



Secretary of the Commonwealth Annual Report

Fiscal Year 2020



William Francis Galvin
Secretary of the Commonwealth



The Commonwealth of Massachusetts
Secretary of the Commonwealth
State House, Boston, Massachusetts 02133

William Francis Galvin
Secretary of the Commonwealth

Dear Citizens,

Enclosed you will find the fiscal year 2020 Annual Report for the Office of the Secretary of the Commonwealth. You will note that the period reported on herein ends June 30, 2020, and therefore includes the beginning of activity severely impacted by the Governor's March 10, 2020 declaration of emergency to support the Commonwealth's response to Coronavirus. The outbreak of COVID-19 continues to affect the way we interact in public and civic spaces, and this office has pivoted to meet these challenges head on. I hope you take some time to review the accomplishments of this office, and I have offered some brief highlights below.

The Corporations Division upholds its reputation as a leader among states in providing streamlined services through its' all-inclusive online services. This was a crucial tool amidst the sudden shutdown, allowing the Corporations Division to never close during the pandemic. I also declined to initiate a dissolution/revocation project on cash-strapped small businesses weathering stay-at-home orders and a statewide shutdown.

The Elections Division successfully administered 5 special elections and, as the pandemic began, the 2020 Presidential Preference Primaries. The division also prepared to rapidly implement a vote by mail process for the September state primary and November election.

The Commonwealth Museum, known as a destination for school field trips and in-person exhibits, has adapted its programming to emphasize online and remote presentations. These include a detailed museum tour, a quiz show, and remote classroom-style programs. It is estimated that this programming has served approximately 3,000 students and adults over the academic year.

The Massachusetts Historical Commission staff, in tracking its progress along the federal fiscal schedule, reviewed just under 10,000 state and federal projects between October 1, 2019 and September 30, 2020. The Commission itself transitioned its regular meetings online utilizing remote participation software authorized during the state of emergency declaration.

The Public Records Division issued over 2,200 determinations relating to records access and opened and resolved 130 petitions from records access officers relating to fees, time extensions, or the relief of obligation to provide records. In addition, the Lobbyist Division collected over \$807,415 in registration and late fees.

I am immensely proud of the staff of this office. Throughout this troubling period, not a single business day went by without the phones being answered. Anyone reaching out with questions or seeking critical services continues to receive prompt attention from a knowledgeable member of our staff and I am grateful for their dedicated effort which continues to this day.

Very Truly Yours,

A handwritten signature in blue ink that reads "William Francis Galvin".

William Francis Galvin
Secretary of the Commonwealth

Contents

Office of the Secretary of the Commonwealth	1
The Address Confidentiality Program	4
Corporations Division.....	5
Elections Division	6
Lobbyist Division.....	8
Massachusetts Archives.....	9
Massachusetts Historical Commission.....	15
Public Records Division	19
Registries of Deeds	22
Securities Division.....	23
State House Tours Division	28
State Publications and Regulations Division	29
Regional Offices	30

Office of the Secretary of the Commonwealth

State House, Room 337

Boston, MA 02133

Website: www.sec.state.ma.us

0511-0000 For the operation of the office of the secretary of the commonwealth; provided, that the secretary may transfer funds between items 0540-0900, 0540-1000, 0540-1100, 0540-1200, 0540-1300, 0540-1400, 0540-1500, 0540-1600, 0540-1700, 0540-1800, 0540-1900, 0540-2000 and 0540-2100 under an allocation schedule which shall be filed with the house and senate committees on ways and means not less than 30 days before the transfer; and provided further, that each register of deeds using electronic record books shall ensure that all methods of electronically recording instruments conform to the regulations or standards established by the secretary of the commonwealth and the records conservation board\$6,669,269

0511-0001 For the secretary of the commonwealth, who may expend retained revenues not to exceed \$15,000 from the sale of merchandise at the state house gift shop to restock gift shop inventory.....\$15,000

0511-0002 For the operation of the corporations division; provided, that the division shall implement a corporate dissolution program; and provided further, that the secretary shall file biannual reports with the house and senate committees on ways and means detailing the total number of reports filed as a result of this program and the amount of revenue generated for the commonwealth.....\$352,868

0511-0200 For the operation of the archives division; provided, that not less than \$200,000 shall be expended for preservation matching grants for municipalities and nonprofit organizations to preserve veterans monuments, memorials and other significant sites and historic documents; and provided further, that the program shall be administered by the state historic records advisory board\$670,213

0511-0230 For the operation of the records center.....\$35,469

0511-0250 For the operation of the archives facility.....\$298,581

0511-0260 For the operation of the commonwealth museum\$233,350

0511-0270 For the secretary of the commonwealth, who shall contract with the University of Massachusetts Donahue Institute to provide the commonwealth with technical assistance on United States census data and to prepare annual population estimates; provided, that the contract shall be for not less than \$325,000\$2,750,000

0511-0271 For a statewide competitive grant program for the purpose of ensuring a complete and accurate count in the 2020 census; provided, that the grant program shall be known as the Complete Count grant program; provided further, that the grant program shall be administered by the secretary of the commonwealth through a competitive request for proposals, which shall support outreach efforts in communities that are at significant risk of being undercounted; provided further, that the entities eligible to apply for the grant shall include: (i) nonprofit organizations that demonstrate direct access to hard-to-count populations through media, mailings, canvassing, phone banking, or public forums, (ii) publicly funded organizations that provide direct service to hard-to-count populations, including but not limited to, public

libraries, workforce centers, community-based health centers, and homeless shelters; provided further, that eligible outreach and education activities shall include but not be limited to: (a) conducting outreach to hard-to-count populations through media, mailings, canvassing, phone banking, or public forums, (b) disseminating information at key service centers and access points in the community, and (c) tailored outreach and support to homeless populations, households with limited English, immigrant communities, and individuals with difficulty accessing the internet or otherwise completing the form; provided further, that, in making awards, the secretary shall ensure, to the maximum extent practicable: (1) proportionate funding based on the distribution of hard-to-count communities across the commonwealth, and (2) targeted investments in areas with no federal area census office; provided further, that the highest priority is given to proposals which (A) demonstrate a track record of success in serving individuals in historically hard-to-count communities, (B) identify solutions that directly address barriers to a complete count on 2020, including but not limited to: usability of the digital platform, impacts of a federal citizenship question, and reduced federal resources, and (C) tailor outreach efforts to engage historically underserved populations; provided further, that the total grant to a single recipient shall not exceed 10 per cent of the total available; provided further, that the secretary shall provide technical assistance to eligible entities in the application process; provided further, that the secretary may use not more than 5 per cent of the total appropriation for necessary administrative costs reasonably related to grant administration; provided further, that the secretary shall develop guidelines which outline periodic reporting requirements for grantees, including semi-annual and final reports; provided further, that the secretary shall file both a preliminary and a final report on the efficacy of the grant programs, which shall outline key accomplishments and estimated impact of the awarded funds; and provided further, that the preliminary report shall be filed with the house and senate committees on ways and means and with the joint committee on election laws not later than 3 months after the awarding of the funds, and the final report within 6 months of the completion of all grant activities.....\$2,500,000

0511-0420 For the operation of the address confidentiality program.....\$136,971

0517-0000 For the printing of public documents.....\$510,639

0521-0000 For the operation of the elections division, including preparation, printing and distribution of ballots and for other miscellaneous expenses for primary and other elections; provided, that the secretary of the commonwealth may award grants for voter registration and education; and provided further, that the registration and education activities may be conducted by community-based voter registration and education organizations.....\$8,176,324

0521-0001 For the operation of the central voter registration computer system; provided, that not later than February 28, 2020, the secretary of the commonwealth shall submit a report to the house and senate committees on ways and means detailing voter registration activity\$6,407,994

0524-0000 For providing information to voters\$392,738

0526-0100 For the operation of the Massachusetts historical commission.....\$942,051

0527-0100 For the operation of the ballot law commission.....\$10,384

0528-0100 For the operation of the records conservation board.....\$36,396

0540-0900 For the registry of deeds located in the city of Lawrence; provided, that \$25,000 shall be expended for community and bilingual community outreach within the towns of Andover and North Andover and the cities of Lawrence and Methuen	\$1,301,783
0540-1000 For the registry of deeds located in the city of Salem	\$2,898,845
0540-1100 For the registry of deeds located in the county of Franklin	\$635,443
0540-1200 For the registry of deeds located in the county of Hampden.....	\$1,808,425
0540-1300 For the registry of deeds located in the county of Hampshire	\$809,004
0540-1400 For the registry of deeds located in the city of Lowell	\$1,206,559
0540-1500 For the registry of deeds located in the city of Cambridge	\$3,325,303
0540-1600 For the registry of deeds located in the town of Adams.....	\$273,981
0540-1700 For the registry of deeds located in the city of Pittsfield.....	\$471,933
0540-1800 For the registry of deeds located in the town of Great Barrington.....	\$232,774
0540-1900 For the registry of deeds located in the county of Suffolk	\$2,180,002
0540-2000 For the registry of deeds located in the city of Fitchburg	\$699,442
0540-2100 For the registry of deeds located in the city of Worcester	\$2,277,753

Year – End Revenue for Fiscal 2020

Revenue was broken down into (4) categories for a total of	\$361,979,591.96
Corporations, Archives, Public Records	\$128,081,419.54
Gift Cart, Bookstore.....	\$368,179.24
Securities	\$57,783,424.65
Registries of Deeds	\$175,746,568.53

The Address Confidentiality Program

P.O. Box 9120
Chelsea, Massachusetts 02150-9120
617-727-3261
1-866-SAFE-ADD
Website: www.sec.state.ma.us/acp

The Address Confidentiality Program (ACP) allows victims of domestic violence, sexual assault and stalking to escape from actual or threatened violence by providing a substitute mailing address to program participants, allowing them to keep their new physical address hidden from their perpetrator. The ACP, established by Chapter 409 of the Acts of 2000, became effective in Massachusetts April 9, 2001. Since that date, more than 1600 participants have benefited from services provided by the Program.*

Between July 1, 2019 and June 30, 2020, the program certified 91 new participants. As of June 30, 2020, the Program's 382 active participants included 195 women, 15 men, and 172 children. The ACP processed approximately 2,037 pieces of mail each month.

Counties Represented

Barnstable	10
Berkshire	3
Bristol	28
Essex	52
Franklin	4
Hampden.....	24
Hampshire	13
Middlesex.....	101
Norfolk	33
Plymouth	20
Suffolk.....	50
Worcester	44
Total Participants.....	382

Corporations Division

One Ashburton Place, Room 1717
Boston, MA 02108
(617) 727-9640
Email: corpinfo@sec.state.ma.us
Website: www.sec.state.ma.us/cor

The Corporations Division administers the laws pertaining to certain business entity types including corporations, limited liability companies, limited partnerships, limited liability partnerships, and business trusts. Trademarks and service marks are also filed with the Division as well as certain Article 9 Uniform Commercial Code (UCC) filings. All providers of warranties for vehicle protection products are also required to register with the Division. Finally, the Division is deemed to be the agent for service of process on certain foreign entities and/or individuals doing business in the Commonwealth if that entity or person does not have an agent or fails to act as such.

The Division maintains a website which includes copies of all business entity, trademark, service mark and UCC filings made with the Division since 2001. Documents may be submitted electronically 24 hours a day, 7 days a week. A brief summary of the Division's accomplishments for 2019 - 2020 include:

- Due to the COVID-19 Pandemic the office decided not to initiate a dissolution/revocation project on any entities. 1383 LLCs, 2 LLPs and 1471 corporations previously dissolved/revoked in 2019 continued to file annual reports and reinstate, generating an additional \$4,698,750.00 in revenue.
- The Division issued an additional 67,614 certificates of legal existence and good standing; the total revenue generated from these certificates is \$1,272,341.00.

The Division's online filing and management system continued to be a leader throughout the country and a strong example of how other jurisdictions' should adapt their current online systems. The system allowed the Division to never close during the COVID-19 pandemic and allowed filers to continue to make the necessary filings even as most were now working remotely.

The online filing system allows filings to be made 24 hours a day, 7 days a week, which is the preferred method of filing within the business community, as exhibited by the fact that 80 percent of filings made in the Commonwealth are made electronically. The system is not only utilized for filing, but is an all-inclusive portal for the services provided by the Division. The public may order certificates, which may be delivered via email, search the records of any business entity, view the records of those entities, and view any document rejected by the Division and the reason for that rejection via the Division's website. The system continues to be upgraded to move with technology today and address concerns of the filing public.

Almost 48,000 new business entities and non-profit corporations organized or registered to do business with the Division. The number of limited liability companies continued to follow the trend of the last few years by being the preferred entity type two to one.

Elections Division

One Ashburton Place, Room 1705
Boston, MA 02108
(617) 727-2828, Toll Free: 1-800-462-VOTE (8683)
Email: elections@sec.state.ma.us
Website: www.sec.state.ma.us/ele

The Elections Division administers all state and federal elections; provides information on voting; and supplies election materials to the public, candidates, and government officials.

During FY 2020, the Elections Division successfully implemented Automatic Voter Registration, which went into effect on January 1, 2020. The Elections Division worked with the Registry of Motor Vehicles, MassHealth, and Health Connector to ensure applicants who presented proof of U.S. Citizenship were automatically registered to vote unless the applicants opted out.

Amidst the start of the COVID-19 pandemic, the Elections Division administered the 2020 Presidential Preference Primaries, in which a record number of ballots were cast in the Democratic Primary. Preparations for the Presidential Primaries included the distribution and processing of nomination papers for party ward and town committees, party state committees, and presidential candidates. The Elections Division prepared and printed ballots for each city and town in the Commonwealth for the Presidential Primaries, totaling more than 2,500 different ballot styles across the Commonwealth for four party primaries.

To ensure that Massachusetts citizens who were serving in the armed forces or residing overseas would be able to participate in the March 3, 2020 Presidential Preference Primaries, the Elections Division coordinated with the Federal Voting Assistance Program and local election officials. In total, 1,700,087 ballots were cast in the Presidential Primaries. The Elections Division compiled and published the certified results of the Presidential Primary from 351 municipalities and transmitted those results to the political parties.

In addition to the Presidential Primaries, the Elections Division also administered five special primaries and elections, with four of those special elections being rescheduled due to the COVID-19 pandemic.

The Elections Division also began preparations for the 2020 State Primaries and State Election, which included preparations in anticipation of expanded voting by mail. The Elections Division communicated with representatives from the United States Postal Service regarding options for cities and towns mailing and receiving ballots and worked with the Post Office to open postal accounts for each of the 351 city and town election offices.

The Elections Division also prepared for the 2020 primaries and elections through the processing of nomination papers for candidates. Offices appearing on the ballot in 2020 were Electors of President and Vice President, Senator in Congress, Representative in Congress, Governor's Councilor, State Senator, State Representative, and Register of Probate, as well as other district and county offices. During FY 2020, candidates for the above offices submitted the necessary paperwork to the Elections Division, which certified their names for ballot placement. The Elections Division adapted quickly to changes in signature requirements

for candidates as a result of accommodations made by court order due to the pandemic.

Throughout FY 2020, the Elections Division prepared and processed initiative petitions for eleven proposed ballot questions. The Division counted 499,521 signatures submitted for six potential ballot questions.

Other activities conducted by the Elections Division in FY 2020 included training of local election officials and poll workers, assisting local election officials in adapting to emergency COVID-19 procedures and administering elections during a pandemic, and preparing and providing other election materials, including forms and envelopes, to local election officials as required by law.

Lobbyist Division

One Ashburton Place, Room 1719

Boston, MA 02108

617-727-9122

Email: lob@sec.state.ma.us

Website: www.sec.state.ma.us/lob

The Lobbyist Division is responsible for the oversight and enforcement of lobbyist registration and disclosure reporting. The Lobbyist Division functions to ensure that lobbyists register with this office when required, and that the registered lobbyists and clients fully disclose all information required by the Massachusetts Lobbying Law.

The Lobbyist Division has

- Processed over 9,469 transactions relating to lobbyist registration and disclosures totaling over;
- Collected \$807,415 dollars in fees (includes registration fees and late fees) ;
- Implemented enhancements to the Lobbyist Registration and Reporting System;
- Responded to a high volume of daily telephone and email inquiries regarding the Lobbying Law;
- Responsible for reviewing disclosure reports for compliance with the Lobbying Law, reports filed biannually;
- Coordinated and set up registration and disclosure assistance on a one on one basis for filers.

Massachusetts Archives

220 Morrissey Boulevard
Boston, MA 02125
(617) 727-2816
Email: archives@sec.state.ma.us
Website: www.sec.state.ma.us/arc

DIVISIONAL OVERVIEW

The Massachusetts Archives, a division of the Office of the Secretary of the Commonwealth, manages, preserves, and makes accessible the permanent, non-current, records of state administration. Such records have been created since colonial times by the legislative, judicial and executive branches – the latter including the governor, other constitutional officers, and state agencies and commissions. Collections at the Massachusetts Archives document the structure and basis of state government, and the basis, form, and function of state law, record keeping, and services.

Accessions

The Massachusetts Archives accessioned 500 cubic feet of records in FY20. Supplementing this total are an additional 1534 cubic feet of records transferred to the Archives from the Office of the Massachusetts National Guard. Physically transferred in April 2018, these records were subject to evaluation and processing by the Archives curatorial staff, and were not reflected in annual statistics in previous reports. With this work now completed, they are represented here. Accessioned records at the close of FY2020 total 29,179 cubic feet.

Internal Projects And Collaborative Agreements

New Collections Agreements

The Massachusetts Archives and the Department of Recreation and Conservation (DCR) are working on an agreement that would transfer all non-active, permanent records currently stored at DCR's Danvers Office to the Massachusetts Archives on Columbia Point. A draft Memorandum of Agreement has been put forth for consideration, and officials from both parties are currently evaluating next steps.

Coordinated Statewide Emergency Preparedness Massachusetts (COSTEP MA)

The Coordinated Statewide Emergency Preparedness in Massachusetts (COSTEP MA) network remained active during this reporting period. COSTEP MA refreshed its website, which included modernizing the website's appearance, reorganizing site resources, and streamlining blog content. COSTEP MA also increased its social media presence with the creation and administration of a Twitter account (@COSTEPMA). COSTEP MA organized the Resilience Symposium for Cultural Institutions, which was a full-day experience held in person at the Massachusetts Emergency Management Agency's headquarters in Framingham on September 10, 2019. There were 70 attendees representing cultural heritage and emergency management institutions. In early 2020, 3 task forces were convened to plan the following: a virtual tabletop exercise

scheduled for Fall 2020, a webinar focused on hurricane season 2020, and the publication of a Climate Resilience Guide for cultural heritage institutions.

REFERENCE SERVICES

Despite the challenges of the COVID-19 pandemic, the Massachusetts Archives remained open to the public to continue offering reference services to our patrons. Despite a sharp decrease in foot traffic, we still had 1,020 researchers visit the Archives Reading Room during FY 2020, and 425 of those individuals were first-time researchers getting registered with the Archives. The staff retrieved approximately 850 units of archival records from the vaults for onsite research and more than 4,000 reels of microfilm for patron usage.

The reference staff answered more than 5,000 phone questions and 3,000 e-mail inquiries over the course of the year, and received approximately 1,200 research requests through the mail. Inquiries arrived from all corners of the world. More than three quarters of these requests were from individuals living outside of Massachusetts, including other states in America, as well as Canada, Europe, and South America.

The Reference Staff certified 2,160 birth, marriage, and death records for patrons replacing lost copies, applying for dual citizenship, or building family trees. Digitization of the latest increment of vital records, 1921-1925 has continued through the Fiscal Year and the collection is still receiving heavy use.

45 architects and preservation planners arranged to view architectural plans at the Archives. An ongoing project to digitized and index the card catalog to this collection on our Digital Repository is increasing accessibility and providing new opportunities for searching that were not possible before, so we're anticipating even more requests moving forward.

This year the military archivist has responded to 453 military reference requests via phone and e-mail. Due to the COVID-19 pandemic there have been only a handful of in-person visits. Several ongoing projects throughout the year include researching records for the Braintree Historical Society's "Braintree Remembers" WWI memorial project, conducting research on State Guard companies for a Massachusetts State Guard in WWII print publication, and preparing reports for the National Guard Historical Services Branch on campaign streamer credits for units recently deployed overseas. In addition, the military archives continues to receive new acquisitions of adjutant general records from the National Guard.

In collaboration with the Massachusetts Supreme Judicial Court, two full-time judicial archivists assist the reference staff with requests related to court records. Judicial Archivists began tracking electronic requests in September 2019, responding to more than *1100 e-mail inquiries* through June 2020. With an increased focus on remote reference due to COVID-19 restrictions, this involved digitally reproducing more than *750 separate items* from the judicial archives collection. Collaboration with Massachusetts Archives staff regarding mail-in requests for court records increased in the second half of fiscal year 2020, and metrics for these requests will be recorded for fiscal year 2021. Case files for the Sacco and Vanzetti trials continued to be digitized through a partnership with Digital Commonwealth. This project is scheduled to be completed and made available to the public in fiscal year 2021. A collection guide for the judicial archives materials was added to the Massachusetts Archives website, providing users with online access to high-level record series information. Additional details will continue to be added to this guide and the archives' collection management system to further enhance access to Massachusetts court records.

DIGITAL RECORDS PROGRAM

Archival Collection Management System (ACMS)

The Archives continued its use of Re:Discovery Proficio for the management of collection data for both physical and digital materials. Digital Archives staff continued to coordinate with the Quality Control and Accessions Archivist to update pdf finding aids on the Archives' website following a six month review schedule. The Archives transitioned to utilizing Proficio for tracking internal Archives information that was held in Microsoft Access databases, which were retired at the end of 2019. This information included accessions information, reference library resources, and item-level indexing for various archival series. The Archives is on schedule to have box level records for all series by the end of FY21. Digital Records staff also assisted in creating a separate directory for SJC materials held in trust by the Archives through its new agreement with the SJC Archives.

Trusted Digital Repository System (TDR)

Digital Archives staff spent FY20 working with the Secretary's IT Office to investigate the process for upgrading the Preservica repository tool to the 6.0 Enterprise Edition version. The update is currently pending a database upgrade to SQLServer 2016. The Preservica repository maintained over 252,500 digital files (up from 160,000 during the previous reporting period), including documents, still images, and videos that were designated as permanent records of the Commonwealth. New collections ingested during the reporting period included:

- 1917 Death Certificates
- Quabbin Reservoir cemetery photographs, 1928-1945
- Massachusetts Cultural Council Folk Arts and Heritage Collection
- Oral Histories with Senate Presidents and Minority Leaders
- MEMA COVID-19 daily updates
- Several Deval Patrick Administration series
- Records Management and Grant Writing Trainings

The front-end digital repository (digitalarchives.sec.state.ma.us) had over 7,400 unique users between July 1, 2019 and June 30, 2020. The most-viewed series in the front-end was Registers of vital records, 1841-1925.

Versatile Records Retention System

Digital Archives staff provided extensive support for records management both at the state and municipal levels, including a summer 2019 training at the Massachusetts Town Clerks Association (MTCA) annual conference. An update to the Municipal schedule was rolled out for review in January and implemented in March, 2020. The Records Management Unit launched a newsletter in March, 2020 which was received very positively.

Versatile Professional

The Archives began the process of incorporating archival records into the Versatile Professional management system, which tracks information about records series held in the Records Center. All new Archives vault spaces were built in the system.

LABBB C.A.M.P. (Creating Access Metadata Project)

The Archives engaged in the second year of its partnership with the LABBB Educational Collaborative to provide a transitional work experience for young adults with special needs. The project employed 11 students and they created metadata for over 26,800 architectural plans index cards (up from 7,800 completed during the last reporting period).

Staffing and Outreach

Veronica Martzahl, Digital Archivist, continued to work remotely. Ms. Martzahl divided her time between records management, digital preservation and procurement support. Ms. Martzahl continued her participation in the office beyond digital preservation by serving on the COSTEP MA Executive Committee, serving as Deputy Coordinator on the State Historical Records Advisory Board, and contributing to the Council of State Archivists (CoSA) State Electronic Records Initiative.

Alejandra Dean, Assistant Digital Archivist, continued to facilitate the ingest of content to the Digital Archives repository, which included overseeing the completion of item-level metadata for ingested permanent records. Ms. Dean continued her participation in the office beyond digital preservation by serving as the co-chair of the COSTEP MA Executive Committee, serving on the State Historical Records Advisory Board, and contributing to the Council of State Archivists (CoSA) State Electronic Records Initiative.

Digital Archives staff performed digital preservation and records management outreach to local, state, and national audiences, including presenting at the 2019 annual National Association of Government Archives and Records Administrators (NAGARA) conference, presenting at the annual Massachusetts History Conference, and speaking at Simmons University School of Library and Information Science archives classes.

Digital Archives staff supervised one volunteer to assist with item-level cataloging for 1917 death certificates and two Digital Interns (Northeastern co-op students) during the reporting period.

COMMONWEALTH MUSEUM

Over the past year the Commonwealth Museum has adapted its programming to emphasize online and remote presentations during the Covid pandemic. The museum has also remained open to the public on a limited basis.

Virtual Field Trips

We have developed several new offerings for teachers and students and have adapted existing programs for presentation through zoom and google. These include:

- A documentary style tour of the museum that highlights major themes as well as individuals and

issues that are included in Massachusetts curriculum frameworks.

- A detailed museum tour in a format similar to real estate advertisements that allow a visitor to explore each room and select areas for closer inspection. This allows teachers and students to examine the galleries in detail, including focus on individual documents.
- A Quiz Show format that allows students to answer questions about Massachusetts history. As each section is completed a structure is assembled using “popsicle” sticks. When the quiz is complete a “click” brings the structure down (similar to falling dominos).
- Classroom programs on the Massachusetts state symbols and the Boston Massacre are offered remotely. Students are sent a pattern for making colonial tricorne hats at home or in class. They then re-enact the trial of British soldiers after the Boston Massacre with roles for judges, witnesses and soldiers, as well as prosecutors and defense attorneys (particularly John Adams).
- Teachers who have come to the museum in person in previous years have been participating and we estimate that the programs will serve approximately 3,000 students and adult visitors this academic year. Remaining in contact with teachers should facilitate resumption of in-person field trips when conditions allow.

On-line Lectures

To serve adult audiences the museum is presenting online lectures. These include a program about Sacco and Vanzetti for the World War I Museum in Kansas City and a similar presentation for a continuing education program at the University of Massachusetts, Boston. A lecture about the 400th anniversary of the Plymouth Colony and its counterpart, the Massachusetts Bay Colony, was presented to the Medford Historical Society and the Partnership of Historic Bostons. One hundred and twenty people “attended.” Another program about the history of Women’s Suffrage was presented jointly with Suffrage100MA for the Forbes Library in Northampton, MA. Upcoming presentations include “Civil War Massachusetts.”

Social Media

Museum staff and Northeastern University co-op students have upgraded our Social Media presence with more frequent posting on Facebook, Instagram and Twitter. This has included use of new technology that allows the creation of more professional, documentary type presentations. These became frequent offerings during Black History Month and Women’s History Month. For younger children, there have been readings and book reviews, including a presentation of Longfellow’s poem “Paul Revere’s Ride” with permission from a publisher to include illustrations from a popular children’s book version.

Suffragist of the Month

We have continued to develop panels highlighting women who played a prominent role in the ratification of the Nineteenth Amendment. In collaboration with Suffrage100MA, we have established a review process that has involved authors, museum directors, and descendants of prominent figures in the movement.

Suffrage100MA has over two hundred member organizations and the program increases awareness of the Commonwealth Museum.

Lobby exhibits

Because the exhibit area in the upstairs lobby is currently closed to the public, we have not presented new exhibits this year. Two exhibits will be ready for installation when the museum fully reopens. “A Tale of Two Colonies” was prepared in anticipation of the 400th anniversary of the Plymouth colony. It has been completed and is ready for printing and display. Similarly the Suffragist of the Month panels will be consolidated into a lobby exhibit. They were intended to commemorate the one hundredth anniversary of the Nineteenth Amendment.

Massachusetts Historical Commission

220 Morrissey Boulevard
Boston, Ma 02125-3314
(617) 727-8470
Email: mhc@sec.state.ma.us
Website: www.sec.state.ma.us/mhc

The Massachusetts legislature established the Massachusetts Historical Commission in 1963 to identify, evaluate, and protect the significant historic and archaeological assets of the commonwealth. The MHC is the state historic preservation office (SHPO) and the Office of the State Archaeologist and has a staff of architectural historians, preservation planners, historians, architects, geographers, and archaeologists distributed among three divisions: preservation planning, technical services, and grants.

The Preservation Planning Division and the State Archaeologist maintain the Inventory of Historic and Archaeological Assets of the Commonwealth, which is the foundation for most preservation activities. Staff of the Preservation Planning Division act as liaison to local governments to help with local preservation initiatives such as local historic districts, preservation bylaws, local historical commissions, and the Certified Local Government program. The MHC administers the National Register program in Massachusetts and is a national leader in nominating properties. The Preservation Planning Division maintains the State Register of Historic Places, which is the master list of all designated properties in the Commonwealth.

When funds are available the MHC's grants division administers the Massachusetts Preservation Projects Fund, a matching grant program for historic and archaeological properties owned by municipalities or nonprofit organizations. Survey & Planning grants provide matching federal funds to Certified Local Governments and other qualifying organizations for preservation projects including preparing community architectural and archaeological surveys, preservation plans, historic district design guidelines, and National Register nominations.

The Technical Services Division manages both the Federal Investment Tax Credit program and State Historic Rehabilitation Tax Credit. As the SHPO, the MHC consults with federal agencies in reviewing federal projects for their effects on significant historic and archaeological properties. The MHC has similar authorization under state law to comment on projects that are licensed, permitted, or funded by a state agency.

The State Archaeologist oversees archaeological excavations on public lands and issues permits for excavations to ensure that archaeological resources are properly excavated and conserved. The State Archaeologist sponsors Massachusetts Archaeology Month every October and oversees the curation and exhibit of archaeological collections through the Commonwealth's Archaeological Curation Center at the MHC.

Survey, Preservation Planning, and Local Government Assistance

Ongoing enhancements to the MACRIS (Massachusetts Cultural Resources Information System) on-line database continue to improve the public's ability to search and access MHC's state-wide inventory of historic properties via the internet. In FY20, MHC continued to create and link digital-format versions of new and updated inventory forms and National Register nominations to the searchable MACRIS on-line database as they are received and processed into MHC files. MHC also continued to update its statewide Geographic Information System (GIS) data on the location of historic properties and archaeological sites in the statewide inventory, and to make this data publicly accessible through its GIS web site, MACRIS Maps, with access to protected archaeological site data available to staff and approved authorized external users only.

During FY20, assistance to city and town governments, in particular, the local historical commissions, historic district commissions, and local historic district study committees, was provided regularly throughout the year via phone and email. On-site regional training workshops were held in Worcester, Dartmouth and North Attleborough on Preservation Plans and Demolition Delay. These were during the first half of the fiscal year. When the pandemic shut down all gatherings, training opportunities switched to virtual meetings. These were held in cooperation with Preservation Massachusetts, Berkshire Regional Planning Commission, Franklin Regional Council of Governments and the Pioneer Valley Planning Commission. During the early months of the pandemic, Preservation Massachusetts hosted over 15 virtual conversations. These were largely attended by local historical commission members. MHC staff participated in these weekly conversations, answering relevant questions. Local Historic Districts in the municipalities of Easton, Lincoln, Medford, Northbridge and Wellesley were reviewed for consistency with state law and office guidelines. Office project involvement included a new preservation plan for the city of Beverly, a guidebook underway on the building code and reviewing the application from the town of Dedham to become a Certified Local Government.

Survey and Planning Grants

In FY20, MHC staff successfully managed 16 projects representing a pass-through of \$216,970 in matching federal funds to local communities in the federal FY19 statewide Survey & Planning Grant round, representing 12 neighborhood and communitywide historic properties surveys, one National Register nomination, one communitywide historic preservation plan, one communitywide archaeological reconnaissance survey, and one architectural conservation district study report. In addition, MHC awarded 15 new projects representing a pass-through of an additional \$229,375 in matching federal funds to local communities in the federal FY20 Survey & Planning Grant round, including 14 neighborhood and communitywide historic properties surveys, and one design guidelines update project.

National Register of Historic Places

MHC's National Register of Historic Places program continued to maintain a high level of new designation activity and continued to fund the editing and preparation of National Register nominations. During State FY20, 23 new nominations were brought to the State Review

Board, including National Register districts in Dudley, Salem, Somerset, and Worcester. For both Dudley and Somerset, these were the community's first large nominations of historic village centers. Also among the nominations were the Malcolm X-Ella Little Collins House, in the Roxbury section of Boston, the only surviving residence associated with Malcolm X's formative years and with his sister Ella Little Collins; the Fowler-Clark-Epstein Farmstead in the Dorchester section of Boston, a rare agricultural property retaining its farmhouse and barn, farmed since the late 18th century and now the headquarters of the Urban Farming Institute; and the Olney Cook Artisan Shop in Mendon, built in 1839 as a glaziers shop and an intact example of the type of modest artisans workshop once common in many Massachusetts towns but largely vanished today. MHC directly funded work on several National Register nominations during State FY20, including additional work on the Malcolm X-Ella Little Collins House nomination to incorporate very recent scholarship, and completion of a nomination for the *Mayflower II*, which returned to Plymouth in 2020 after several years of repairs and refurbishment at Mystic Seaport, Connecticut.

State Historic Rehabilitation Tax Credit

The state tax credit for rehabilitation of historic properties was originally implemented in FY04 and has continued into FY20. The state tax credit program has been extended by the Legislature to expire December 31, 2022. The annual cap of \$50 million was increased to \$55 million a year under Chapter 99 of the Acts of 2018 Sections 10 and 18, which was enacted into law in May 2018. This program operates on the calendar year (tax year), during which there are three application cycles (in January, April, and August). The MHC reviewed 715 applications in State FY20 (Rounds 46, 47, and 48). In Round 48, the total requests amounted to over \$301 million in state historic tax credits, which was not possible to award because of the annual cap.

Federal Historic Rehabilitation Tax Credit

The MHC, as the office of the State Historic Preservation Officer, reviews and comments on applications made for federal historic rehabilitation tax credits, and forwards the applications to the National Park Service with written recommendations. The MHC reviewed 75 new federal tax credit projects during federal fiscal year 2020 (October 1, 2019 – Sept. 30, 2020).

Review and Compliance

The number of projects reviewed in Review and Compliance continues at high levels. As the office of the State Historic Preservation Officer, the MHC continued its review in a timely manner of projects funded, licensed, or permitted by federal agencies in compliance with Section 106 of the National Historic Preservation Act (36 CFR 800). Similarly, the MHC continued its review of state projects under the state historic review regulations (950CMR71) in a time-sensitive manner. End-of-the year statistics of the number of projects reviewed by MHC are compiled on the federal fiscal year. The MHC reviewed 2,325 federal projects and 7,214 state projects between October 1, 2019 and September 30, 2020.

Preservation Restrictions

MHC staff continued to review, comment on, and approve preservation restriction agreements under the statutory authority of M.G.L. Chapter 184, section 32. The volume of preservation restriction agreements requiring approval remains high, particularly as municipalities require protective restrictions as a condition of the awarding of local Community Preservation Act grants, and of the granting of local variances and permits in a variety of planning, zoning and development contexts involving historic properties and sites. MHC continued to provide technical assistance to property owners, municipalities, and non-governmental restriction-holding organizations on issues related to the development of preservation restrictions.

Massachusetts Preservation Projects Fund

For State FY20 (MPPF Round 25), the MHC received 29 applications with total requests for funding of \$1.4 million. Actual awards for MPPF Round 25 and FY20 Emergency MPPF combined were 27 projects totaling \$1.1 million. Due to the COVID-19 public health emergency, ANF approved a one-time change in policy. The capital spending projects delayed in FY20 were extended through FY21. State FY21 (Round 26) is the next year of MPPF funding pending authorization.

Archaeology

The MHC, as the office of the State Archaeologist, continued to oversee archaeological excavations in the state, issue State Archaeologist's permits to qualified professional archaeologists, and manage the curation of state-owned archaeological collections. The MHC has recognized the success of organizing Archaeology Month as an appropriate venue for educating the public about archaeology. October 2019 was designated Archaeology Month with its theme being *Uncovering the Past*. Over 60 events were held across the state.

In addition, MHC's website continues to maintain "MHC's Archaeological Exhibits Online" found at: www.sec.state.ma.us/mhc/mhcarchexhibitsonline/ and additional archaeology resources and popular reports at <http://www.sec.state.ma.us/mhc/mhcarch/archidx.htm>.

Public Records Division

One Ashburton Place, Room 1719

Boston, MA 02108

(617) 727-2832

Email: pre@sec.state.ma.us

Website: www.sec.state.ma.us/pre

The Public Records Division consists of a Legal Section, Boards and Commissions Section and a Records Management Unit. The Legal Section assists the Supervisor of Records in administering the Massachusetts Public Records Law. The Legal Section also reviews requests for authorized use of the Great Seal of the Commonwealth as well as its Coat of Arms. The Boards and Commissions Section maintains records of governor appointments, certifies official signatures, administers oaths of office and files information submitted by clergy and other officiants seeking authorization to solemnize marriages in the Commonwealth. The Records Management Unit assists cities and towns in the Commonwealth on issues associated with retention and storage of government records.

Legal Section

Under the authority of the Supervisor of Records, the Legal Section annually:

- Processes and opines on appeals from petitioners denied access to government records by state and municipal agencies, including follow-up after closing each administrative appeal;
- Answers thousands of questions each year involving interpretation of the public records statutes and regulations; and
- Provides training to government employees and their agents throughout Massachusetts.

The Boards and Commissions Section

- The Boards and Commissions Section annually:
- Tracks the appointments of notaries public in Massachusetts;
- Administers the oaths of office to notaries, justices of the peace and other state appointments;
- Maintains records related to appointments to various boards and commissions;
- Prepares certifications of official signatures;
- Reviews and accepts information by in-state and out-of-state clergy requesting authorization to solemnize marriages in the Commonwealth, as well as one day solemnizations; and
- Keeps certain records of city and town clerks, local options, housing and redevelopment authorities and commissioners to qualify.

The Records Management Unit

The Records Management Unit operates under the authority of the Supervisor of Records, assisting state and local government entities in creating, managing, securing, and preserving records needed to conduct business and protect the rights and obligations of citizens and government.

Annual Update – July 1, 2019-June 30, 2020

What follows is a summary of some of the accomplishments and initiatives of the Public Records Division.

The Legal Section

- Issued over 2,200 determinations concerning access to public records;
- Opened and resolved 130 petitions from records access officers relating to fees, time extensions or relief of the obligation to provide records;
- Led seminars concerning the Public Records Law to government offices and associations;
- Issued 5 advisories on the proper use of the State Seal, Coat of Arms and Flag of the Commonwealth;
- Received and filed 11 Security Breach notifications from state agencies pursuant to chapter 93H of the General Laws;
- Reviewed and provided comments to the legislature and its committees on draft legislation;
- Received filings from 138 different state agencies containing information about 14,352 public records requests received by these state agencies in calendar year 2019.

The Boards and Commissions Section

- Received:
 - \$755,121 in connection with Notary Public registrations, verifications and name changes;
 - \$383,964 in connection with certification of documents;
 - \$11,750 in connection with Justice of the Peace registrations; and
 - \$138,155 in connection with Solemnizations to Perform Marriage
- Certified over 6,900 One Day Solemnization applications through the online One Day Solemnization application system.

The Records Management Unit

- Provided on-site record management trainings or conducted records management and security surveys for municipalities;
- Provided records management trainings at meetings of municipal officers associations;

- Provided assistance to Public Records Division staff attorneys during public records request appeals investigations as well as follow-up services after resolution of the appeal including records management trainings or surveys;
- Provided assistance to municipal officials seeking to dispose of public records, approving hundreds of appropriate requests for destruction of records;
- Provided records disposition, recovery, and preservation assistance to numerous communities following flooding, burst pipes, minor fires, vermin and mold infestations;
- Provided preservation assistance; and
- Provided support for activities of the Coordinated Statewide Emergency Preparedness (COSTEP) joint initiative.

Registries of Deeds

One Ashburton Place, Room 1710
Boston, MA 02108
(617) 727-7089
Website: www.sec.state.ma.us/rod

The Secretary's responsibility over the Registries of Deeds includes general direction, operational procedures, and budgetary oversight subject to appropriation. The following 13 Registries of Deeds act under the auspices of the Secretary of the Commonwealth: Northern Berkshire, Middle Berkshire, Southern Berkshire, Northern Essex, Southern Essex, Franklin, Hampden, Hampshire, Northern Middlesex, Southern Middlesex, Suffolk, Northern Worcester, and Worcester.

The Register of Deeds is responsible for maintaining a permanent, public record of all property drawn legal documents submitted by the public relative to real estate, including deeds, mortgages, surveyor and architect plans, liens, certificates of title and other records affecting title of property. The Register of Deeds is an elected official with a term of six years, and by virtue of the office is also an Assistant Recorder of the Massachusetts Land Court. All deed transactions recorded in the Land Court section of the Registry of Deeds pertain to registered land, the title of which is insured by the Commonwealth.

- FY 20 Gross Revenue to General Fund: \$175,746,568.53.
- Registries remained open for business during Covid.
- Electronic recording expanded from 50% of all recordings to 80% and up.
- Rolled out a VPN/ Laptop solution to allow for flexibility of the workplace. This was a necessary step with the ever changing protocol's from CDC regarding worker safety.
- Business Continuity Plans were implemented and allowed for continuity for the public and our workers.
- Adapted work spaces to meet with all mandates; spacing, plexi-glass, masks, sanitizer, disinfecting and cleaning of the work place – to name a few.
- Worked on keeping Registries functional and our employees and the public safe was our goal and was met with great success during the fiscal year.

Securities Division

One Ashburton Place, Room 1701

Boston, MA 02108

(617) 727-3548, Toll Free: 1-800-269-5428 (in Massachusetts only)

Email: securities@sec.state.ma.us

Website: www.sec.state.ma.us/sct

Corporate Finance Section

Corporate Finance Staff: 5

Filing Type	Number of Filings	Filing Fee Amount
Exemption		
14.402(B)(13)(i)	171	\$111,000.00
14.402(B)(13)(l)	3,550	\$2,203,145.00
402(b)(11)(B)	3	\$300.00
402(b)(9)(B)	20	\$6,050.00
B13A	22	\$6,600.00
Sub Total	3,766	\$2,327,095.00
Notice		
Closed End - Electronic	46	\$19,800.00
Closed End - Paper	165	\$85,000.00
Face Amount Certificate Company - Paper	1	\$1,250.00
Open End - Electronic	12,134	\$15,691,250.00
Open End - Paper	12,449	\$16,177,500.00
Unit Investment Trust - Paper	1,327	\$995,250.00
Sub Total	26,122	\$32,970,050.00
Registration		
by Coordination	112	\$154,350.00
by Qualification	66	\$57,187.63
Sub Total	178	\$211,537.63
U-2		
None	3,453	
Sub Total	3,453	
Total Filings	33,519	\$35,508,682.63

Registration, Inspections, Compliance & Examinations (RICE) Section

RICE Staff: 9 (*two attorney positions have not been filled as of 7/1/20)

Investment Adviser Examinations TOTAL Exams	66	Average AUM examined
Total Assets Under Management Examined	\$1,552,398,202	\$23,521,185
Registrations - Broker-Dealers (BD)		
Broker-Dealers with an Approved status	1,940	
Broker-Dealers with a No Status status	36	
Broker-Dealers with a Conditional Restricted status	0	
Broker-Dealers with a Limited status	0	
Broker-Dealers with a Termination Requested status	9	
Non-FINRA Broker-Dealers	2	
Non-FINRA Broker-Dealer Agents	10	
Terminated Non-FINRA Broker-Dealers	0	
# of Effective Broker-Dealer Organizations	1,949	% of BDs Home State MA
# of Effective Broker-Dealer Organizations with home address in Jurisdiction	127	6.52%
# of Effective Broker-Dealer Organizations with home address outside of Jurisdiction	1,822	
# of Broker-Dealer branches in Jurisdiction for Effective Broker-Dealer Organizations with home address in Jurisdiction	911	
# of Broker-Dealer branches in Jurisdiction for Effective Broker-Dealer Organizations with home address outside of Jurisdiction	2,662	
Registrations - Broker-Dealer Agents (AG)		
# of Effective Agents Individuals	192,292	% of BD Agents Home State MA
# of Effective Agents Individuals Residing in Jurisdiction	15,894	8.27%
# of Effective Dual Agents/Investment Adviser Representatives Individuals	6,682	
# of Effective Dual Agents/Investment Adviser Representatives Individuals Residing in Jurisdiction	4,420	
Broker-Dealer Agents with an Approved status	193,271	
Broker-Dealer Agents with a Restricted Approval status	0	
Broker-Dealer Agents with a Pending status	193	
Broker-Dealer Agents with a Termination Requested status	38	
Broker-Dealer Agents with a Deficient status	680	
Broker-Dealer Agents Terminated without Registration	939	

Registrations - Investment Adviser Firms (IA)		
# of Effective Investment Adviser Firms Registered Organizations	879	% of IA Firms Home State MA
# of Effective Investment Adviser Firms with home address in Jurisdiction	667	75.88%
# of Effective Investment Adviser Firms with home address outside of Jurisdiction	212	
Investment Advisers with a Termination/Withdrawn Requested status	12	
# of Effective Investment Adviser Firms Notice Filed Organizations	2,690	% of Notice Filed IA Home State MA
# of Effective Investment Adviser Firms Notice Filed with home address in Jurisdiction	586	21.78%
# of Effective Investment Adviser Firms Notice Filed Organizations with home address outside of Jurisdiction	2,104	
Investment Advisers with a Notice Filed Received/Reviewed status	2,650	
Investment Advisers with a Notice Filed Removal Requested at End of Year status	40	
Investment Adviser Brochures New Brochures Submitted	527	
Investment Adviser Brochures amended brochures submitted	2,207	
Investment Adviser Brochures retired	982	
# of Investment Adviser Brochures with a Delivered status	1,560	
# of Investment Adviser Brochures with a Pending status	3	
# of Investment Adviser Brochures with an Accepted status	154	
Registrations - Exempt Reporting Advisers		
# of ERA-Active Organizations	288	% of Exempt Reporting Advisers Home State MA
# of ERA-Active Organizations with home address in Jurisdiction	248	86.11%
# of ERA-Active Organizations with home address outside of Jurisdiction	40	

Registrations - Investment Adviser Representatives (IAR)		
# of Effective Investment Adviser Representatives	10,654	% of IA Representatives Home State MA
# of Effective Investment Adviser Representatives Residing in Jurisdiction	7,107	66.71%
# of Effective Investment Adviser Representatives Registered with State-Registered IA Organizations	1,304	% of IAR with MA State Reg IA
# of Effective Investment Adviser Representatives Registered with Notice Filed IA Organizations	9,473	12.24%
# of Investment Adviser Representatives with a Deficient status	118	
# of Investment Adviser Representatives with a Termination Requested status	27	
# of Investment Adviser Representatives with a Pending status	121	
# of Investment Adviser Representatives with a Restricted Approval status	138	
Registrations - Issuer Agents		
Issuer (Firms) With Agents	33	
Issuer-Agents	85	
Terminated Issuer (Firms)	2	
Terminated Issuer-Agents	5	

Enforcement Section

Enforcement Staff: 7

Total Complaints	498
Total # of Inquiries & Referrals	409
Total # of Investigations	89
Total # of Inquiries (closed)	260
Total # of Investigations (closed)	129
Total Complaints filed	11
Total Consent Orders filed	9
Total Fines	\$2,457,872.02
Total Restitution	\$669,339.93

State House Tours Division

State House, Room 194

Boston, MA 02133

(617) 727-3676

Email: mastatehousetours@sec.state.ma.us

Website: www.sec.state.ma.us/trs

The mission of the State House Tours Division, pursuant to the Massachusetts General Laws, in the Acts of 1968, Chapter 714 is to provide for guided tours of the Massachusetts State House.

The Tours Division offers two distinct tours – the general architectural/historical tour, and the legislative process tour. We can do highlight tours catering to special needs, international visitors or other related requests.

The Tours Division serves as a central information desk and phone line for visitors and citizens regarding Boston or State House history and local tourist information, resources and information on state government and the various government agencies. We provide various brochures on related topics and foreign language translations as well as large print and braille translations. Based on updated visitation trends to Boston we added a new written translation of our tour in Korean. We also recently added a new translation in Dutch.

The Tours Division administers a thriving volunteer program which trains volunteer guides- both adults and students- how to conduct tours and serve as a liaison between legislators and their constituents. We currently have enrolled 20 adult volunteers who serve September through May (thru increased recruitment efforts we added 3 new members to the adult volunteers) and 90 student volunteers who serve mostly during the summer (June – August) which is our busiest season for tourists. We sponsor continuing education tours for our volunteers to the John Adams Courthouse and other related Freedom Trail sites. We provide recommendation/reference letters to all students who successfully complete the summer program.

The Tours Division runs a small gift/souvenir area known as the State House Gift Cart. Inventory is maintained to provide books on history, souvenirs and items related to the State House. The newest product is a full color paperback book on the fifty state capitols. We have seen an increase in number of visitors who specifically tour all of the state capitols. We also have several custom State House ornaments.

The second half of 2019 Visitation for the State House Tours Division was slightly down but not by much. This includes student field trip groups from MA and surrounding areas, local and international visitors, citizens and special guests. As we entered the year 2020 we experienced lighter visitation in January and February, then the global pandemic hit and the entire State House was shut down to the public. All schools were shut down and tourists stopped travelling. All visitation ceased. We were not able to host our volunteer tour guide program or summer internship program. However we heard from teachers that they would appreciate online resources; so our staff went into research mode and we have added to our online offerings such as informative videos and articles. Approximately each month we add new content. We have added two types of virtual tours to our website and plan more online resources. We staff all phones and emails and service many citizens looking for direct assistance with state resources.

State Publications and Regulations Division

State House, Room 117
Boston, MA 02133
(617) 727-2831
Email: regs@sec.state.ma.us
Website: www.sec.state.ma.us/spr

The State Publications & Regulations Division is comprised of the Regulations section and the State Bookstore.

The Regulations section edits and publishes the Code of Massachusetts Regulations while also publishing the Acts & Resolves, the *Massachusetts Register* and the two publications for state, county and local government bid notices entitled the *Goods & Services Bulletin* and the *Central Register*.

The State Bookstore sells all the state regulations (CMR) and many other state publications including election statistics, environmental documents and a state register of historic places. It also sells various Massachusetts themed souvenirs to accommodate the thousands of tourists who visit the state house each year.

Highlights/Accomplishments of FY20

- Edited and published 260 regulations filed by various state agencies.
- Published the *2018 Acts & Resolves* hardbound edition (2 volume set).
- FY20 revenue for the subscriptions of the *Massachusetts Register* and *Central Register* increased 1.5% and 3.1% respectively from previous FY.
- Percentage of transactions paid via check increased 48% from the previous FY.

It is important to note that due to the COVID 19 pandemic, the State House was closed to visitors the last few months of FY20 from mid-March to June 2020 which affected the revenues of the State Bookstore to some extent.

Regional Offices

Southeastern District Office

218 South Main Street, Suite 206

Fall River, MA 02721

(508) 646-1374

Email: isabel.kochman@sec.state.ma.us

Website: www.sec.state.ma.us/wso

The Southeastern District Office continually strives to provide excellent service to the citizens of MA on a wide variety of tasks. Due to the pandemic, fiscal year 2020 saw increased demand for services relating to corporations, public records (apostilles) and Citizens Information Services. Below is a list of services provided by this office:

Elections

- State election candidate information
- Provide nomination papers to candidates
- Filing of certified nomination papers
- Election laws and statistics
- Provide voter registration services
- Organize and participate in voter registration drives at area high schools

Corporations

- Good Standing Certificates
- Legal Existence Certificates
- Various Certificates
- Certified Copies
- Name Reservations
- Corporate database search upon request

Public Records

- Administer the oath of office to public officials, notaries, justices of the peace and governor appointees
- Certify signatures of public officials and affix apostilles and certifications to documents for foreign and domestic use

State Bookstore

- Sale of books and publications of the laws and regulations of MA (Code of Massachusetts Regulations & the Massachusetts General Laws)
- Provide and maintain current state publications

Citizens Information Services

- Handle incoming calls and requests for information regarding other state offices and agencies
- Provide free publications on various subjects of public interest and general information

The office also performs and assists at Naturalization swearing-in ceremonies in Bristol County.

The goal of the Southeastern District Office is to continue to provide the citizens of Massachusetts with the most updated information alongside excellent and prompt service whether by mail, phone, e-mail, or in person. We continue to improve our suite of services to make the office of the Secretary of the Commonwealth as user-friendly as possible.

Western District Office

436 Dwight Street, Room 102

Springfield, MA 01103

(413) 784-1376

Email: cathy.molta@sec.state.ma.us

Website: www.sec.state.ma.us/wso

Mission: To make the services of state government more accessible in a location convenient for residents of Berkshire, Franklin, Hampden, Hampshire, and western Worcester counties.

Public Records:

The Western Office administered the oath of office to public officials, notaries public, and justices of the peace. This office also certified the signatures of public officials and affixed apostilles to documents going out of the country.

Corporations:

The Western Office provided information over the phone about business entities doing business in Massachusetts. This data includes the date of incorporation, location, and the names of the officers. This office also provided certificates of Good Standing, Legal Existence, and Certified Copies as well as Name Reservations for Corporate Entities. Western office staff attended training sessions with the Corporations Division Director to provide support in processing corporate annual reports on-line.

Elections:

The Western office provided state election candidate information, nomination papers for those seeking office, election laws and statistics, and “how to” pamphlets on election procedures. We accepted nomination papers for filing from candidates seeking state offices. Voter registration forms are also available.

State Bookstore:

The Western office has several publications available for purchase as well as many informational pamphlets that are free of charge. We also maintain a current copy of the Code of Massachusetts Regulations.

Citizen Information Service:

We responded to several inquiries regarding many aspects of state government. We provided people with contact information and referrals to state agencies and programs and helped them find the proper office to help resolve their questions.

Outreach:

The Western Office had a booth at the Big E in West Springfield during the last two weeks of September of 2019. We conducted a voter registration drive there and registered over 250 people. We also gave away a number of informational pamphlets and maps from our different divisions within the office.