

STA 0.0 **Agency Summary**  
 SECRETARY OF STATE - DEPARTMENT OF STATE  
 Katie Hobbs, Secretary of State  
 (602) 542-9781  
 A.R.S. §§ 41-121 et seq; 29-301 et seq; 44-1271 et seq; 44-1441  
 Plan Contact: Allie Bones, Assistant Secretary of State  
 (602) 542-4919

**Mission:**

To provide services in Arizona in order to preserve our history, promote engagement, and protect the future, in a trusted, accessible, innovative and secure manner.

**Description:**

The Department of State is headed by a publicly elected Secretary of State, who serves as Acting Governor in the absence of the Governor and succeeds the Governor should a vacancy occur. The Secretary of State is the keeper of the Great Seal of the State of Arizona and is also the Chief State Election Officer who administers election functions, including canvass and certification of statewide elections, and coordinates statewide voter registration. The Secretary of State's office receives and records various filings, including Uniform Commercial Code transactions, trademark and trade name registrations, and limited partnership and limited liability partnership filings. The office also registers lobbyists and accepts periodic lobbyist and campaign finance filings; publishes all official acts of the State of Arizona including laws, the Arizona Administrative Code, and the Arizona administrative Register; files the notices of the Governor's appointments to Stateboards and commissions; appoints notaries public; and applies apostilles to all international transactions.

The Arizona State Library, Archives and Public Records division provides general information services as well as research and reference services in the subject areas of law, government, public policy, genealogy, and Arizona. The division administers state and federal grants for public libraries and offers consultant services to both public libraries and government agencies. The division also offers special library and information services for anyone who is unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations, manages public record archival retention programs, and creates exhibits to educate the public regarding governmental and Arizona history and the legislative process.

STA 1.0 **Program Summary**  
 ADMINISTRATION  
 Allie Bones, Assistant Secretary of State  
 Administration (602) 542-4919  
 Constitution & A.R.S. § 41-121 et seq.

**Mission:**

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**Description:**

The Administration oversees and carries out technology support, communications, legislative oversight and compliance monitoring, financial management, accounting, budgeting, procurement, human resources and payroll.

Administration provides support for Business Services, Public Services/Administrative Rules, Arizona State Library, Archives, Public Records, Capitol Museum, Address Confidentiality Program and Road to Rights, and Election Services Divisions. The Assistant Secretary of State and the Chief Financial Officer support leadership in policy making duties with responsibility for obtaining, enhancing and sustaining all office resources.

Note, as of 09/29/21 AZ Capitol Museum transitions to the purview of Legislative Council per senate bill 1819.

◆ **Goal 1** To ensure that the Divisions operating within the Secretary of State's Office have the support they need to effectively meet the needs of the department, its employees and the public.

**Objective:** 1 FY2021: Default Objective  
 FY2022:  
 FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Maintain an above average favorable response rate on annual employee engagement survey.	85	80	80
	FY21 estimate was based on ratios that are no longer being used. Statewide favorable response rate was 75% in 2021.		
Maintain 80%+ participation in Employee Engagement Survey.	83	80	80

STA 2.0 **Program Summary**  
 BUSINESS SERVICES  
 Pat Viverto, Director  
 Business Services Division (602) 542-3060  
 A.R.S. §§ 29-301 et seq.; 44-1271 et seq.; 44-1441 et seq...

**Mission:**

To support and provide resources to customers and stakeholders in the business community through timely and accurate filings. To ensure that information is easily accessible to the public and promote transparency by offering online searches of the public records we maintain.

**Description:**

The Business Services Division is a diverse section within the Secretary of State's Office which exists to centralize statewide registration of Trademarks, Trade Names, Limited Partnerships, Foreign Partnerships, Advance Directives and Telephonic sellers; to accept for filing Uniform Commercial Code (UCC) financing statements; to commission Notaries Public; to provide Notary services; to issue Apostilles and Certificates of Authentication going to foreign countries. Note, senate bill 1352 established a health care directives registry under a qualifying health information exchange organization and Advance Directives is set to be moved to Health Current in FY21.

◆ **Goal 1** To serve the public by filing records accurately and expeditiously.

**Objective:** 1 FY2021:  
 FY2022:  
 FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Average number of business days to process trademark applications	10	10	10
Average number of business days to process Uniform Commercial Code filings	5	5	5
Average number of business days to process partnership filings	10	8	8
Average number of business days to process tradename applications	10	10	10
Average number of business days to process apostilles	10	8	8

◆ **Goal 2** To provide public disclosure through easy, accessible information and public documents, and on-line database search capabilities.

**Objective:** 1 FY2021:  
 FY2022:  
 FY2023:

**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of Trade names and Trademarks filed per month	3390	3000	3000
Number of partnerships on file per month	166	200	200
Number of UCC records filed per month	8662	8000	8000
Number of Apostilles processed per month	1250	1500	1500

◆ **Goal 3** To provide service to allow Notaries Public to perform their duties accurately and efficiently in the state.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of notaries commissioned per month	1700	1,700	1700
Number of notary seminars	0	24	24
Average number of days to process notary applications	25	20	20

**STA 3.0** **Program Summary**

**PUBLIC SERVICES**

Scott Cancelosi, Director  
Public Services Division (602) 542-0223  
A.R.S. §§ 41-311 et seq.; 41-1001 et seq.

**Mission:**

*To encourage citizen participation in the rulemaking process by supporting agency rulewriters to be in compliance with the Arizona Administrative Procedures Act (Act); accept, process, file, and maintain the historical record of rule-related notices; electronically publish rule-related notices the Arizona Administrative Register; and codify rules in the Arizona Administrative Code as required by the Act.*

**Description:**

The Department of State's Administrative Rules Division (previously the Public Services Division) is the filing office for all aspects of the Administrative Rules process that includes publishing rules promulgated by state agencies. Agency rulemaking is governed by the Arizona Administrative Procedures (Act), Title 41, Chapter 6 and the Division's rules on rulemaking, 1 A.A.C. 1. The Division is responsible for publishing the Arizona Administrative Register and codifying rules in the Arizona Administrative Code. The Code as published by the Division is the official version under Arizona law. The Division is a performance-based office with measurable deadlines defined under the Act.

◆ **Goal 1** To advance the Division's mission statement

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Provide transparency by electronically publishing a list of filed state agency notices online at least once a week (percentage completed).	100	100	100
Achieve greater efficiency and reduce printing costs by digitally authenticating the Administrative Register on the website once a week (percentage completed).	100	100	100
Achieve greater efficiency and reduce printing costs by digitally authenticating the Arizona Administrative Code on the website ever calendar quarter (percentage completed).	100	100	100

Update the Arizona Rulemaking Manual [1 manual in 12 month period].

New goal in FY2020.

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Update form templates, maintain updates and post online (percentage completed).	0	100	100

New goal in FY2020.

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Transfer hard-copy notice files to electronic format for efficient storage and retrieval under records retention schedule [once annually].	1	1	1

New goal in FY2020.

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Create a legislative proposal to expedite the rulemaking process. Submit to administration for review [once annually].	1	1	1

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Maintain compliance with the APA as well as governor rulemaking moratorium, and provide accountability, integrity and efficiency when doing so (percentage completed).	100	100	100

◆ **Goal 2** To maintain a responsive Division workforce.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Promote at least one professional growth and/or development opportunity to staff annually.	1	1	1

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Engage staff to suggest legislation to improve rulemaking process [once annually].	1	1	1

◆ **Goal 3** To provide service that allows agencies, boards and commissions to develop rules accurately and efficiently.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Maintain a log of rule notices. Record number of rule notices filed in a fiscal year.	250	250	250

◆ **Goal 4** To assist and train state agency staff, facilitate positive relationships, foster open and effective communications.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Perform courtesy reviews of notices upon request (percentage completed).	100	100	100
Provide informal assistance over the telephone, in person, or electronically (percentage completed).	100	100	100

◆ **Goal 5** To maintain deadlines, maintain commitment to customers.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Percent of customers indicating they found the public information they were seeking	100	100	100
Percent of statutory publications provided	100	100	100

◆ **Goal 6** To reduce costs and energy consumption – Green Initiative.

**Objective:** 1 FY2021: Default Objective  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Review costs for division expenditures. Check surplus before ordering products. Increase awareness of the need to recycle and reuse office products (percentage completed).	100	100	100
Print draft documents double-sided (percentage completed). New goal in FY2020.	100	100	100

<p>STA 4.0</p> <p align="center"><b>Program Summary</b></p> <p align="center"><b>ELECTION SERVICES</b></p> <p>Kori Lorick, Director</p> <p>Election Services Division (602) 364-1562</p> <p>A.R.S. §§ 16-101 et seq.; 19-101 et seq.; 38-541 et seq.</p>
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**Mission:**

*To work in close partnership with federal, state, local, and nongovernmental stakeholders to ensure free, fair, and secure elections in Arizona that are accessible to all eligible voters.*

**Description:**

The Election Services Division ensures that the Secretary of State, as the Chief Election Officer, fulfills her statutory mandates relating to election oversight and administration in the following areas:

- Election Security: Implementing robust cyber and election security measures, and working in close partnership with federal, state, and local stakeholders to continually improve election security throughout the state.
- Elections Procedures Manual: Provide uniform election procedures through publication of an updated Elections Procedures Manual every odd-number year.;
- Voter Registration: Maintaining and improving the new statewide voter registration database and coordinating ongoing maintenance and operation of the statewide database; and coordinating state responsibilities for voter registration under the National Voter Registration Act of 1993, including coordination with Department of Transportation/Motor Vehicles Division and public assistance agencies; assisting county partners with redistricting updates following the biennial census..
- Election Officer Certification: Provide training, certification, and re-certification of county recorders and election officials in odd-numbered years.
- Election Equipment Certification and Testing: Reviewing and certifying, according to national and state standards, new voting systems and election equipment and updates to existing systems and equipment used by the

counties; conduct logic and accuracy tests of all election equipment used by the counties prior to each federal, statewide, and legislative election.;

•Elections Technology: Ensuring proper maintenance, operation, and updating of election technology necessary for the fulfillment of statutory duties, including statewide voter registration database, Election Management System, Election Night Reporting, Candidate Portal, E-Qual, campaign finance filing system (Beacon), campaign finance reporting system (Spotlight), UOCAVA portal, Circulator Portal, lobbyist filing system, and public portal for voters.

•Candidate Nomination: Receiving nomination papers and petitions from and certifying for the ballot candidates for federal, statewide, and legislative office.

•Ballot Measures: Receiving initiative, referendum, and recall applications and petitions; processing and certifying for those petitions for the ballot; providing information to the public on ballot measures by publishing and mailing the publicity pamphlet; and coordinating statewide Town Hall meetings on ballot measures; .provide resources to committees and circulators; review and approve circulator affidavits.

•Campaign Finance & Financial Disclosures: Provide professional, courteous service in the administration of campaign finance laws, including registering candidate and political committees, accepting required campaign finance filings, reviewing campaign finance complaints, and referring appropriate complaints and non-filers to the Attorney General; coordinating and accepting financial disclosure filings from office holders.

•Lobbying: Provide professional, courteous service in the administration of lobbyist laws, including registering lobbyists, principals, and public bodies, accepting required filings, reviewing lobbyist complaints, and referring appropriate complaints and non-filers to the Attorney General.

•Federal Compliance: Overseeing compliance with federal election laws, including the Help America Vote Act (including providing a statewide complaint system for uniform, nondiscriminatory response to grievances), the National Voter Registration Act, and the Uniformed and Overseas Citizens Absentee Voting Act (including maintaining the electronic portal for uniformed and overseas voters).

•Public Information and Public Records: Providing professional and courteous customer service to Arizonans on all areas of division responsibility, including promptly responding to telephone and email inquiries; publishing handbooks on key areas of statutory responsibility in order to provide uniform guidance to the regulated community and other stakeholders; compile and distribute Arizona’s Election Statute Book.

•Public Records:; undertaking massive data inquiries to produce producing public records and filings for the public upon request.

•Voter Education: Developing and implementing an effective voter outreach and education program in partnership with other stakeholders at the state and local levels; and providing courteous and professional customer service to voters.

•Official Canvass and Electoral College: canvassing and certifying the results of elections for federal, statewide, and legislative office; issuing certificates of nomination and election; and planning and executing the meeting of the Electoral College.

◆ **Goal 1** To fully update the Elections Procedures Manual in close collaboration with County Recorders and election officials and submit an updated manual to the Attorney General and Governor for approval in each odd numbered calendar year.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Elections Procedures Manual submitted to Attorney General and Governor by October 1 of each odd numbered year calendar year (percentage completed).	0	100	0
Elections Procedures Manual approved by Attorney General and Governor by December 31 of each odd numbered year (percentage completed).	0	100	0

The Reagan administration did not complete an Election Procedures Manual during 4 year term that ended in FY19. The Hobbs administration is on track to gain approval on time in FY20.

**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

◆ **Goal 2** To complete development and successfully launch the new statewide voter registration system and ensuring sufficient county support during the 2019 and 2020 elections using the new system.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Use electronic format and information provided by county offices and MVD to maintain voter registration rolls (percentage completed)	100	100	100
Number of registered voters as of January 2 (in thousands).	4300	4360	4400

◆ **Goal 3** To provide statewide voter registration.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Total voter registration	4,300,058	4,360,000	4,400,000

◆ **Goal 4** To implement statewide election security measures and forge robust collaboration and communication between federal, state, and local stakeholders on election security.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Create an Incident Response Plan in partnership with federal, state and local officials to be used in the 2020 each Election Cycle (percentage completed).  This goal is for fiscal year 2020.	100	0	100
Number of state and local officials who participated in election security table top exercise or other security trainings coordinated by SOS office.	0	15	0
Distribute aid to counties through various subgrant programs each FY.	13	8	8

◆ **Goal 5** To provide quality training, certification, and re-certification of election officials statewide in FY2020 and FY2022.

**Objective:** 1 FY2021: Default Objective  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of election officers certified.  The Secretary of State provides election certification training every 2 years. The classes fall in FY18, FY20, FY22, and on.	0	430	0
Total combined hours of classroom training.  The Secretary of State provides election certification training every 2 years. The classes fall in FY18, FY20, FY22, and on.	0	35	0

◆ **Goal 6** To ensure compliance with state and federal campaign finance laws and provide transparency for the public in terms of candidate and campaign filings.

**Objective:** 1 FY2021: Default Objective  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Percent of Campaign Finance data available on-line.	100	100	100
Number of Campaign Finance reports filed.	6283	6200	6200
Number of candidate, political action, and political party committees registered.	1093	1,200	1200
Number of Standing Political Committees registered.	147	150	150

◆ **Goal 7** To efficiently receive and process candidate, initiative/referenda/recall, and new party petitions.

**Objective:** 1 FY2021: Default Objective  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Number of IRR petitions received and processed (in thousands).	146	75	200
Number of IRR petition signatures processed for county recorder verification (in thousands).	1517	0	2500
Number of new party petitions received and processed (in thousands).	0	5	0
Number of candidate petition signatures received and processed (in thousands).	58	150	0

◆ **Goal 8** To prepare for and respond to the coronavirus pandemic for the 2020 federal election cycle

**Objective:** 1 FY2021: Default Objective  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Fund \$5,000,000 in subgrants to Counties for response and preparation to the coronavirus pandemic for the 2020 federal election cycle	4,081,316	0	0
Provide counties with 100% of personal protective equipment and sanitation supplies requested for voting and ballot processing facilities.	100	0	0
Purchase and distribute ballot drop boxes to rural and tribal counties	79	0	0
Assist counties with recruiting at least 1,600 pollworkers through sign up sheet on the Secretary of State's website.	23,121	0	0
Educate the public on voting options and how to vote safely during the pandemic, measured by number of impressions.	635Billion	0	0

<p><b>STA 5.0</b></p> <p align="center"><b>Program Summary</b></p> <p align="center">ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS</p> <p align="center">Holly Henley, State Librarian</p> <p align="center">(602) 542-6181</p> <p align="center">A.R.S. §§ 41-151 through 41-151.24</p>
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**Mission:**

*To provide Arizonans access to information about their government, their*

**2021 - 2023 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS**

*state, and their world by offering content in a variety of formats, preserving Arizona's history for future generations, and empowering local institutions to engage their communities in learning.*

**Description:**

The Arizona State Library, Archives and Public Records Division collects, preserves, and provides access to materials relating to law, political science, economics, sociology, subjects pertaining to the theory and practice of government, genealogy, and Arizona history. The format of materials may vary. Access to collections is provided by the State Library through a general and legal reference service, a records management and archives program, a state and federal government documents depository program, a library development service, museums for educational purposes, and a service for persons who are visually or physically unable to use traditional print materials. The State Library serves as the "state library administrative agency" with its Director given responsibility to accept and administer state and federal funds, including grants (A.R.S. 41-151.)

- ◆ **Goal 1** To preserve Arizona's history through the collection, storage, and digitization of permanent government records, publications, and artifacts.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
New records received (linear feet/boxes-in thousands)	.7	25	25
Materials digitized (in thousands)	54.9	56	57
Physical collection items added	19.1	30	31
Local digital collection items added	55.1	56	57

- ◆ **Goal 2** To provide access for all Arizonans to government history, records, and library services through reference and consultation services, training, grant funding and educational resources.

**Objective:** 1 FY2021:  
FY2022:  
FY2023:

<b>Performance Measures</b>	<b>FY 2021 Actual</b>	<b>FY 2022 Estimate</b>	<b>FY 2023 Estimate</b>
Archives and records materials used (in thousands)	34.4	65	66
Physical collection usage (in thousands)	11.9	332	333
Digital collection usage (in thousands)	2835.1	2646	2647
Online engagement (in thousands)	648.8	302	303
Statewide database usage (in thousands)	16224.1	10010	10011
Reference and consultations (in thousands)	55.5	65.1	66
Visits (in thousands)	.6	1.5	2.5
Museum school tours (in thousands)	.1	0	0
Note, as of 09/29/21 AZ Capitol Museum transitions to the purview of Legislative Council per senate bill 1819.			
Public outreach (in thousands)	4.1	6	7
Grants awarded (in hundreds)	157	100	100
Continuing education contact hours (in thousands)	104.3	105	106
Programs to the public contact hours (in thousands)	8	9	10

**AGENCY SUMMARY**

**Program:** STA 0.0 SECRETARY OF STATE - DEPARTMENT OF STATE  
**Director:** Katie Hobbs, Secretary of State  
**Phone:** (602) 542-9781  
**Statute:** A.R.S. §§ 41-121 et seq; 29-301 et seq; 44-1271 et seq; 44-1441  
**Plan Contact:** Allie Bones, Assistant Secretary of State  
 (602) 542-4919

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**PROGRAM SUMMARY**

**Program:** STA 1.0 ADMINISTRATION  
**Contact:** Allie Bones, Assistant Secretary of State  
**Phone:** Administration (602) 542-4919  
**Statute:** Constitution & A.R.S. § 41-121 et seq.

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◆ **Goal:** 1 To ensure that the Divisions operating within the Secretary of State's Office have the support they need to effectively meet the needs of the department, its employees and the public.

**Performance Measures:**

	ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Maintain an above average favorable response rate on annual employee engagement survey.		4.5	85	80	80
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Maintain 80%+ participation in Employee Engagement Survey.	0	80	83	80	80

**PROGRAM SUMMARY**

**Program:** STA 2.0 BUSINESS SERVICES  
**Contact:** Pat Viverto, Director  
**Phone:** Business Services Division (602) 542-3060  
**Statute:** A.R.S. §§ 29-301 et seq.; 44-1271 et seq.; 44-1441 et seq...

**Mission:**

*To support and provide resources to customers and stakeholders in the business community through timely and accurate filings. To ensure that information is easily accessible to the public and promote transparency by offering online searches of the public records we maintain.*

**Description:**

The Business Services Division is a diverse section within the Secretary of State's Office which exists to centralize statewide registration of Trademarks, Trade Names, Limited Partnerships, Foreign Partnerships, Advance Directives and Telephonic sellers; to accept for filing Uniform Commercial Code (UCC) financing statements; to commission Notaries Public; to provide Notary services; to issue Apostilles and Certificates of Authentication going to foreign countries. Note, senate bill 1352 established a health care directives registry under a qualifying health information exchange organization and Advance Directives is set to be moved to Health Current in FY21.

◆ **Goal:** 1 To serve the public by filing records accurately and expeditiously.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of business days to process trademark applications	10	8	10	10
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of business days to process Uniform Commercial Code filings	8	5	5	5
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of business days to process partnership filings	5	5	10	8
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of business days to process tradename applications	10	8	10	10
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Average number of business days to process apostilles	10	8	10	8

◆ **Goal:** 2 To provide public disclosure through easy, accessible information and public documents, and on-line database search capabilities.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of Trade names and Trademarks filed per month	2,400	2,500	3390	3000
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of partnerships on file per month	250	250	166	200
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of UCC records filed per month	7,600	8,000	8662	8000
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of Apostilles processed per month	1,250	1,600	1250	1500

◆ **Goal:** 3 To provide service to allow Notaries Public to perform their duties accurately and efficiently in the state.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	Number of notaries commissioned per month	1,500	1,600	1700	1,700
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Number of notary seminars	22	24	0	24
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Average number of days to process notary applications	20	20	25	20

**PROGRAM SUMMARY**

**Program:** STA 3.0 PUBLIC SERVICES  
**Contact:** Scott Cancelosi, Director  
**Phone:** Public Services Division (602) 542-0223  
**Statute:** A.R.S. §§ 41-311 et seq.; 41-1001 et seq.

**Mission:**

*To encourage citizen participation in the rulemaking process by supporting agency rulewriters to be in compliance with the Arizona Administrative Procedures Act (Act); accept, process, file, and maintain the historical record of rule-related notices; electronically publish rule-related notices the Arizona Administrative Register; and codify rules in the Arizona Administrative Code as required by the Act.*

**Description:**

The Department of State's Administrative Rules Division (previously the Public Services Division) is the filing office for all aspects of the Administrative Rules process that includes publishing rules promulgated by state agencies. Agency rulemaking is governed by the Arizona Administrative Procedures Act (Act), Title 41, Chapter 6 and the Division's rules on rulemaking, 1 A.A.C. 1. The Division is responsible for publishing the Arizona Administrative Register and codifying rules in the Arizona Administrative Code. The Code as published by the Division is the official version under Arizona law. The Division is a performance-based office with measurable deadlines defined under the Act.

◆ **Goal:** 1 To advance the Division's mission statement

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Provide transparency by electronically publishing a list of filed state agency notices online at least once a week (percentage completed).	100	100	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Achieve greater efficiency and reduce printing costs by digitally authenticating the Administrative Register on the website once a week (percentage completed).	100	100	100	100
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Achieve greater efficiency and reduce printing costs by digitally authenticating the Arizona Administrative Code on the website ever calendar quarter (percentage completed).	100	100	100	100
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Update the Arizona Rulemaking Manual [1 manual in 12 month period].	0	1	0	1
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Update form templates, maintain updates and post online (percentage completed).	0	100	0	100
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Transfer hard-copy notice files to electronic format for efficient storage and retrieval under records retention schedule [once annually].	0	1	1	1
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Create a legislative proposal to expedite the rulemaking process. Submit to administration for review [once annually].	1	1	1	1
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Maintain compliance with the APA as well as governor rulemaking moratorium, and provide accountability, integrity and efficiency when doing so (percentage completed).	100	100	100	100

◆ **Goal:** 2 To maintain a responsive Division workforce.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Promote at least one professional growth and/or development opportunity to staff annually.	1	1	1	1
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Engage staff to suggest legislation to improve rulemaking process [once annually].	1	1	1	1

◆ **Goal:** 3 To provide service that allows agencies, boards and commissions to develop rules accurately and efficiently.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Maintain a log of rule notices. Record number of rule notices filed in a fiscal year.	277	250	250	250



◆ **Goal:** 4 To assist and train state agency staff, facilitate positive relationships, foster open and effective communications.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Perform courtesy reviews of notices upon request (percentage completed).	100	100	100	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Provide informal assistance over the telephone, in person, or electronically (percentage completed).	100	100	100	100	100

◆ **Goal:** 5 To maintain deadlines, maintain commitment to customers.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Percent of customers indicating they found the public information they were seeking	100	100	100	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Percent of statutory publications provided	100	100	100	100	100

◆ **Goal:** 6 To reduce costs and energy consumption – Green Initiative.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Review costs for division expenditures. Check surplus before ordering products. Increase awareness of the need to recycle and reuse office products (percentage completed).	100	100	100	100	100
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EF	Print draft documents double-sided (percentage completed).	100	100	100	100	100

**PROGRAM SUMMARY**

**Program:** STA 4.0 ELECTION SERVICES  
**Contact:** Kori Lorick, Director  
**Phone:** Election Services Division (602) 364-1562  
**Statute:** A.R.S. §§ 16-101 et seq.; 19-101 et seq.; 38-541 et seq.

**Mission:**

*To work in close partnership with federal, state, local, and nongovernmental stakeholders to ensure free, fair, and secure elections in Arizona that are accessible to all eligible voters.*

**Description:**

The Election Services Division ensures that the Secretary of State, as the Chief Election Officer, fulfills her statutory mandates relating to election oversight and administration in the following areas:

- Election Security: Implementing robust cyber and election security measures, and working in close partnership with federal, state, and local stakeholders to continually improve election security throughout the state.
- Elections Procedures Manual: Provide uniform election procedures through publication of an updated Elections Procedures Manual every odd-number year.;
- Voter Registration: Maintaining and improving the new statewide voter registration database and coordinating ongoing maintenance and operation of the statewide database; and coordinating state responsibilities for voter registration under the National Voter Registration Act of 1993, including coordination with Department of Transportation/Motor Vehicles Division and public assistance agencies; assisting county partners with redistricting updates following the biennial census..
- Election Officer Certification: Provide training, certification, and re-certification of county recorders and election officials in odd-numbered years.
- Election Equipment Certification and Testing: Reviewing and certifying, according to national and state standards, new voting systems and election equipment and updates to existing systems and equipment used by the counties; conduct logic and accuracy tests of all election equipment used by the counties prior to each federal, statewide, and legislative election.;
- Elections Technology: Ensuring proper maintenance, operation, and updating of election technology necessary for the fulfillment of statutory duties, including statewide voter registration database, Election Management System, Election Night Reporting, Candidate Portal, E-Qual, campaign finance filing system (Beacon), campaign finance reporting system (Spotlight), UOCAVA portal, Circulator Portal, lobbyist filing system, and public portal for voters.
- Candidate Nomination: Receiving nomination papers and petitions from and certifying for the ballot candidates for federal, statewide, and legislative office.
- Ballot Measures: Receiving initiative, referendum, and recall applications and petitions; processing and certifying for those petitions for the ballot; providing information to the public on ballot measures by publishing and mailing the publicity pamphlet; and coordinating statewide Town Hall meetings on ballot measures; .provide resources to committees and circulators; review and approve circulator affidavits.
- Campaign Finance & Financial Disclosures: Provide professional, courteous service in the administration of campaign finance laws, including registering candidate and political committees, accepting required campaign finance filings, reviewing campaign finance complaints, and referring appropriate complaints and non-filers to the Attorney General; coordinating and accepting financial disclosure filings from office holders.
- Lobbying: Provide professional, courteous service in the administration of lobbyist laws, including registering lobbyists, principals, and public bodies, accepting required filings, reviewing lobbyist complaints, and referring appropriate complaints and non-filers to the Attorney General.
- Federal Compliance: Overseeing compliance with federal election laws, including the Help America Vote Act (including providing a statewide complaint system for uniform, nondiscriminatory response to grievances), the National Voter Registration Act, and the Uniformed and Overseas Citizens Absentee Voting Act (including maintaining the electronic portal for uniformed and overseas voters).
- Public Information and Public Records: Providing professional and courteous customer service to Arizonans on all areas of division responsibility, including promptly responding to telephone and email inquiries; publishing handbooks on key areas of statutory responsibility in order to provide uniform guidance to the regulated community and other stakeholders; compile and distribute Arizona’s Election Statute Book.
- Public Records:; undertaking massive data inquiries to produce producing public records and filings for the public upon request.
- Voter Education: Developing and implementing an effective voter outreach and education program in partnership with other stakeholders at the state and local levels; and providing courteous and professional customer service to voters.
- Official Canvass and Electoral College: canvassing and certifying the results of elections for federal, statewide, and legislative office; issuing certificates of nomination and election; and planning and executing the meeting of the Electoral College.

- ◆ **Goal:** 1 To fully update the Elections Procedures Manual in close collaboration with County Recorders and election officials and submit an updated manual to the Attorney General and Governor for approval in each odd numbered calendar year.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Elections Procedures Manual submitted to Attorney General and Governor by October 1 of each odd numbered year calendar year (percentage completed).	100	0	100	0
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	Elections Procedures Manual approved by Attorney General and Governor by December 31 of each odd numbered year (percentage completed).	100	0	100	0

- ◆ **Goal:** 2 To complete development and successfully launch the new statewide voter registration system and ensuring sufficient county support during the 2019 and 2020 elections using the new system.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	Use electronic format and information provided by	100	100	100	100

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC					
			county offices and MVD to maintain voter registration rolls (percentage completed)					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC	3,927	4,021	4300	4360	4400
			Number of registered voters as of January 2 (in thousands).					

◆ **Goal:** 3 To provide statewide voter registration.

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	3,926,649	4,026,649	4,300,058	4,360,000	4,400,000
			Total voter registration					

◆ **Goal:** 4 To implement statewide election security measures and forge robust collaboration and communication between federal, state, and local stakeholders on election security.

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	75	100	100	0	100
			Create an Incident Response Plan in partnership with federal, state and local officials to be used in the 2020each Election Cycle (percentage completed).					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	160		0	15	0
			Number of state and local officials who participated in election security table top exercise or other security trainings coordinated by SOS office.					
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	0	0	13	8	8
			Distribute aid to counties through various subgrant programs each FY.					

◆ **Goal:** 5 To provide quality training, certification, and re-certification of election officials statewide in FY2020 and FY2022.

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	441	0	0	430	0
			Number of election officers certified.					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	37	0	0	35	0
			Total combined hours of classroom training.					

◆ **Goal:** 6 To ensure compliance with state and federal campaign finance laws and provide transparency for the public in terms of candidate and campaign filings.

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	100	0	100	100	100
			Percent of Campaign Finance data available on-line.					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	6,676	0	6283	6200	6200
			Number of Campaign Finance reports filed.					
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	1,077	0	1093	1,200	1200
			Number of candidate, political action, and political party committees registered.					
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	139	0	147	150	150
			Number of Standing Political Committees registered.					

◆ **Goal:** 7 To efficiently receive and process candidate, initiative/referenda/recall, and new party petitions.

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	145.1	0	146	75	200
			Number of IRR petitions received and processed (in thousands).					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	1,569.1	0	1517	0	2500
			Number of IRR petition signatures processed for county recorder verification (in thousands).					
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	0	0	0	5	0
			Number of new party petitions received and processed (in thousands).					
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP	0	0	58	150	0
			Number of candidate petition signatures received and processed (in thousands).					

◆ **Goal:** 8 To prepare for and respond to the coronavirus pandemic for the 2020 federal election cycle

**Performance Measures:**

				FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP	0	5,000,000	4,081,316	0	0
			Fund \$5,000,000 in subgrants to Counties for					

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
			response and preparation to the coronavirus pandemic for the 2020 federal election cycle					
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Provide counties with 100% of personal protective equipment and sanitation supplies requested for voting and ballot processing facilities.	0	100	100	0	0
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Purchase and distribute ballot drop boxes to rural and tribal counties	0	45	79	0	0
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Assist counties with recruiting at least 1,600 pollworkers through sign up sheet on the Secretary of State's website.	0	1,600	23,121	0	0
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL Educate the public on voting options and how to vote safely during the pandemic, measured by number of impressions.	0	95,000,000	635Billion	0	0

**PROGRAM SUMMARY**

**Program:** STA 5.0 ARIZONA STATE LIBRARY, ARCHIVES, AND PUBLIC RECORDS  
**Contact:** Holly Henley, State Librarian  
**Phone:** (602) 542-6181  
**Statute:** A.R.S. §§ 41-151 through 41-151.24

**Mission:**

*To provide Arizonans access to information about their government, their state, and their world by offering content in a variety of formats, preserving Arizona's history for future generations, and empowering local institutions to engage their communities in learning.*

**Description:**

The Arizona State Library, Archives and Public Records Division collects, preserves, and provides access to materials relating to law, political science, economics, sociology, subjects pertaining to the theory and practice of government, genealogy, and Arizona history. The format of materials may vary. Access to collections is provided by the State Library through a general and legal reference service, a records management and archives program, a state and federal government documents depository program, a library development service, museums for educational purposes, and a service for persons who are visually or physically unable to use traditional print materials. The State Library serves as the "state library administrative agency" with its Director given responsibility to accept and administer state and federal funds, including grants (A.R.S. 41-151.)

- ◆ **Goal:** 1 To preserve Arizona's history through the collection, storage, and digitization of permanent government records, publications, and artifacts.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP New records received (linear feet/boxes-in thousands)	25.2	25	.7	25	25
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Materials digitized (in thousands)	66.1	51.6	54.9	56	57
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Physical collection items added	0	0	19.1	30	31
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IP Local digital collection items added	0	0	55.1	56	57

- ◆ **Goal:** 2 To provide access for all Arizonans to government history, records, and library services through reference and consultation services, training, grant funding and educational resources.

**Performance Measures:**

ML	Budget	Type		FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Archives and records materials used (in thousands)	66.4	65	34.4	65	66
2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Physical collection usage (in thousands)	365.2	332	11.9	332	333
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Digital collection usage (in thousands)	2,664.9	2,645	2835.1	2646	2647
4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Online engagement (in thousands)	922.7	301.8	648.8	302	303
5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Statewide database usage (in thousands)	12,040.6	10,010	16224.1	10010	10011
6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Reference and consultations (in thousands)	65.2	65.1	55.5	65.1	66
7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OC Visits (in thousands)	96.2	96.2	.6	1.5	2.5
8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Museum school tours (in thousands)	11.6	20	.1	0	0
9	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL Public outreach (in thousands)	6	5.9	4.1	6	7
10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OP Grants awarded (in hundreds)	195	120	157	100	100

	ML	Budget	Type	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate	
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Continuing education contact hours (in thousands)	0	0	104.3	105	106
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	QL	Programs to the public contact hours (in thousands)	0	0	8	9	10

## Budget Related Performance Measures

Department of State - Secretary of State

<b>Program:</b>	4.0 ELECTION SERVICES
<b>Contact:</b>	Kori Lorick, Director (602) 364-1562
<b>2nd Contact:</b>	
<b>Statute:</b>	A.R.S. §§ 16-101 et seq.; 19-101 et seq.; 38-541 et seq.

ML	Budget	Type	Performance Measure	FY 2020 Actual	FY 2021 Estimate	FY 2021 Actual	FY 2022 Estimate	FY 2023 Estimate
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	IP	Total voter registration	3,926,649	4,026,649	4,300,058	4,360,000	4,400,000

# Agency 5-Year Plan

**Issue 1** Ensure safe and secure elections.

**Description:** Elections officials from the federal government to local municipalities, recognize the work that needs to be done to ensure that the public has faith in our democratic institutions and to protect the integrity of the vote.

**Solutions:**

HAVA funds have been essential to addressing this issue at the state and county level by providing critical resources for the counties to enhance the security of their election infrastructure. The SOS will continue to explore what is needed to protect from any vulnerabilities that might exist, including mis-, dis-, and mal-information. Partnerships established through the policy academy, state, local, and federal entities have greatly enhanced our preparedness to respond to any threats we face. Beginning in 2020, every county had an incident response plan and a Threat Liaison Officer to facilitate communication between the county and the law enforcement community to monitor threats at the local, state, and federal level. The SOS considers this program a priority to continue in upcoming elections. Given the continued spread of false information about Arizona's elections, the SOS will also continue working to ensure public confidence in the electoral process.

**Issue 2** Pending litigation

**Description:** Regardless of the actions of the Arizona legislature in passing the FY2022 budget, the Secretary of State will always be at the center of litigation, whether it be challenging elections laws or dealing with notary complaints. The legislature did provide for the Department to hire a legal counsel, however, they did not include an appropriation for this position or any of the support staff needed to provide the level of legal support required by the SOS.

**Solutions:**

Appropriate resources need to be made available to the Secretary of State for legal services and support.

**Issue 3** Upgrade and enhance the IT Systems for the Secretary of State's Office.

**Description:** In 2018, a Gartner Cyber Security Assessment revealed a multi-year plan to replace aging systems, enhance firewalls and other protections, and implement policies and procedures to ensure that the multiple divisions of the agency could keep up with security protocols intended to keep sensitive government systems operational and secure.

**Solutions:**

Continue implementation of the recommendations from the Gartner Assessment. This multi-year approach will bring the SOS up to date in terms of technology and security.

**Issue 4** Meet current statutory obligations of administering statewide elections

**Description:** Given adequate funding and resources, the Secretary of State's office intends to adequately meet all current statutory obligations of administering statewide elections.

**Solutions:**

As required by the Arizona Constitution and Arizona Revised Statutes, the Secretary of State will accurately certify all ballot candidates, certify and canvass results of statewide elections in a timely manner, appropriately test and certify voting devices for use by counties, implement testing for logic and accuracy of counties' election equipment, responsibly certify initiatives and referenda for the ballot, publish and mail or email the publicity pamphlet to every household with a registered voter, seek to educate the voting public by conducting Town Halls in all fifteen counties on ballot measures, and provide pamphlets in Spanish and Native American translation.

**Issue 5** Conduct outreach to communities that have historically low rates of voter registration and/or voting.

**Description:** The Secretary of State is committed to ensuring that all people who are eligible to vote have access to voter registration and to opportunities to cast one's ballot. A particular focus will be with Native American Communities throughout the state of Arizona, but there is also a focus on African American, Hispanic, youth, people with disabilities, rural communities, active duty military and overseas citizens, among others.

**Solutions:**

Continuing to expand efforts to reach these communities is a top priority. The Secretary has created an Advisory Committee to assist with this effort statewide, and the department wishes to expand its capacity for outreach through communications/public awareness and support staff who can work to support efforts in these communities. During the 2020 election cycle state and county officials had access to private grants for public education. During the 55th legislature house bill 2569 was passed prohibiting the use of private funds by election administrators in Arizona. As a result, the Secretary of State's office is requesting monies for elections public education from the general fund for FY23.

**Issue 6** Archives and Records Management

**Description:** The Archives and Records Management program is inefficient and unable to meet the state's current and future records management needs leading to increased costs and liabilities for government bodies due to lack of resources and outdated records management procedures. Storage of all the state government bodies' paper and electronic records costs the state a significant amount of money per year, and inefficient records management contributes to that cost.

**Solutions:**

As outlined in A.R.S. 41-151.13, the agency will create a robust records management program that assists government bodies with managing their public records efficiently and effectively. With an effective Archives and Records Management program, overall storage costs will be reduced. The enhanced Archives and Records Management program will update and review retention schedules regularly, provide records disposition training to ensure unneeded records are being disposed of properly and consistently, and provide guidance for managing and storing digital records in accordance with industry standards. The updated records management program will help all levels of government save money and assist citizens with gaining access to public records in a timely manner. This work will require that the cash under the Records Services Fund continues to be sufficiently appropriated to support the program operations as outlined in the fiscal year 2023 budget issue titled "Increase Records Services Fund Appropriation."

**Issue 7** Build additional improvements in meeting our business services mandates

**Description:** The state of Arizona is working towards a One-stop-shop model of business development that will connect those wishing to do business in the state of Arizona with the Arizona Department of Revenue, the Arizona Corporation Commission and the Secretary of State's Office in one online portal.

**Solutions:**

The SOS will work with the Arizona Department of Administration to connect business systems. Resources will be required to build the underlying SOS system for the filing of trade names, trademarks, and limited partnerships, as well as the interface to the other state departments. The Business management system currently in use by the SOS is in need of replacement, but this will take an appropriation and investment of staff IT resources to implement and maintain.

**Issue 8** Access & Inclusion

**Description:** Continue to develop services to facilitate access to resources, records, information, and affordable broadband for ALL Arizonans.

**Solutions:**

The agency will improve access to Arizona's underserved and unserved populations with a particular emphasis on training, digital inclusion, broadband adoption, collection development, and user experience.

**Issue 9** Resource Development

**Description:** Continue to seek outside funds for special projects, initiatives, and exhibits at the State Library.

**Solutions:**

The State Library's Library Services and Archives branches were awarded over 7 million dollars in grant funds during the state fiscal year 2021 for Arizona libraries, cultural institutions and for its own services. Although general operating funds must come from governmental sources (state general fund and federal IMLS funds), private and other governmental funds will be sought for special projects, pilot projects, events, and exhibits. The agency will seek new ways to expand fiscal resources while continuing to make effective use of existing resources.

**Issue 10** Preservation of Permanent Records

**Description:** Storage, Intellectual Control, and Access to the State of Arizona's permanent records will continue to demand increased resources. Archives and Records Management is challenged to meet statutory obligations with existing resources and staff. Even though most records are now created electronically, there is still an estimated 50 years' worth of permanent paper records held by state government bodies. While many state and local government bodies are implementing digitization programs, the cost of digitizing records to meet preservation standards can be higher than the cost of preserving the paper record. The digital records must meet a specified set of standards and disposition for ingest into the state archives' digital environment that ensures the long-term preservation and authenticity of the records.

**Solutions:**

Meet this challenge with a three-pronged approach: sufficient staffing with required expertise, a future Trusted Digital Repository to preserve digital information, and continued support to the environment and processes of the Archives that preserve and provide access to permanent records – analog and digital. Grow the staff of the Archives and Records Management branch to meet the records needs of the state at classification levels that can draw appropriate candidates. Provide long-term funding for trusted platforms to store and preserve digital information. Continue to invest in the Polly Rosenbaum Archives and History building by adding high-capacity shelving to house the incoming paper records.

**Issue 11** There continues to be a low number of participants in the Address Confidentiality Program (ACP) from traditionally marginalized and underserved communities. There are not enough Application Assistants within these communities.

**Description:** The ACP is a statewide program that should reflect the state, but data from the program shows that Latino and Native American communities are unrepresented in the population of participants, at 18.34% and .43%, respectively. 14.84% identify as multiple races, so that may address some of the underrepresentation, but it not entirely. And clearly, with a state that has 5.30% American Indian population, the native representation in the program is quite low. And when you look at the application assistants (AA's) throughout the state, it is not surprising. While there are 62 different agencies throughout the state that have AA's, there are none in Apache, Greenlee, and Santa Cruz counties, and 85% of all AA's are spread between 5 counties – Maricopa, Pima, Pinal, Yavapai, and Coconino.

**Solutions:**

The SOS needs additional resources in order to expand the number of application assistants statewide, through additional outreach and training. The ACP has implemented and will continue to expand virtual trainings to assist with the effort of registering application assistants statewide. ACP also wishes to expand its capacity for outreach through public awareness, as well as expand the support staff available who can work to promote efforts in these communities. Materials could include newly developed posters and outreach materials in English and Spanish, as well as creation of a virtual application process.

**Issue 12** The Address Confidentiality Program has limited resources available for it's program.

**Description:** The ACP is currently funded through fines administered by judges in the criminal disposition of domestic violence, sexual offenses, and stalking. These fines do not currently cover the daily costs to operate this essential program, so there is also grant funding through the Victims of Crime Act administered by the Arizona Department of Public Safety. In addition, the Address Confidentiality Program has had to raise over \$900,000 in the past 4 FFYs to cover additional costs to operate the enhanced services provided by the program. Although fines are received for operational costs, with continued growth of the program, more funding will be needed to expand the program.

**Solutions:**

The department seeks new sources of funding in order to expand available resources for the program. The SOS will continue to seek outside/additional funds for the ACP statutory based and enhanced services, all of which are necessary to run a state-wide secure and safe confidential address program. The program has to be creative in finding sources of funding, however, because, as a government-based program, it is not eligible for many of the grants that other victim service providers are eligible to receive.



## Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
<b>Full-Time Equivalent Positions</b>	143.1	143.1	143.1
<b>General Fund</b>	8,462,737.0	8,462,737.0	8,462,737.0
<b>Other Appropriated Funds</b>	337,914.0	337,914.0	337,914.0
<b>Non-Appropriated Funds</b>	723,428.0	723,428.0	723,428.0
<b>Federal Funds</b>	789,936.0	789,936.0	789,936.0