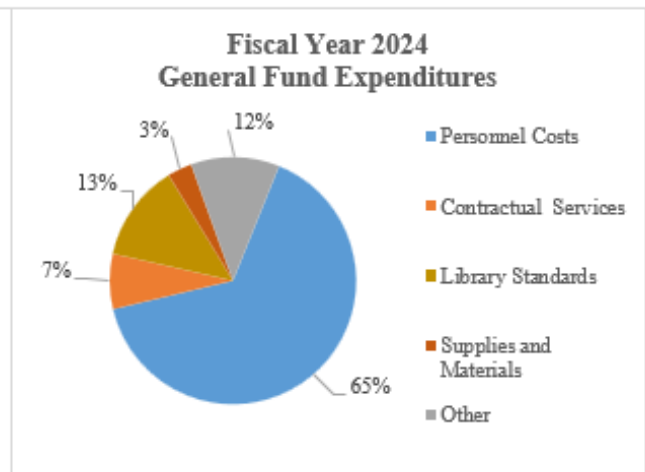
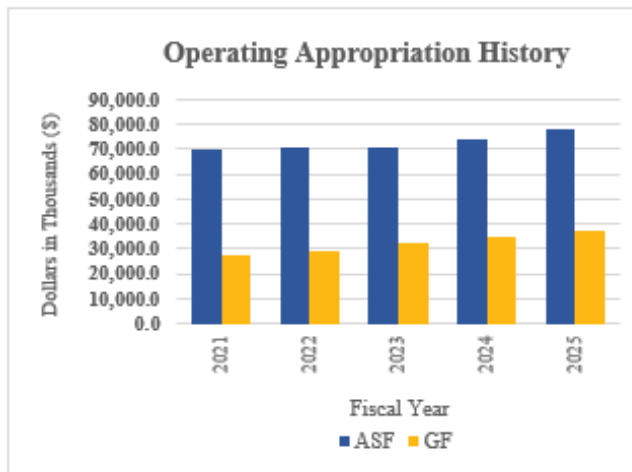


State



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; and
- 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 and Civil Rights; Public Archives; Regulation and Licensing; Corporations; Historical and Cultural Affairs; Arts; Libraries; Veterans Home; Small Business; and State Banking Commission.

On the Web

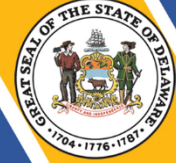
For more information, visit sos.delaware.gov.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor’s Recommended
20-01-01	Administration			
	# of Voluntary Disclosure Agreements closed	137	160	175
20-01-02	Delaware Commission of Veterans Affairs			
	# of media subscribers	1,576	1,737	2,000
	# of claims processed	1,489	1,905	2,000
	# of interments	1,260	1,527	1,449
	\$ of donations to Trust Fund (thousands)	34.4	20.1	40.0
20-01-06	Government Information Center			
	# of portal visitors (average unique visitors per month)	151,000	180,000	160,000
	# of Delaware.gov’s Facebook followers	40,000	38,500	40,500



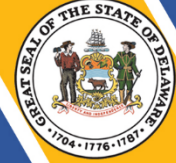
IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
	# of @Delaware_gov's Twitter followers	69,000	67,500	69,500
20-01-08	Public Integrity Commission			
	# of advisory opinions, waivers and complaints	69	70	75
	# of people receiving training	2,272	2,000	2,500
	% of opinions issued within 45 days	81	98	95
20-01-09	Employment Relations Boards			
	Public Employment Relations Board			
	% of disputes informally resolved	25%	45%	40%
	% of cases resolved within 90 days of filing	22%	30%	25%
	% of mediation cases proceeding to binding interest arbitration	15%	25%	25%
	% of binding interest arbitration in which facilitated settlement is reached prior to decision	100%	75%	80%
	# of new cases filed	50	50	50
	# of cases processed	90	80	80
	# of decisions issued	13	30	20
	Merit Employee Relations Board			
	% of cases heard or resolved within 180 days of filing	40	55	50
	# of new cases filed	36	45	40
	# of cases processed	95	60	80
	# of decisions issued	40	40	40
20-02-01	Human & Civil Rights			
	# of educational/training presentations, workshops and conferences	17	20	20
	# of allegations of discrimination received	159	170	170



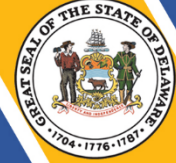
IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
	# of state/federal fair housing cases processed	81	90	90
	# of equal accommodations cases processed	34	40	40
	# of discussions on race and culture	1	5	6
	# of Outreach events and activities*	7	10	10
20-03-01 Delaware Public Archives				
	# of digital images posted online (millions)	5.1M	5.0M	5.2M
	# of government client interactions	9,600	10,000	10,000
	# of on-site public visitor/patron interactions	3,500	1,500	3,500
	# of off-site public visitor/patron interactions to Archives sponsored events	15,000	14,000	14,500
	# of public e-user interactions (millions)	5.5M	4.5M	5.5M
	# of cubic feet of agency records in off-site storage	54,437	56,000	60,000
20-04-01 Professional Regulation				
	Customer Satisfaction Index (1-5 scale)	4.76%	4.50%	4.50%
	# of customer inquiries handled (level 1)	89,495	95,000	95,000
	Prescription Monitoring Program:			
	# of monthly queries	638,336	670,253	703,766
	% increase	12%	5%	5%
	Hearings:			
	# held	326	300	325
	% held by hearing officers	100	100	100



IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
20-04-02	Public Service Commission			
	Docket filings:			
	# active beginning of year	100	50	75
	# new dockets opened	1,540	1,500	1,475
	# dockets closed	1,575	1,475	1,500
	# active end of year	65	75	50
	Major utilities:			
	# of financial reports filed	160	160	160
	% of reports reviewed	100	100	160
	# of energy supplier certifications	20	20	15
	Renewable Energy:			
	# of certifications	800	1,000	1,500
	MWs of capacity	400	580	1,000
	# of safety pipeline inspections	430	425	419
	# if safety pipeline inspection days	190	190	185
20-04-03	Public Advocate			
	Community outreach events organized and attended	50	55	55
	Legislative outreach initiated	165	175	175
20-05-01	Corporations			
	# of entities domiciled (thousands)	2,069.7	2,152.5	2,238.6
	\$ of net General Fund revenue (millions)	\$2,007.3	\$2,013.3	\$2,013.3
	% Uniform Commercial Code e-Corp filing	53%	54%	55%
	% of alternative entities paying electronically	86%	88%	90%
	# of web-based payments (thousands)	2,066.1	2,148.7	2,234.7
20-06-01	Historical and Cultural Affairs			
	# of visitor engagement sessions	574,370	585,000	595,000
	# of volunteer hours	2,649	2,500	3,500



IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
	# of museum objects loaned out for public display	509	604	609
	% of available historic preservation tax credits awarded	28.4%	100%*	100%*
	# of Cultural and Historical Resource Information System sessions	8,520	9,700	9,700
* Despite low award rate for FY24, anticipate large projects being completed in FY25 and 26				
20-07-01	Office of the Director (Arts)			
	\$ of state/federal financial resources for grants (millions)*	4.6	5.3	6.0
	% of grantee organizations participating in division-sponsored professional development	87	50	85
	# of unique communities served	88	73	90
	# of individuals served (thousands)	1.0	1.0	1.0
	% of arts organization grantees reporting year-end surplus	64	65	67
	# of grant requests processed	400	411	425
* Received funding through National Endowment for the Arts				
20-08-01	Libraries			
	# of library card holders	509,384	515,000	520,000
	Library square footage	641,015	705,822	719,322
	# of library staff trained	1,934	1,975	2,000
	# of library computer users/wireless users	509,579	513,000	515,000
	# of eBook checkouts	1,004,329	1,006,000	1,010,000
	Dolly Parton imagination Library Registrations	32,637	34,000	36,000
20-09-01	Veterans Home			
	Centers for Medicare and Medicaid Services Star Rating (4 out of 5)	4	4	4
	% occupancy rate	47%	52%	59%



IPU	Performance Measure Name	Fiscal Year 2024 Actual	Fiscal Year 2025 Budget	Fiscal Year 2026 Governor's Recommended
20-10-01	<i>Delaware Economic Development Authority</i>			
	# of businesses visited	143	250	200
	# of small businesses assisted	1,167	1,100	1,100
20-10-02	<i>Delaware Tourism Office</i>			
	# of leisure bookings	49	100	75
	# of group tours booked	156	100	100
	# of sporting events booked and assisted	58	50	50
20-15-01	<i>State Banking Commission</i>			
	# of bank, trust company and licensee examinations*	34	100	100
	# of licensed non-depository institutions	940	1,000	1,000
	# of licensed mortgage loan originators	4,992	5,500	5,500
	# of written consumer complaints resolved	220	400	300
	\$ bank franchise tax (millions)	\$100.5	\$101.1	\$106.2
	<i>* Performance results have been impacted by staff turnover</i>			
20-16-10	<i>Office of the Alcoholic Beverage Control Commissioner</i>			
	% of new applications reviewed by the office within 30 days of application	99	95	95
	# of applications reviewed	1,403	1,300	1,250