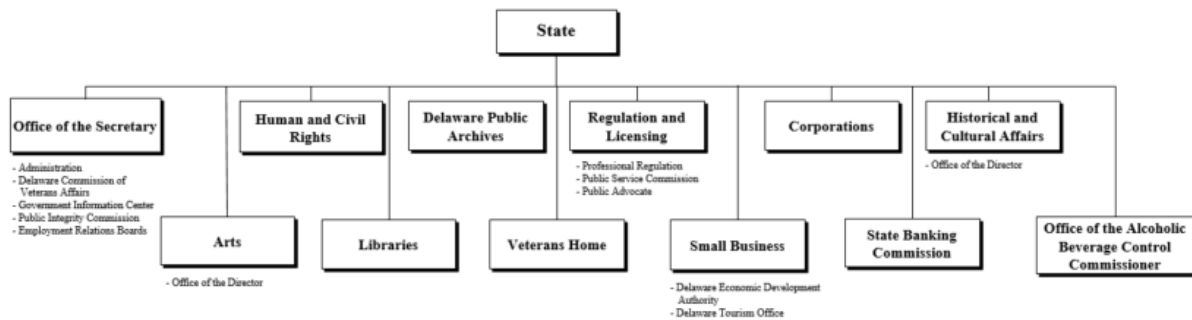
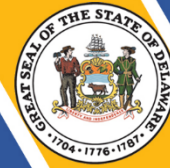
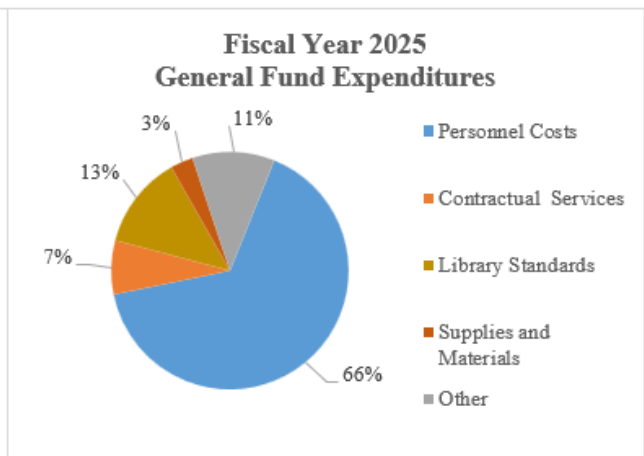
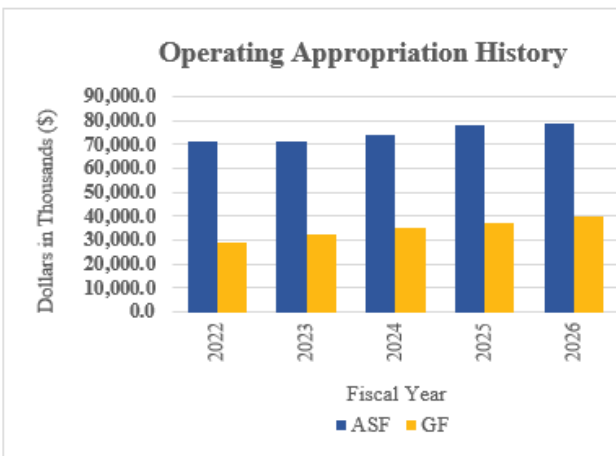


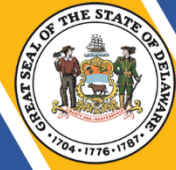
State



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 a desirable location 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.

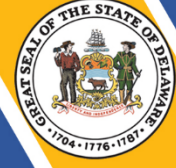
The Department of State is a diverse organization comprised of eleven major divisions: Office of the Secretary; Human and Civil Rights; Public Archives; Regulation and Licensing; Corporations; Historical and Cultural Affairs; Arts; Libraries; Veterans Home; Small Business; and State Banking Commission.

On the Web

For more information, visit sos.delaware.gov.

Performance Measures

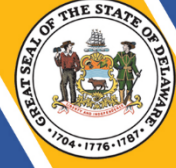
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
20-01-01	<i>Administration</i>			
	# of Voluntary Disclosure Agreements closed	113	175	140
20-01-02	<i>Delaware Commission of Veterans Affairs</i>			
	# of media subscribers	656	1,321	1,500
	# of claims processed	2,188	2,300	2,300
	# of interments	1,302	933	840
	\$ of donations to Trust Fund (thousands)	34.1	29.4	35.0
20-01-06	<i>Government Information Center</i>			
	# of portal visitors (average unique visitors per month)	125,000*	180,000	130,000
	# of Delaware.gov's Facebook followers	40,400	38,500	41,900



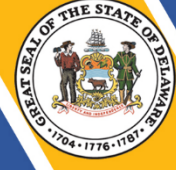
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	# of @Delaware_gov's Twitter followers	68,000	67,500	68,400
	<i>*Decline from highest historic traffic over last few years dealing with COVID</i>			
20-01-08	Public Integrity Commission			
	# of advisory opinions, waivers and complaints	76	80	80
	# of people receiving training*	2,163	2,200	2,200
	% of opinions issued within 45 days	97.5	98	98
20-01-09	Employment Relations Boards			
	Public Employment Relations Board			
	% of disputes informally resolved	35	40	40
	% of cases resolved within 90 days of filing	25	25	20
	% of mediation cases proceeding to binding interest arbitration	14	25	40
	% of binding interest arbitration in which facilitated settlement is reached prior to decision	0	80	80
	# of new cases filed	70	55	50
	# of cases processed	108	80	95
	# of decisions issued	18	20	20
	Merit Employee Relations Board			
	% of cases heard or resolved within 180 days of filing	35	50	50
	# of new cases filed	17	40	20
	# of cases processed	74	80	40
	# of decisions issued	25	40	25
20-02-01	Human & Civil Rights			
	# of educational/training presentations, workshops and conferences	19	20	25
	# of allegations of discrimination received	127	170	175



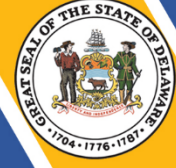
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	# of state/federal fair housing cases processed	80	90	100
	# of equal accommodations cases processed	34	40	45
	# of discussions on race and culture	4	5	7
	# of Outreach events and activities	7	10	10
20-03-01	Delaware Public Archives			
	# of digital images posted online (cumulative)	9,995,307	9,997,500	10,000,000
	# of on-site public visitor participants	4,999	5,100	5,200
	# of off-site event/training attendees	2,154	2,500	2,600
	# of website and partner website interactions	4,206,366	4,500,000	4,600,000
	# of social media interactions	541,915	550,000	555,000
	# of record requests received (government + public)	6,606	7,000	7,000
	# of record requests fulfilled (government + public)	*	6,925	6,950
	*New Performance Measure			
20-04-01	Professional Regulation			
	Customer Satisfaction Index (1-5 scale)	4.7	4.5	4.5
	# of customer inquiries handled (level 1)	91,543	95,000	95,000
	Prescription Monitoring Program:			
	# of monthly queries	713,495	749,169	786,627
	% increase	11.7	5	5
Hearings:				
	# held	235	250	250
% held by hearing officers	99.995	100	100	
20-04-02	Public Service Commission			
	Docket filings:			
	# active at beginning of year	76	57	67



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	# of new dockets opened	1,150	1,240	1,400
	# of dockets closed	1,171	1,230	1,425
	# active end of year	57	67	42
	Major utilities:			
	# of financial reports filed	160	160	160
	% of reports reviewed	160	160	160
	# of energy supplier certifications	11	10	10
	Renewable Energy:			
	# of certifications	926	1,300*	1,100
	MWs of capacity	425	550	500
	# of safety pipeline inspections	430	300**	400
	# of safety pipeline inspection days	190	120	180
	<i>*Increase because more solar projects will be installed as customers rush to beat expiring federal tax credits</i>			
	<i>**Decrease due to personnel turnover and training time to get new inspectors up to speed</i>			
20-04-03	Public Advocate			
	Community outreach events organized and attended	10	12	12
	Legislative outreach initiated	50	50	50
	% of utility customer complaints responded to	97	90	90
	Rate cases participated in	6	6	6
	State policy body (task force, council, etc.) meetings attended	47	50	50
20-05-01	Corporations			
	# of entities domiciled (thousands)	2,185.5	2,316.6	2,455.6
	\$ of net General Fund revenue (millions)	2,051.6	2,048.7	2,048.7
	% Uniform Commercial Code e-Corp filing	55.9	56.9	57.9
	% of alternative entities paying electronically	88	90	92
	# of web-based payments (thousands)	2,205.6	2,315.9	2,431.7



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
20-06-01	<i>Historical and Cultural Affairs</i>			
	# of visitor engagement sessions	390,846	538,350	554,000
	# of volunteer hours	6,265	5,180	6,000
	# of museum objects loaned out for public display	496	550	550
	% of available historic preservation tax credits awarded	100	100	100
	# of Cultural and Historical Resource Information System sessions	10,834	11,000	11,000
20-07-01	<i>Office of the Director (Arts)</i>			
	\$ of state/federal financial resources for grants (millions)*	5.102	5.935	6.235
	% of grantee organizations participating in division-sponsored professional development	50	85	50
	# of unique communities served (% of DE zip codes)	100	100	100
	# of individuals served	1	1	1
	% of arts organization grantees reporting year-end surplus	53	67	67
	# of grant requests processed**	550	700	725
	* Received funding through National Endowment for the Arts **Division has seen a 21% growth in applications reviewed since FY2020.			
20-08-01	<i>Libraries</i>			
	# of library card holders	549,398	560,385	571,594
	Library square footage	682,022	706,022	719,522
	# of library staff trained	2,464	2,513	2,564
	# of library computer users/wireless users	417,560	513,000	515,000
	# of eBook checkouts	1,315,026	1,380,777	1,449,816
	# of Dolly Parton imagination Library Registrations	34,003	36,043	38,206
20-09-01	<i>Veterans Home</i>			
	Centers for Medicare and Medicaid Services Star Rating	5	5	5



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	% occupancy rate	50.6	55	60
20-10-01	<i>Delaware Economic Development Authority</i>			
	# of businesses visited	2,063	3,340	4,375
	# of small businesses assisted	1,273	2,060	2,700
20-10-02	<i>Delaware Tourism Office</i>			
	# of leisure bookings	53	60	0*
	# of group tours booked	123	97	130
	# of sporting events booked and assisted	50	40	55
	# of travel guides distributed	125,164	127,750	130,000
	*Previously the number of trail completions DTO had each fiscal year. The role has been shifted to under the Division and we no longer have a leisure salesperson.			
20-15-01	<i>State Banking Commission</i>			
	# of bank, trust company and licensee examinations*	66	100	100
	# of licensed non-depository institutions	943	950	950
	# of licensed mortgage loan originators	5,445	5,500	5,500
	# of written consumer complaints resolved	174	200	200
	\$ bank franchise tax (millions)	115.0	104.7	111.2
20-16-10	<i>Office of the Alcoholic Beverage Control Commissioner</i>			
	% of new applications prepared to be heard before the Commissioner within 30 days of application	99.7	95	95
	# of applications reviewed	1,266	1,310	1,310
	# of Retailer Licenses	1,422	1,425	1,425
	# of Supplier Licenses	1,059	1,060	1,060
	# of Wholesaler licenses	22	22	22

State



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
	# of Biennial licenses	159	160	160