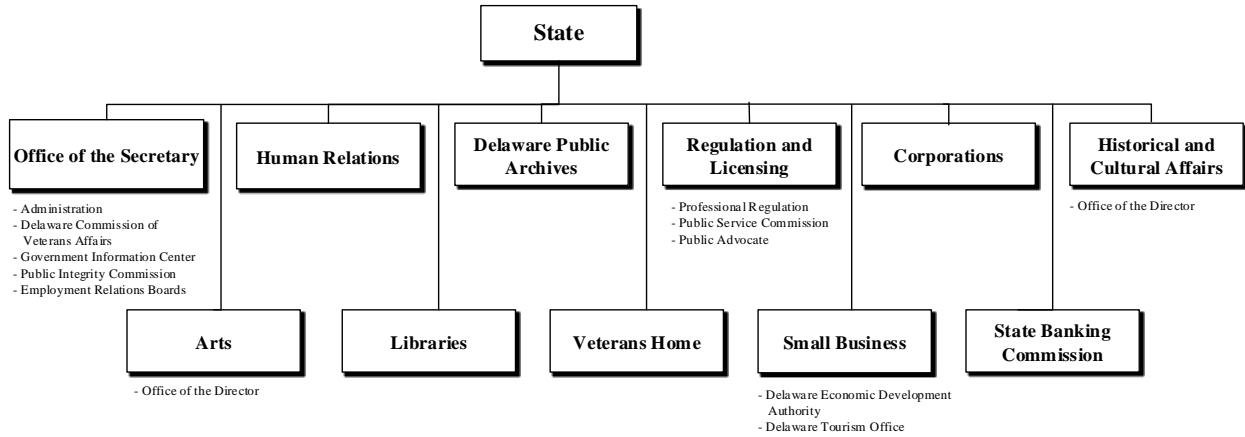
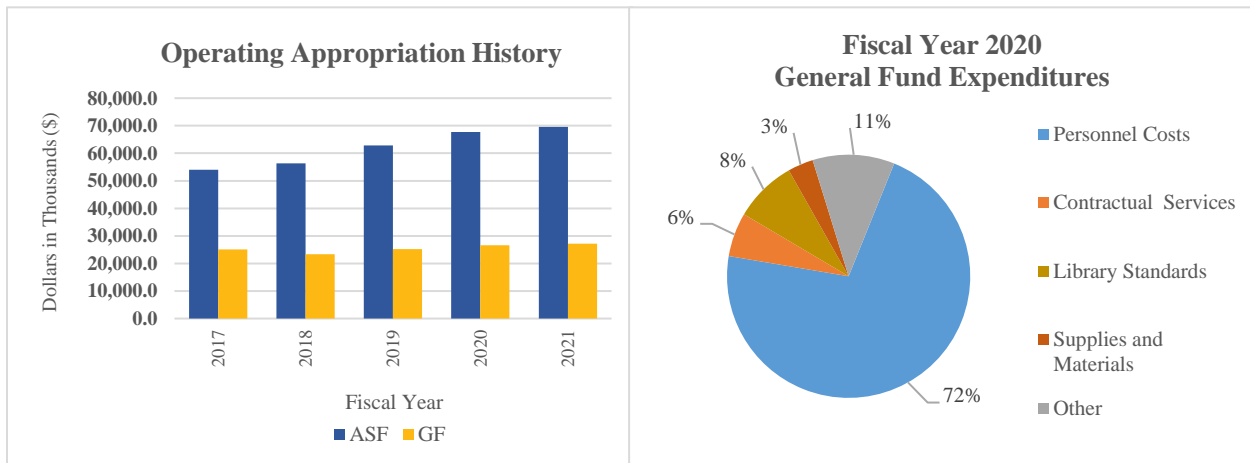


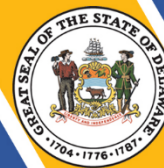
State



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.

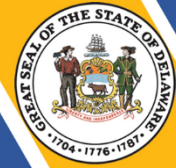
The Department of State is a diverse organization comprised of eleven major divisions: Office of the Secretary; Human Relations; Public Archives; Regulation and Licensing; Corporations; Historical and Cultural Affairs; Arts; Libraries; Veterans Home; Small Business; and State Banking Commission.

On the Web

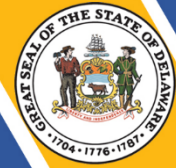
For more information visit sos.delaware.gov.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
20-01-01	<i>Administration</i>			
	# of Voluntary Disclosure Agreements closed	109	195	210
20-01-02	<i>Delaware Commission of Veterans Affairs</i>			
	# of media subscribers	5,800	6,500	6,700
	# of claims processed	1,499	1,650	1,750
	# of interments	1,165	1,300	1,350
	\$ of donations to Trust Fund (thousands)	13,000	15,000	17,000
20-01-06	<i>Government Information Center</i>			
	# of portal visitors (average unique visitors per month)	140,000	150,000	150,055
	# of local and county governments with which e-partnerships have been established	33	33	35



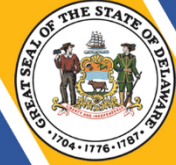
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of Delaware.gov's Facebook followers	29,500	34,000	36,000
	# of @Delaware_gov's Twitter followers	56,000	60,000	62,000
20-01-08	Public Integrity Commission			
	# of advisory opinions, waivers and complaints	75	75	75
	# of people receiving training	900	950	1,100
	% of opinions issued within 45 days	95	95	98
20-01-09	Employment Relations Boards			
	Public Employment Relations Board			
	% of disputes informally resolved	40	50	40
	% of cases resolved within 90 days of filing	35	25	30
	% of mediation cases proceeding to binding interest arbitration	30	33	33
	% of binding interest arbitration in which facilitated settlement is reached prior to decision	33	75	50
	# of new cases filed	49	50	50
	# of cases processed	82	70	70
	# of decisions issued	10	35	35
	Merit Employee Relations Board			
	% of cases heard or resolved within 180 days of filing	75	75	60
	# of new cases filed	37	15	30
	# of cases processed	62	25	50
	# of decisions issued	23	20	25
20-02-01	Human Relations			
	# of educational/training presentations, workshops and conferences	13	15	15



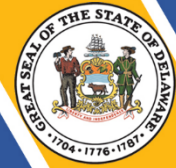
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of allegations of discrimination received	194	100	100
	# of state/federal fair housing cases processed	93	95	95
	# of equal accommodations cases processed	40	40	40
	# of discussions on race and culture	7	12	12
	# of outreach events and activities	42	10	10
20-03-01	<i>Delaware Public Archives</i>			
	# of digital images posted online (millions)	2.79M	1.75M	2.80M
	# of government client interactions	12,073	22,250	16,700
	# of on-site public visitor/patron interactions	10,076	18,250	13,700
	# of off-site public visitor/patron interactions to Archives sponsored events	35,426	50,000	37,500
	# of public e-user interactions (millions)	2.6M	2.0M	3.10M
	# of cubic feet of agency records in off-site storage	33,597	39,000	39,000
20-04-01	<i>Professional Regulation</i>			
	Customer Satisfaction Index (1-5 scale)	4.20	4.32	4.15
	# of customer inquiries handled (level 1)	85,000	90,628	75,000
	Prescription Monitoring Program:			
	# of monthly queries	200,000	390,959	469,000
	% increase	20	52	17
	Hearings:			
	# held	175	187	200
	% held by hearing officers	99.9	100	100



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
20-04-02	Public Service Commission			
	Docket filings:			
	# active beginning of year	50	100	150
	# new dockets opened	900	700	650
	# dockets closed	850	650	750
	# active end of year	100	150	50
	Major utilities:			
	# of financial reports filed	200	146	146
	% of reports reviewed	100	100	100
	# of energy supplier certifications	20	25	25
	Renewable Energy:			
	# of certifications	600	600	700
	MWs of capacity	195	358	418
	# of pipeline safety inspections	425	440	450
	# of pipeline safety inspection days	195	190	200
20-04-03	Public Advocate			
	# of community outreach events organized and attended	60	65	60
	# of legislative outreach initiated	120	100	120
20-05-01	Corporations			
	# of entities domiciled (thousands)	1,518.2	1,594.1	1,673.8
	\$ of net General Fund revenue (millions)	\$1,455.4	\$1,449.0	\$1,477.8
	% Uniform Commercial Code e-Corp filing	52%	55%	58%
	% of alternative entities paying electronically	79%	82%	85%
	# of web-based payments (thousands)	1,478.6	1,523.0	1,568.7
20-06-01	Historical and Cultural Affairs			
	# of visitor engagement sessions	196,346	204,278	204,278



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of volunteer hours	9,113	10,000	10,000
	# of museum objects loaned out for public display	833	754	833
	% of available historic preservation tax credits awarded	100	100	100
	# of Cultural and Historical Resource Information System sessions	9,184	7,105	10,000
20-07-01	<i>Office of the Director (Arts)</i>			
	\$ of state/federal financial resources for grants (millions)	3.75	3.78	3.75
	% of grantee organizations participating in division-sponsored professional development	80	40	75
	# of unique communities served	35	35	35
	# of individuals served (thousands)	1,100.0	750.0	750.0
	% of arts organization grantees reporting year-end surplus	65	25	50
	# of grant requests processed	425	400	400
20-08-01	<i>Libraries</i>			
	Dolly Parton's Imagination Library	2,581	20,000	30,000
	# of library card holders	431,058	435,000	440,000
	Library square footage	635,716	635,716	660,716
	# of library staff trained	3,621	3,000	3,000
	# of library computer users/wireless users	508,427	510,000	510,000
	# of eBook checkouts	673,926	700,000	710,000
20-09-01	<i>Veterans Home</i>			
	Centers for Medicare and Medicaid Services Star Rating (out of 5)	5	5	5
	% occupancy rate	49%	60%	70%



IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
20-10-01	<i>Delaware Economic Development Authority</i>			
	# of businesses visited	200	100	100
	# of small businesses assisted	250	1,500	1,500
	*FY21 and FY22 change due to COVID			
20-10-02	<i>Delaware Tourism Office</i>			
	# of leisure bookings	150	75	100
	# of group tours booked	250	125	200
	# of sporting events booked and assisted	35	18	20
	*FY21 and FY22 change due to COVID			
20-15-01	<i>State Banking Commission</i>			
	# of bank, trust company and licensee examinations	174	200	200
	# of licensed non-depository institutions	773	800	800
	# of licensed mortgage loan originators	4,539	4,400	4,500
	# of written consumer complaints resolved	432	400	450
	\$ bank franchise tax (millions)	\$80.5	\$79.9	\$91.3