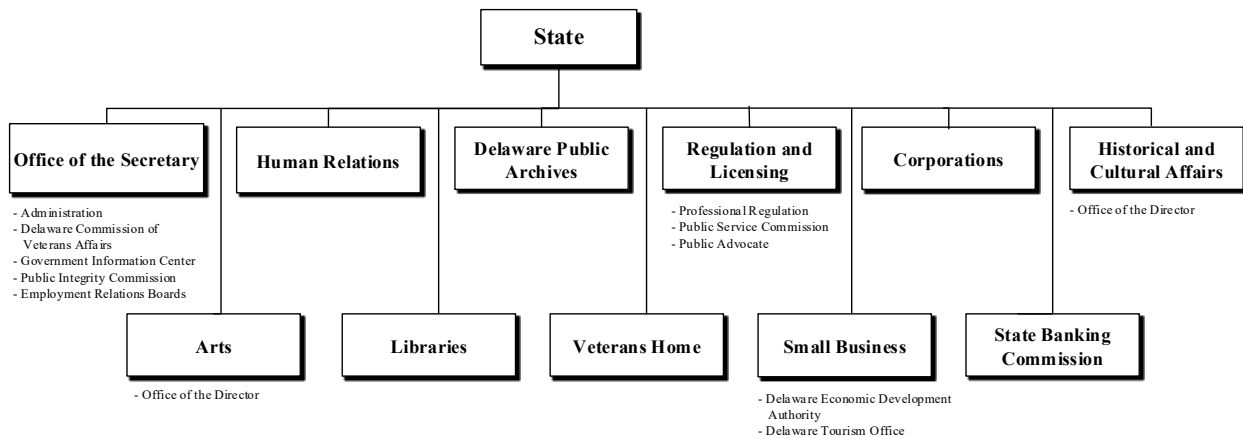
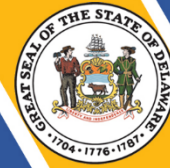


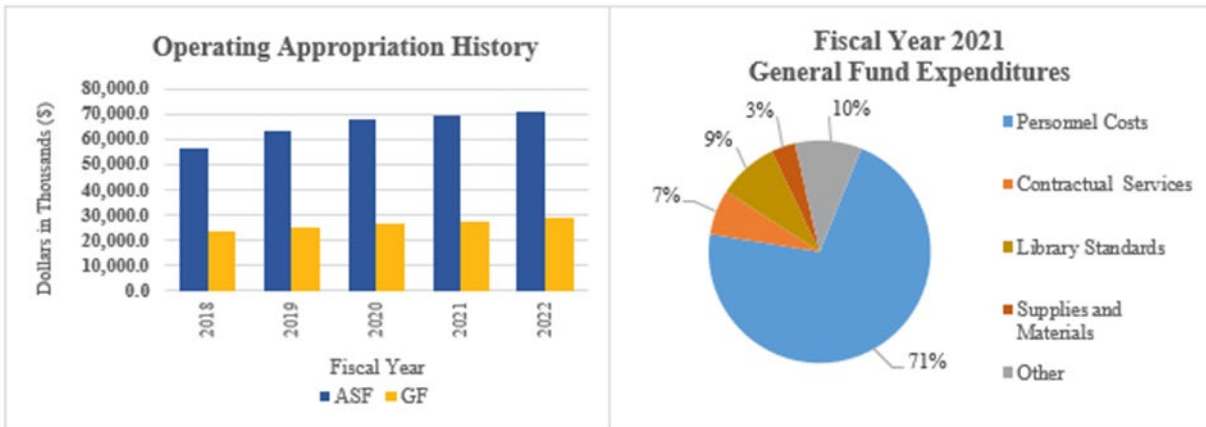
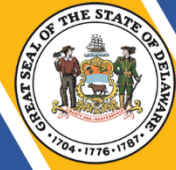
State



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.

State



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.

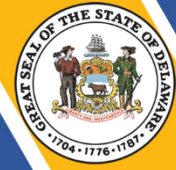
The Department of State is a diverse organization comprised of eleven major divisions: Office of the Secretary; Human Relations; Public Archives; Regulation and Licensing; Corporations; Historical and Cultural Affairs; Arts; Libraries; Veterans Home; Small Business; and State Banking Commission.

On the Web

For more information visit sos.delaware.gov.

Performance Measures

IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
20-01-01	Administration			
	# of Voluntary Disclosure Agreements closed	78	200	195

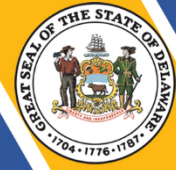


IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
20-01-02	<i>Delaware Commission of Veterans Affairs</i>			
	# of media subscribers	3,301	5,000	7,000
	# of claims processed	471	700	1,000
	# of interments	1,441	1,450	1,500
	\$ of donations to Trust Fund (thousands)	\$30,326	\$30,000	\$35,000
20-01-06	<i>Government Information Center</i>			
	# of portal visitors (average unique visitors per month)	200,000	150,000	150,000
	# of local and county governments with which e-partnerships have been established	33	35	34
	# of Delaware.gov's Facebook followers	36,000	36,000	37,000
	# of @Delaware_gov's Twitter followers	62,600	62,000	65,000
20-01-08	<i>Public Integrity Commission</i>			
	# of advisory opinions, waivers and complaints	21	75	60
	# of people receiving training	655	1100	1200
	% of opinions issued within 45 days	96.3	98	98
20-01-09	<i>Employment Relations Boards</i>			
	Public Employment Relations Board			
	% of disputes informally resolved	40	40	45
	% of cases resolved within 90 days of filing	25	30	30
	% of mediation cases proceeding to binding interest arbitration	14	33	30
	% of binding interest arbitration in which facilitated	100	50	75

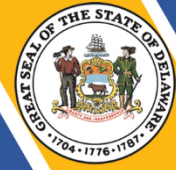


IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	settlement is reached prior to decision			
	# of new cases filed	39	50	50
	# of cases processed	71	70	80
	# of decisions issued	12	35	25
	Merit Employee Relations Board			
	% of cases heard or resolved within 180 days of filing	60	60	60
	# of new cases filed	36	30	30
	# of cases processed	63	50	55
	# of decisions issued	31	25	25
20-02-01	Human Relations			
	# of educational/training presentations, workshops and conferences	9	12	12
	# of allegations of discrimination received	201	210	220
	# of state/federal fair housing cases processed	100	100	110
	# of equal accommodations cases processed	47	50	55
	# of discussions on race and culture	7	7	7
	# of Outreach events and activities	0	3	5
20-03-01	Delaware Public Archives			
	# of digital images posted online (millions)	2.7M	2.8M	2.8M
	# of government client interactions	12,000	16,700	15,000
	# of on-site public visitor/patron interactions	2,600	13,700	2,500

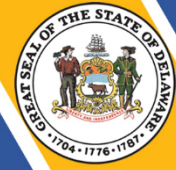
State



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	# of off-site public visitor/patron interactions to Archives sponsored events	34,100	37,500	35,500
	# of public e-user interactions (millions)	3.7M	2.0M	4.2M
	# of cubic feet of agency records in off-site storage	36,000	39,000	37,000
20-04-01	Professional Regulation			
	Customer Satisfaction Index (1-5 scale)	4.15	4.25	4.30
	# of customer inquiries handled (level 1)	119,911	115,000	100,000
	Prescription Monitoring Program:			
	# of monthly queries	478,995	577,000	721,250
	% increase	22.52%	20%	25%
	Hearings:			
	# held	100 hearings	175 hearings	185
	% held by hearing officers	100%	100%	100%
20-04-02	Public Service Commission			
	Docket filings:			
	# active beginning of year	100	150	146
	# new dockets opened	700	650	893
	# dockets closed	650	750	923
	# active end of year	150	50	116
	Major utilities:			
	# of financial reports filed	146	146	146
	% of reports reviewed	100	100	100
	# of energy supplier certifications	25	25	20
	Renewable Energy:			
	# of certifications	600	700	640
	MWs of capacity	358	418	512
	# of safety pipeline inspections	440	450	450
	# if safety pipeline inspection days	190	200	200



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
20-04-03	<i>Public Advocate</i>			
	Community outreach events organized and attended	30	50	60
	Legislative outreach initiated	120	150	185
20-05-01	<i>Corporations</i>			
	# of entities domiciled (thousands)	1,661.3	1,761.0	1,866.7
	\$ of net General Fund revenue (millions)	\$1,642.7	\$1,684.8	\$1,684.8
	% Uniform Commercial Code e-Corp filing	55%	57%	59%
	% of alternative entities paying electronically	82%	85%	88%
	# of web-based payments (thousands)	1,629.7	1,678.6	1,729.0
20-06-01	<i>Historical and Cultural Affairs</i>			
	# of visitor engagement sessions	262,031	345,000	445,000
	# of volunteer hours	6,628	8,500	10,000
	# of museum objects loaned out for public display	750	725	725
	% of available historic preservation tax credits awarded	100	100	100
	# of Cultural and Historical Resource Information System sessions	10,062	11,000	12,000
20-07-01	<i>Office of the Director (Arts)</i>			
	\$ of state/federal financial resources for grants (millions)	4.25	3.75	3.75
	% of grantee organizations participating in division-sponsored professional development	40	50	55
	# of unique communities served	35	40	40
	# of individuals served (thousands)	750.0	750.0	800.



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	% of arts organization grantees reporting year-end surplus	25	35	40
	# of grant requests processed	400	400	410
20-08-01	<i>Libraries</i>			
	# of library card holders	406,304	410,000	415,000
	Library square footage	615,634	653,270	691,270
	# of library staff trained	2,389	2,215	2,215
	# of library computer users/ wireless users	98,498	250,000	250,000
	# of eBook checkouts	747,102	750,000	775,000
	Dolly Parton imagination Library Registrations	15,624	18,000	20,000
20-09-01	<i>Veterans Home</i>			
	Centers for Medicare and Medicaid Services Star Rating (4 out of 5)	4	5	5
	% occupancy rate	37.5%	50%	60%
20-10-01	<i>Delaware Economic Development Authority</i>			
	# of businesses visited	25	100	200
	# of small businesses assisted	3,550	1,500	300
20-10-02	<i>Delaware Tourism Office</i>			
	# of leisure bookings	118	100	100
	# of group tours booked	12	125	50
	# of sporting events booked and assisted	33	18	20
20-15-01	<i>State Banking Commission</i>			
	# of bank, trust company and licensee examinations	147	200	200
	# of licensed non-depository institutions	838	800	850
	# of licensed mortgage loan originators	7,135	4,500	7,200
	# of written consumer complaints resolved	546	450	550

State



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	\$ bank franchise tax (millions)	\$75.1	\$88.4	\$90.9