



A letter from Secretary Amore

To the RI Department of State team –

I decided to run for Secretary of State to tackle new challenges and do my best to leave a lasting, positive impact on our state and its residents. With the remarkable team at the Department of State by my side, I feel we are doing just that.

Each day in our office is incredibly busy, and the weeks and months fly by. Looking at this reflection document, it is clear that those days, weeks, and months were busy with hard work. We have accomplished so much together – from an unexpected Congressional election, followed by a presidential election, to designing and holding our first Civic Leadership Summit, to protecting and advocating for our state's founding documents and other historic treasures, to the continued modernization of our business offerings and provision of excellent customer service agency-wide, and so much more that is reflected throughout these pages, we have made an impact – and we're just getting started.

Together, we have worked each and every day to advance our mission and to serve Rhode Islanders by promoting transparent government, supporting businesses, and strengthening our democracy through a commitment to civic engagement, secure elections, and empowering voters.

Thank you to the entire team at the RI Department of State, including those who have moved on to new opportunities. I hope you'll enjoy this opportunity to reflect on your hard work and look ahead to what's still to come.

With gratitude,

Gregg M. Amore
Secretary of State

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Secure Elections And Empowered Voters

Hitting the Ground Running

With the first election of the Administration scheduled for 2024, the RI Department of State team looked forward to a year of settling in before administering an election. But the resignation of Congressman David Cicilline in February 2023 led to a special congressional election, the first of its kind since 1967. Thirty-five candidates declared for the open seat in the First Congressional District, leading to a September primary and November general election in which 111,097 voters participated.



- Hitting the Ground Running
- New Technology for Voters
- Securing our Elections
- Collaboration with Election Officials
- Elections in the Community

2024 ELECTION CYCLE: BY THE NUMBERS

DECLARED CANDIDATES

3,590

INCLUDES PRIMARY, GENERAL, AND COMMITTEE CANDIDATES **VOTER TURNOUT**

81,781

PRIMARY

517,213

GENERAL ELECTION

MAIL BALLOTS SENT TO VOTERS

15,305

PRIMARY

57,251

GENERAL ELECTION

Apply for your mail ballot

Use our online application portal or fill out a paper form.

ONLINE MAIL BALLOT APPLICATION DATA

2023

2024

6,500

43,637

New Technology for Voters

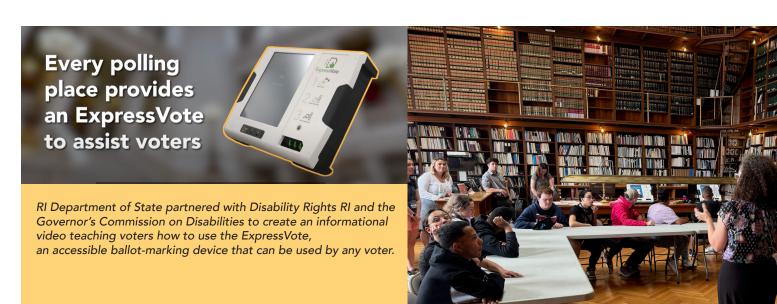
The unexpected election gave the Elections team the opportunity to use the new Online Mail Ballot Application before the 2024 presidential election. In 2023, more than 6,500 individuals requested their mail ballot using the online tool, and by the 2024 election, that number grew to 43,637.

The Online Mail Ballot Application wasn't the only new technology the Elections team debuted in the first two years of the Administration. Voters requiring assistance to complete their ballot, such as a screen reader, can now do so entirely independently thanks to the Omni Ballot online return technology. The Omni Ballot enables voters to use their own assistance technology and return

their ballot privately and securely using a unique PIN.

Ahead of the 2024 election, the RI Department of State partnered with Disability Rights RI and the Governor's Commission on Disabilities to create an informational video teaching voters how to use the ExpressVote, an accessible ballot-marking device that can be used by any voter. The Elections team also visited at least 17 school and community groups to demonstrate how to use the ExpressVote. For the 2024 election, nearly 8,000 voters requested a mail ballot due to an inability to access the polls due to illness, disability, or mobility challenges. The RI Department of State is proud to provide Braille, tactile, and other forms of accessible ballots to voters who request them. The Voter Turnout Tracker also continued to evolve in the 2023 and 2024 elections, as the Director of Data Analysis added historic turnout information by vote type for the first time. The Voter Turnout Tracker is an invaluable tool, especially during early voting, for election officials, campaign teams, members of the media, and so many others. During the early voting period for 2024 general election, the Voter Turnout Tracker had over 24,000 page views.







Voter List Maintenance in Rhode Island



Maintenance through Election Mailings



Election officials send mailings to voters at their residence address. If the mail is returned undeliverable by the United States Postal Service (USPS), it starts the confirmation process. Types of mailings: An acknowledgment or change notice to ensure the voter lives at the address

- An official mailing, from either the State Board of Elections, local board of canvassers (BOC), or the Department of State's Elections Division, which has been sent to at least a majority of the registered voters in a particular city or town.
- Notices to registered voters that have not voted or communicated with the local BOC in the past five years
- Change-of-address mailings based on the USPS National Change of Address (NCOA) database, asking a voter to confirm whether or not they have moved

Securing our Elections

With the security of elections at the forefront of many voters' minds, the RI Department of State took a holistic approach to protecting voter rolls and elections infrastructure, as well as providing voter information and outreach to build confidence in the system.

Within the first two months of the Administration, the Elections and Data divisions completed a robust voter list maintenance effort, which resulted in more than 60,000 inactive voter registrations being removed from Rhode Island's voter rolls. Voter registration removal is permitted when official elections mail is returned as undeliverable, the voter is made inactive, and then the voter does not participate in at least one of the next two federal elections. In 2020, every registered voter received an application for a mail ballot due to the COVID-19 pandemic, resulting in a higher number of undeliverable mailings leading to the removal of many inactive voters in 2023. The Elections and Data teams are continuously working to keep Rhode Island's voter rolls clean through mailings, data shares, and other maintenance activities.

In 2024, the Elections Division maintained regular meetings with other agencies supporting the administration of the election, including the United States Postal Service. The Elections Division also collaborated with local boards of canvassers, city clerks, the State Board of Elections, and federal partners on cybersecurity trainings - including the 2023 Cybersecurity Summit held at the Naval Station Newport Officers' Club. The Elections Division continues to strengthen its partnerships with national organizations and other elections offices through the National Association of Secretaries of State (NASS) and the National Association of State Election Directors (NASED). Deputy Secretary of State and Director of Administration Rob Rock served as president of NASED in 2023, and Secretary Amore currently serves as co-chair of the NASS Elections Committee.

Once again, the Department offered a grant program to local municipalities, making over \$280,000 in grant funds available in 2023-2024. Cities and towns who applied for funding used the grant dollars for projects like cybersecurity initiatives, security cameras, additional staffing, and other security measures. The Elections Division continued to support municipalities in

transitioning to more secure .gov website domains. In 2024, the Information Technology Division and Elections Division engaged a technology firm to design a Cyber Navigator Program for Rhode Island's municipalities, which cities and towns will soon be able to take advantage of.

In early 2023, the RI Department of State launched the Address Confidentiality Program, a service that enables victims of domestic violence and other crimes to protect their home address while still receiving mail and participating in civic life, such as voting.

ADDRESS CONFIDENTIALITY PROGRAM

18 families participate in the program, including, 23 children under the age of 18.

> Partners: National **Association of Confidential** Address Programs (NACAP), **Rhode Island Police Chiefs** Association, the State of **Rhode Island Department** of Human Services/Office of Health and Human Services, RI Works Advisory Council, and the RI Library Association.



RI Elections **EXPLAINED**

Get your election information from trusted sources!

#TrustedInfo2024

Secretary Amore and the Elections Division also traveled the state leading up to the 2024 Presidential Election, holding community town halls during which voters could ask questions about elections processes. The Department held six town halls, all of which were well-attended by community members, elected officials, and members of the media.

Collaboration with Election Officials

Since the start of the
Administration, the RI Department
of State has focused on providing
new resources and opportunities
for collaboration for fellow
election officials throughout the
state. The Elections Division was
one of the first to pilot the Civic
Roundtable platform, using the
service to connect local boards
of canvassers to one another,
the RI Department of State, and
the State Board of Elections

to efficiently share educational information and training materials. The team continues to work to make the platform more user-friendly and better connect the three arms of election administration in Rhode Island.

One outcome of this collaboration was updates by the Elections
Division to the Central Voter
Registration System, making
processes like data entry easier for local boards of canvassers.

For the 2024 election cycle, the RI Department of State and State Board of Elections collaborated to effectively use advertising dollars on RIPTA buses, ensuring information about how to vote was widespread throughout the state. The State Board of Elections joined the RI Department of State and RIPTA for a press conference to unveil a new venture – an elections-themed bus!









Elections in the Community

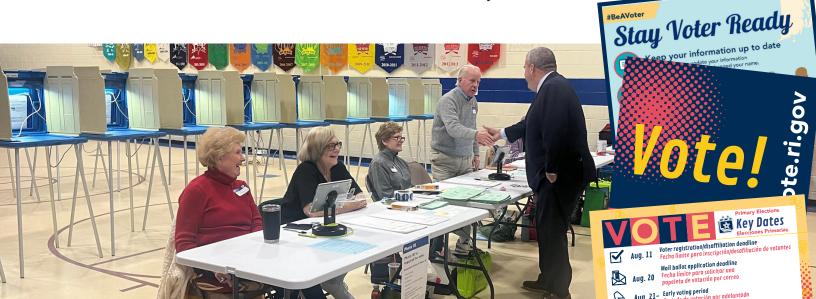
The Elections Division organized or supported more than 185 mock elections, voter drives, and other elections information events in the community from 2023-2024.

These events included attendance at naturalization ceremonies, where Elections team members provided voter registration materials to newly-naturalized American citizens in English and Spanish. Since the start of 2023, the Administration celebrated more than 500 new citizens at more than a dozen ceremonies.

The Elections Division also partnered with Vet the Vote, a national organization that works to recruit veterans and military family members to serve as poll workers, for a poll worker information session in July 2024.

Perhaps most importantly, the Elections Division is consistently in

the community providing critical information and services directly to voters. The State Library worked with local libraries to provide Voter Information Stations for library patrons. From voter IDs, to Election Day phone calls, to the Voter Information Handbook, the entire RI Department of State worked together to ensure voters' questions were answered and help every eligible voter who wanted to cast a ballot to do so.









Building a Flagship Program

From his first day in office - and even before becoming Secretary of State - Secretary Amore has envisioned a program for high school students that would allow them to become fully immersed in Rhode Island government. In 2023, that vision become a reality with the inaugural year of the Rhode Island Civic Leadership Program (RICLP) and its culminating Summit.

Beginning with only the Secretary's vision and the history, civics, and government teachers, the Civic Education & Engagement Division, with the partnership of many RI a year-long program for high school students that concluded with a three-day, overnight Summit experience.

- experience of former high school Department of State teams, built
- **Program**
- National Recognition
- Recognizing Students and Teachers
- Civics Education in the Classroom
- Partnerships with Local **Colleges and Universities**
- Recognizing Rhode **Islanders**
- Connecting Rhode Islanders to the People's House
- State House Tours
- Saturday Tours
- Exhibits
- Library Events
- Archives Events & Exhibits





In its first year, the RICLP held eight monthly meetings, spanning topics such as how to engage with local government, civil discourse, community advocacy, and the administration of elections. Students heard from more than 17 panelists and had the opportunity to meet leaders from municipal and State government, non-profit and philanthropy organizations, and higher education. The 2023-2024 RICLP had nearly 80 participants representing 40 schools (nearly 20 of whom attended a January 2025 alumni gathering!).

The inaugural Civic Leadership
Summit hosted 48 students
from across RI at locations in the
State's capitol of Providence,
including the State House and the
Courts. Students participated in
panel discussions with legislative
leadership, asked questions of the
General Officers, watched court
proceedings and interacted with

judges, and met members of the media over the three-day-long event.

Thanks to the incredible fundraising efforts of RI Department of State staff, as well as a key partnership with the Rhode Island Foundation, RICLP and the Summit were held at no cost to students or their schools. Sixteen businesses and local organizations contributed nearly \$80,000, ensuring that financial barriers did not prohibit any students from attending the Summit.

The 2024-2025 RICLP cohort has grown significantly, comprising over 100 students from 48 schools. The RI Department of State expects to hold the second Civic Leadership Summit in April 2025.

At the conclusion of the 2023-2024 program, the RI Department of State launched a website for the RICLP: ricivicleadership.org.

PARTNER HIGHLIGHT: RICLP PANELISTS

- Meghan Grady, RI Meals on Wheels
- Marcela Betancur, Latino Policy Institute
- Christine W. Alves, Rhode Island School for Progressive Education (RISPE)
- Jessica Vega, RI Kids Count
- President Hillary Lima, Coventry Town Council
- Central Falls Mayor Maria Rivera
- Erlin Rogel, Providence School Board
- Richard Martin, retired East Providence educator
- East Providence High School students from the Climate and Culture Club
- Larry Warner, United Way of RI
- Kristina Pires, Generation Citizen
- Sean Holley, RI Division of Equity, Diversity and Inclusion





National Recognition

The success of the inaugural RICLP, and its continued growth, have caught the attention of national partners and press.

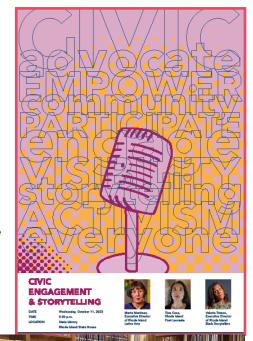
Civic Education & Engagement Division staff met with four states to provide an overview of the RI Department of State's efforts. The Department's Director of Community Outreach and Engagement presented at the 2024 Summer NASS Conference on civic education and engagement initiatives, specifically highlighting how investing in nonpartisan civic education and engagement statewide contributes to cultural life, and also creates opportunity for community connections. In addition, the Director of Community Outreach and Engagement participated in a

panel called, "Engage and Inform - Voter and Civics Education," and her remarks were concentrated on community outreach and engagement and how those efforts connect to various functions of the RI Department of State.

In addition, the Director of Community Outreach and Engagement created a Multi-State Committee for Outreach and Engagement in partnership with staff from the Connecticut Secretary of State's Office. The group has grown to 12 member states, and their work has been recognized by the National Association of Secretaries of State.

In December 2024, the RICLP was submitted for consideration for the National Association of Secretaries of State's IDEAS Award.

RICLP, and Secretary Amore's commitment to civic education and engagement, have been featured in The Providence Journal, USA Today, and other media outlets.



Secretary Amore and former State Librarian, Megan Hamlin-Black, were interviewed by Ed Fitzpatrick for a feature story on the RI State Library in June 2024 for the Rhode Island Report podcast by the Boston Globe. The episode aired on July 31, 2024.





Recognizing Students and Teachers

Secretary Amore has continued the RI Department of State's tradition of honoring outstanding, civicallyengaged students with the Civic Leadership Award. In 2023, the Department honored 123 high school juniors with the distinction, and in 2024, there were 74 winners.

2023 was the first year that the RI Department of State also honored teachers, through the newlycreated Civic Education Teacher of the Year Award. Teachers were nominated by students and fellow faculty members, and the winners were determined by a selection committee comprised of a diverse and inclusive group of teachers, school administrators, students, members of civic organizations, and community leaders.

This now-annual award honors

outstanding teachers who have demonstrated a commitment to and expertise in teaching civics, social studies, or American government, with special consideration given to teachers who employ innovative teaching practices and experiential learning. The award also recognizes the ways in which providing a robust civic education for students contributes to the public good. In the first two years of the program, more than 25 teachers have been nominated.

In 2023, the RI Department of State honored inaugural winner John Healy, of E-Cubed Academy, and in 2024, Shannon Gormley of Central High School and Crystal Bozigian of North Smithfield High School were selected to be honored.

Civics Education in the Classroom

Since taking office, Secretary Amore has made it a priority to

continue to be in the classroom. The Civic Education & Engagement Division facilitated over 74 visits to more than 50 high schools. The Department created a voting rights lesson, including a student guide and slideshow, to tell the story of voting access throughout the nation's history. The classroom lecture series was featured in The Providence Journal.

For the first time in 2024, the RI Department of State established a partnership with the Rhode Island Training School to share the lesson with those students.







Partnerships with Local **Colleges and Universities**

In the first two years of Secretary Amore's tenure, the RI Department of State has created and strengthened partnerships with local colleges and universities. The Civic Education & Engagement Division continued a longstanding partnership with the ALL IN Campus Initiative, providing recognition to campuses who make an extra effort to engage their students in the electoral process. In addition, the Department co-sponsored the Rhode Island College American Democracy Project's Congress to Campus programming. Whether it was building relationships with the University of Rhode Island's Women's Center, athletics department, and the Office of

Civic Engagement & Action, presenting to Salve Regina University's Political Science and U.S. Constitutional Democracy and Culture group, screening No Time to Fail at the Rhode Island School of Design, or participating in the Bryant University Politics and Law Program, the RI Department of State is committed to better understanding what civic engagement looks like and could look like on college campuses and building programs that support their efforts.

Recognizing Rhode Islanders

The RI Department of State continued to prioritize recognizing Rhode Islanders and Rhode Island businesses and organizations for contributing to our communities and celebrating milestones.

In the first two years of the Administration, the Department created and awarded nearly 2,000 citations.

The Department celebrated some very special individuals over the past two years.

Dr. Wayne Durfee, who was critical in the preservation of the Rhode Island Red (Rhode Island's State bird), turned 100 years old, and the Department presented him with a special citation and an even more special cake at a party with his friends and family at the South County Museum.

Secretary Amore also prioritized the recognition of our nation's veterans in his first two years. Secretary Amore and staff attended the send-offs for three Honor Flights and were honored









with the opportunity to attend Honor Flight "High Voltage" on September 29, 2024. These Honor Flights give veterans the opportunity to visit Arlington National Cemetery and service-related monuments. Secretary Amore was honored to serve as a guardian for East Providence resident Lt. John Wolf, a United States Army veteran and Bronze Star recipient.

As a member of the National Association of Secretaries of State (NASS), Secretary Amore is able to award five NASS Medallion Awards annually, in addition to a John Lewis Youth Leadership Award. The Department of State hosted ceremonies to recognize recipients in 2023 and 2024. These events brought together community leaders across sectors and interest areas to celebrate Rhode Islanders who have made a significant impact on our state.

NASS Medallion Awards Winners

2023

- Bob Cooper, former Executive Secretary of the Governor's Commission on Disabilities
- Chanda Womack, founding Executive Director of the Alliance of Rhode Island Southeast Asians for Education (ARISE)
- Daniel Holmander, shareholder and U.S. Patent and Trademark Office registered patent attorney at Adler Pollock & Sheehan P.C.
- AARP Rhode Island
- Progreso Latino

2024

- George H. Nee, former President of the Rhode Island AFL-CIO
- Chief George Farrell, former Chief of the Providence Fire Department and founder of Rhode Island Fire Chiefs Honor Flight Hub
- Doris De Los Santos, Director of Supplier Diversity & Sustainability, Blue Cross & Blue Shield of Rhode Island
- Lorén Spears, Executive Director, Tomaquag Museum
- SCORE Rhode Island

NASS John Lewis Youth Leadership Award

2023

• Fourteen youth plaintiffs in the 2018 Cook vs. McKee lawsuit

2024

• Ryan Lukowicz





The State House had 12,000 visitors from all over the world in 2024.

Connecting Rhode Islanders to the People's House

One of priorities of the RI Department of State is to use physical spaces, like the Rhode Island State House, to tell stories and share histories - especially those that have for too long gone untold. Secretary Amore believes that all Rhode Islanders should view the State House as The People's House and feel welcome inside.

With that charge, members of the RI Department of State team created special opportunities for groups to feel welcomed to the State House, including participants in Camp Canonicus, the Providence Alumnae Chapter of Delta Sigma Theta Sorority, Inc., and religious organizations. These special tours

and programming opportunities have helped the RI Department of State to build lasting relationships and create connections for future civic engagement opportunities.

State House Tours

Between 2023 and 2025, the State House tours program reached new heights.

In 2023, the RI Department of State welcomed more than 8,400 visitors for tours, as well as 147 school and organization groups. In 2024, tour guides gave over 550 tours to over 12,000 visitors from all over the world, including 129 schools from Rhode Island, Massachusetts, and Connecticut, and guests from more than 50 different countries.

The State House tour program

expanded to include five new guides and staff implemented a new system for tracking tour reservations. The State House virtual tour was updated for the first time since the pandemic, enabling visitors from around the world to experience the building's beauty.

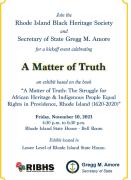
In addition to dedicated volunteer tour guides, the State House tour program is supported by the teams in the State Library, the Public Information Division, and the Civic Education & Engagement Division.

Saturday Tours

Since taking office, Secretary Amore has prioritized connecting Rhode Islanders to their State House. In an effort to make the State House accessible outside









of traditional hours, the RI Department of State opened for Saturday tours on two occasions. The first was to celebrate Rhode Island Independence Day on May 4, and the second was a final chance for visitors to see the Independent Man before he returned to the top of the State House. Between the two Saturday openings, nearly 1,000 visitors passed through the State House.

Exhibits

Reinvigorating the Lower Level Gallery space in the State House has been a collaborative priority for the Civic Education & Engagement, State Library, and Community Outreach and Engagement teams. In 2023, the RI Department of State partnered with the Rhode Island Black Heritage Society to

feature their exhibit, A Matter of Truth. In 2024, the space was activated with the display of a quilt by The Womxn Project and an RI Department of State-created exhibit that told the story of the planning, construction, and use of the State House building.

Library Events

The State Library has always been a popular event space in the State House, but over the last two years, it has grown to be not only a venue - but a tool for fostering genuine connection. The RI Department of State created and hosted three editions of the "Civic Engagement and..." lecture series, featuring panelists and speakers from diverse backgrounds and perspectives.

The State Library also held two unique RI Department of State

events - a fundraiser for the RI250 Semiquincentennial Commission, and the unveiling of a new portrait of Roger Williams commissioned by Secretary Amore. The State Library is still the current home of this new portrait, and more than 950 visitors have stopped by to see it.

In 2023, the Library hosted 80 events attended by 2,594 guests, and in 2024, the Library hosted a total of 114 events which were attended by 5,451 people. 2024 set attendance records for Library events post-pandemic!

Archives Events & Exhibits

The State Archives continues to promote the 33 Broad Street location as a destination for visitors seeking to learn more about Rhode Island's history. In 2023, the State







IN CONGRESS, 7mb 4, 1776. DECLARATIO BY THE REPRESENTATIVES OF THE UNITED STATES OF AMERICA, IN GENERAL CONGRESS ASSEMBLED.

Archives hosted a panel with partner organizations on parks and recreation, a genealogy open house, a Historic Map Night, and an "Escape from the Archives" escape room for National Archives Month. In 2024, Map Night returned, and the State Archives participated in Gallery Night Providence, held an opening reception for the "Mighty Voices" exhibit, and organized a talk about vampires with former State Folklorist Michael Bell.

In 2023, the State Archives exhibits were: "For the Record," an exploration of the broad nature of the State Archives collection through the display of documents and objects that are lesser known; "Wild Weather," which told the story of how Rhode Island has prepared for, reacted to, and recovered from weather-related impacts dating as far back as colonial times up to and including recent years; and "From Fields to Festivals: Parks & Recreation in Rhode Island," which highlighted the physical spaces that have shaped Rhode Island's history.

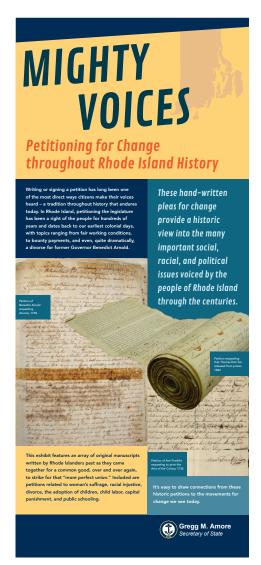
2024 was the first year the State Archives hosted "History's Stories, Today's Storytellers," an exhibit featuring art created by

local students and inspired by historic documents and artifacts in the State Archives. The second edition of this partnership and exhibit is set to be displayed in early 2025. Also featured in 2024 was the "Mighty Voices" exhibit, which told the stories of petitions throughout history, as well as an elections-themed exhibit on historic methods of voting and modern-day civic engagement and voter participation information.

The State Archives and the Director of Data Analysis cohosted an event with Rhode Island **Geographical Information Systems** (GIS) to celebrate maps and the power of mapping tools! At Historic Map Night, 70 visitors had the opportunity to see the maps in the State Archives' collection, as well as hear from local students and GIS professionals about their work in the mapmaking and GIS spaces.

In the biggest event of 2024, all three versions of the Declaration of Independence were on special display on Independence Day! Over 150 people came out to the State Archives see these extraordinary pieces of history.

The State Archives team was regularly out and about in the community, hosting pop-up exhibits, speaking to national and local conferences and groups, bringing historical artifacts and reproductions to local events, and visiting classrooms.







RI250: **Preparing for 2026**

The RI250 Commission has been hard at work preparing for the 250th anniversary of the founding of the United States of America in 2026. In 2023, the Commission released its introductory video, designed to encourage Rhode Islanders and visitors alike to reflect on our state's unique role in the Revolution. The Commission continued to participate in parades and community events, including the Gaspee Days parade in Warwick. In partnership with the State Archives, a new exhibit, titled "Rhode Island's Revolutionary Communities," is now touring the state. One of its first stops was for the National Muster of

Fife and Drum Corps at Fort Adams, which the Commission co-hosted with local historic militias. In addition, Commission staff made presentations to all of Rhode Island's municipalities, encouraging them to create their own local 250 committees. To date, 26 local cities and towns have formed their own committee to commemorate the Semiquincentennial.

Explore Rhode Island's Revolutionary History

Celebrating Rhode Island's Historical Significance

Fostering Civic Engagement and Pride

Driving Economic Growth through Tourism

local businesses and communities

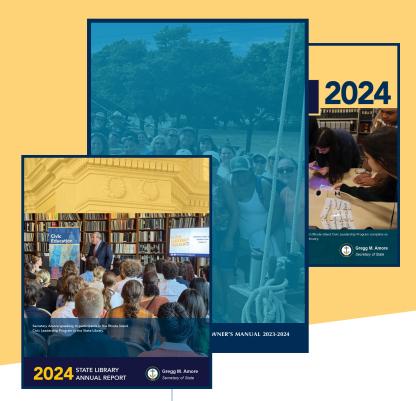
rhodeisland250.org







Promoting Transparent Government



Lobbying and Open Meetings

The Public Information Division is responsible for providing public access to many important records related to how State government functions.

All lobbyists must register and file regular reports with the RI Department of State. In both 2023 and 2024, the Public Information Division received and processed around 9,000 reports!

In early 2023, the Public Information Division launched an updated version of LobbyTracker and the report journal, which is more user-friendly and streamlined for the more than 1,285 lobbyists registered in the state.

The Public Information Division is also the repository of filings for Open Meetings, including agendas and meeting minutes. In 2023, there were 14,421 notices and 14,496 minutes posted. In 2024, there were 13,828 notices and 14,987 minutes posted.

Rhode Island Government Owner's Manual

Every two years, the RI Department of State publishes the Rhode Island Government Owner's Manual, a comprehensive guide to the elected officials and State agencies that serve Rhode Islanders. Publication of the guide is a Department-wide effort that takes nearly five months to complete! The RI Department of State continues to modernize and update the guide, with legislation passing in 2023 enabling the Department to reimagine its future publication style.

- Lobbying and Open Meetings
- Rhode Island Government Owner's Manual
- Ensuring Securing and Accessibility
- Administrative Records Office & Records **Management Education**



Ensuring Securing and Accessibility

The Information Technology Division of the RI Department of State has an incredible role to play in ensuring the office is transparent and accessible. Through continuous monitoring, training, and improvements, the IT team protects the Department's infrastructure and resources. In the first two years of the Administration, the IT Division increased its capabilities with new staff including the addition of a Network Administrator.

The IT team also keeps the Department's tools and website up-to-date and provides essential services for employees. This resiliency is critical and ensures continuity of operations for Department employees, as well as access to Department resources for members of the public. This year, the IT team launched a new service desk platform to better manage internal requests for assistance as well as maintenance and other supports. In 2023 and 2024, the IT Division resolved nearly 1,500 service tickets!

Sunshine Week

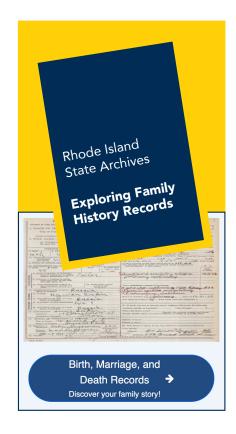
Sunshine Week is an annual recognition of the importance of accessible, open government resources. In March of 2024, the RI Department of State held its first Sunshine Week series. Over the course of a week. many divisions and teams at the Department hosted webinars focused on different transparency and data tools available to the public, including Public Laws, Bill Searching, & the State Library; Elections & Voter Turnout; Open Government & Lobbying; and the Business Services Data Hub. The sessions were recorded and continue to be viewed by members of the public interested in utilizing the Department of State's resources.

Administrative Records Office & Records **Management Education**

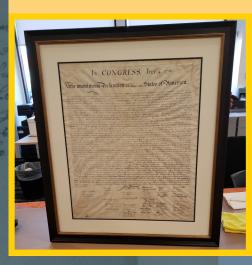
The Public Records Administration hosted a four-part Records Management Education Series in 2024, a continuation of a sevenpart effort in 2023. It was designed to help records managers and subject matter experts throughout State government ensure their agency's documents are being properly preserved. These educational webinars coincided with the efforts of the Public Records Administration to update and improve their user guides and resources.

The Administrative Records Office facilitated the filing of more than 130 regulations and more than 100 amendments to regulations, while aiding in more than 1,000 requests for assistance from both filers and members of the public in 2023.

In 2024, the Administrative Records Office reviewed over 10,000 pages of regulations, ensuring regulations filed with the Department of State were interactively accessible online in the RI Code of Regulations, an easy-to-use interface.







Managing our Collections

State Library

In 2023, the Library added 1,924 Rhode Island items, 11 Executive Orders, 126 federal items, and four reference books to its collection. The State Library team also created new database for Fire District Charters, which includes 862 charters and amendments.

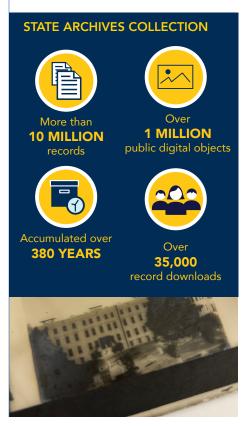
In 2024, the State Librarians updated their counts of items in the Library collection. The State Library is now home to about 212,000 items – about 42,000 of which are in the Library and the rest of which are in auxiliary space in the State House sub-basement. If all the Library shelves were placed end to end, that's almost three miles of shelves or the distance from the State House to the Roger Williams Park Zoo! The State Librarians continued their critical work of ensuring the collection is current and healthy, as well as efforts to increase the digital collection. The Library added 180 new Rhode Island items, 13 Executive Orders, and four federal items to the digital collection, and also digitized 20 previous voter information handbooks, in 2024.

State Archives

In 2023, the State Archives added 289 cubic feet of records to the collection, scanned over 254,000 new records for long-term preservation, and uploaded nearly 524,000 new items to the Digital Archives. In 2024, the State Archives team added over a million new items to the Digital Archives!

In 2023, the State Archives partnered with the Northeast Document Conservation Center (NEDCC), the leading institution in the

- Managing our Collections
- Reference Requests
- Protecting our Facilities
- Planning for the Future





In 2024, the State
Archives was
awarded "Library
of the Year" by the
University of Rhode
Island Graduate
School of Library and
Information Science.

conservation and restoration of historical records in New England, to carefully review and encase the Rhode Island copy of the Bill of Rights. This document is now in a UV filtering rigid sealed package to protect it from light, dust, and other environmental risks, as well as a custom cloth box which allows for simple access for safe temporary displays or viewings of the document.

In 2024, the State Archives completed the Vital Records digitization project, creating digital scans of hundreds of thousands of documents, including birth, marriage, and death records. Staff members also digitized the earliest colonial records, making them more accessible to researchers.

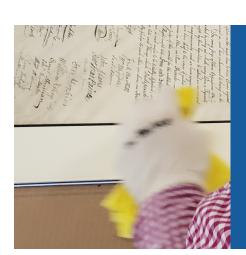
The State Archives partnered with Providence Picture Frame and

Dryden Gallery, a local archival and museum quality specialty framer, to carefully review and encase one of the State Archives printings of the Declaration of Independence from 1823. The Stone Engraving, one of 200 printed, was made to capture the look and feel of the original Declaration of Independence and is now better protected for temporary display to the public.

The State Archives additionally worked with media migration company RetroMedia in Smithfield, RI to digitize historic highway films from their original 16mm film. Prior to their digitization, the films were not accessible for research due to lack of equipment. These films are now accessible in the Digital Archives and show an incredible moment in time for mid-twentieth century Rhode Island.

In addition to the records stored in the Broad Street facility, the State Archives is also responsible for the State Records Center. State agencies send records to, and recall records from, the State Records Center on a daily basis. In 2023, 5,584 State agency records were sent to storage, and in 2024, that number increased to 7,234. State Archives staff manage those requests, ensuring that all records are properly accounted for and only destroyed when eligible. Every step in the process requires documentation, resulting in nearly 29,000 Records Center activities. In 2023 and 2024, the team processed 281 Certificates of Records Destruction in order to destroy over 10,000 boxes of eligible records.

Through the Local Government Records program, State Archives



The Stone engraving shows both the text and the signatures in facsimile, very close in appearance to the original.

It is close to the size of the parchment original, which measures about 24 by 30 inches.





NEW TO THE COLLECTION AT THE STATE LIBRARY - 2024





ORDERS

FEDERAL EXECUTIVE



VOTER INFORMATION HANDBOOKS DIGITIZED

staff support municipalities in the management of their records, including assessment for archival storage practices, assistance with eligible records destruction, and day-to-day assistance on records custodianship best practice. In 2023 and 2024, State Archives staff provided assistance during 16 special on-site assistance days, and managed more than 1,553 records management requests for local governments.

Public Information

The Public Information Division scans and files all of the General Assembly's bills to keep records of the session, before the bills ultimately make their way to the State Archives. In 2023 and 2024, this was more than 1,700 pieces of legislation! That doesn't include the work of the Public Information Division to create and distribute 35 copies of each resolution passed by the General Assembly, as required by law. In the first two years of the Administration, that totaled more than 2,000 copies. The Public Information team also helps to keep the records for more 1,600 boards and commissions.

Reference Requests

Library

In 2023, nearly 27,000 visitors stopped in to the State Library. The State Library team assisted researchers with 1,213 reference requests in 2024, and welcomed nearly 33,000 library visitors. The most common types of research questions are related to laws or bill research, government records, library collection, and directional queries.

Archives

The State Archives team assisted 2,520 researchers in 2023, 1,110 of whom were from Rhode Island, with reference requests. The State Archives team provided over 5,000 records to historical researchers, with the most common request being for genealogical research. Researchers also inquired about records related to legislation, military history, historical information, and maps and plans.

In 2024, the State Archives team assisted even more researchers. The State Archives team aided 2,858 researchers and provided over 6,000 records - a 25% increase from 2023. Once again, genealogy was the most common reference question type.

Public Information

ITEMS

The Public Information Division is a critically important resource to connect callers to different parts of State government, as well as assisting lobbyists and Open Meetings filers with required filings and registrations.

Protecting our Facilities

In the first two years of the Administration, the State Library faced many challenges with regard to its physical spaces - from refinishing the floors and repairing the skylight, which necessitated temporary Library closures, to flooding in the sub-basement - the State Library staff were adaptable and responsive to ensure that services continued in light of interruptions. These improvements and repairs will ensure the Library is accessible for generations to come.

Planning for the Future

Secretary of State Gregg Amore assembled an Archives Working Group in 2023 to explore and outline a route to success to build a new, purpose-built, permanent home for the Rhode Island State Archives and its priceless collection. Meeting in June, August, and October, members of the Working

A YEAR IN STATE RECORDS AT THE STATE ARCHIVES - 2024



59,241

RECORDS CENTER ACTIVITIES



1,826

BOX DATA

UPDATES

1,034% increase in data updates!



7,234

STATE AGENCY RECORDS SENT TO OFF-SITE STORAGE



237

WORKSHOP ATTENDEES

Group shared their expertise and ideas on how to make a new State Archives and History Center a reality. With their feedback, the Department of State submitted a request \$101,655,492 in the FY2025-FY2029 Capital Budget to build the Rhode Island State Archives and History Center.

While the project was not included in the enacted budget, the Department received \$500,000 in RI Capital Plan Funds to do further analysis, including site selection, architectural, and design work. In collaboration with colleagues from the Department of Administration and the Division of Capital Asset Management & Maintenance (DCAMM), the Department of State engaged an architecture firm to evaluate additional sites, refine the programming at the Archives and History Center, and design new renderings. The Department intends to bring forward a revised proposal for the FY2027-FY2031 Capital Budget.









Maintaining and Growing our Operations

Staffing

Since the start of the Administration, the Finance & Personnel Division has onboarded 15 new employees, building and strengthening our workforce. This includes three new positions funded through successful budget requests in FY 2024 and FY 2025: a Network Administrator to align with cybersecurity best practices, an in-house Legal Counsel, and an RI 250 Program Coordinator.

The RI Department of State also continued the Summer Fellowship programming, hosting 18 fellows so far during this Administration. Fellows had the opportunity to learn from each Division and even participate in professional development opportunities with members of the team.

Budget

The FY 2024 budget passed by the General Assembly included funding to administer the special election in the First Congressional District. The budget also added two positions to the Department of State staff: a Network Administrator and an in-house Legal Counsel.

Additionally, the FY 2025 budget passed by the General Assembly included funding to ensure the Department's Elections Division has adequate resources to print ballots, send mail ballots and voter list maintenance mailings, and conduct robust voter outreach. The General Assembly also provided additional support to the RI250 Commission, which is administered by the Department of State, to increase programming to celebrate the Semiquincentennial and included an additional FTE position: 250 Program Coordinator. Finally, the

- Staffing
- Budget
- Training
- Constituent Services
- Supporting our **Community Partners**

Display your Rhode Island flag for Rhode Island Independence Day! May 4, 2024

Department is receiving \$500,000 in Rhode Island Capital Plan Funds to continue its efforts to build a State Archives and History Center.

Training

The RI Department of State is committed to leading the way on employee training and development opportunities, holding eight trainings since the beginning of the Administration. This includes serving as the first agency to receive the Division of Equity, Diversity & Inclusion's (DEDI) Cultural Competency training, supporting their efforts to develop new programming by participating and providing feedback.

Constituent Services

Secretary Amore and the RI Department of State regularly receive correspondence from individuals interested in learning more about the State of Rhode Island or who collect flags or other artifacts from state capitols. In 2023 and 2024, the RI Department of State provided packages to 75 curious collectors. The Department also provided 30 flags in recognition of retirements from the Rhode Island Air National Guard.

A new initiative in 2024, Secretary Amore encouraged Rhode Islanders to display Rhode Island flags on May 4 in recognition of Rhode Island Independence Day and made 100 flags available at no cost to those who requested them. The 100 flags were fully claimed by Rhode Islanders in a matter of hours!

Supporting our **Community Partners**

The State budget designates the Department of State to make grants to community organizations, which are administered by the State Library. In both FY 2024 and FY 2025, the Department's budget allocated \$100,000 to the Rhode Island Council for the Humanities, which, in turn, the Council uses to provide grants to civic and cultural organizations across the state. Additionally, each year, the Department provides \$50,000 to support the school district that wins the We the People Civics Challenge to enable the students

to participate in the national competition in Washington, DC. Finally, the Department awards grants of \$125,000 to the Rhode Island Historical Society, \$18,000 to the Newport Historical Society, and \$25,000 to the Rhode Island Black Heritage Society annually. The funds strengthen civic programming throughout the state.



Streamlining Services

The RI Department of State continued its efforts to make interacting with the office even easier for customers – from a new call center software that allows customers to request a callback, to expanding the Welcome Packet resources and Spanishlanguage resources, to new online filing services for foreign business qualification, to a new Quick Reference Guide for notaries, the Division is always developing new tools to make services more accessible.

From 2023 to 2024, the Business Services Division call center assisted more than 60,000 callers, and the office processed over 359,000 filings!

The Department's Director of Data Analysis worked with the Notary Public team to automate notary certificates of completion, ensuring notaries who have completed RI Notary

Public Training receive proof of attendance quickly and efficiently.

We continued to work with legislative and business community partners throughout the state in 2024. The Business Services team successfully implemented the Uniform Partnership Act and Uniform Limited Partnership Act, both of which modernized the registration and maintenance requirements for Limited Partnerships and Limited Liability Partnerships in Rhode Island. The team also supported the passage of legislation in 2024 that will enable the Department to share information with the Division of Taxation in order to keep business owners informed on how to stay in good standing.

Reporting and Tracking

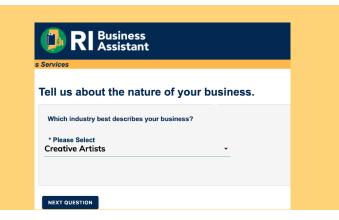
The RI Department of State maintains the RI Business Data Hub, updated regularly, which provides information on the

- Streamlining Services
- Reporting and Tracking
- Tools and Resources for the Business Community
- Notary Program
- Apostille

The Business Services
Division recorded 13,912
business registrations in
2023 and 13,436 business
registrations in 2024. In
2023, Rhode Island had over
100,000 active businesses
for the first time!

Create your free business or non-profit checklist with the RI Business Assistant





business landscape in the state, market research, daily registration numbers, and information on nonprofits.

Tools and Resources for the Business Community

In late 2024, the RI Department of State released a new edition of the RI Business Assistant, a free tool that creates customized business and non-profit checklists for ventures of all sizes. Among other exciting new features, the updated version of the tool connects users to organizations that provide personalized support for those looking to start or grow a business or non-profit in Rhode Island.

The Business Services team also launched extensive new webpages and resources dedicated to aiding business owners in avoiding scams and schemes, as well as how to report identity theft if needed. This partnership with the Attorney General's Office was created in response to an increase in corporations being started in individuals' names without their knowledge.

The Virtual Office Hours program, launched November 2021, continued to thrive in 2023 and 2024! The program allows business owners and non-profit members to connect one-on-one with a member of the Business Services Division team, even if they are unable to visit in person.

Since the Virtual Office Hours program was launched in November 2021, Business Services staff have successfully hosted more than 650 virtual appointments. This number indicates the total appointments for which the customer appeared and was served. It is important to note that for Reinstatement and Dissolution appointments, the process includes sending a pre-appointment email outlining the requirements for the customer's entity to successfully reinstate or dissolve. For that reason, many of these customers cancel or fail to appear for their appointment as they have already received the answers to their questions. With this in mind, the Division has actually served nearly 1,000 customers through the Virtual Office Hours program since its inception.

Virtual Office Hours is an innovative customer service tool, as evidenced by the accolades it garnered this year: the program was a finalist for the 2024 National Association of Secretaries of State (NASS)

IDEAS Award and won a 2024
Merit Award from the International
Association of Commercial
Administrators!

Since 2022, the Business Services Division has offered the RI Trademark Legal Clinic. This unique opportunity allows individuals who want to register a RI trademark but aren't sure where to start to have a free, in-person meeting with a qualified attorney to provide them with direction. In recognition of his pro bono services to the Trademark Legal Clinic and his long-time partnership with the Department to support small businesses, attorney Dan Holmander was recognized with a National Association of Secretaries of State (NASS) Medallion Award from Secretary Amore in 2023.

While the Business Services
Division provides a wealth of
helpful resources for businesses of
all kinds, it has also taken strides
to provide targeted education to
our state's smallest ventures. To
that end, in 2023 and 2024 the
Division, in partnership with the RI
Division of Taxation hosted virtual
workshops to help single-member
LLCs understand the state's
registration and tax requirements.
The workshops generated



significant interest, with more than 1,200 individuals registering to attend!

The RI Department of State also created numerous new resources, including a video in partnership with Roger Williams University School of Law and in-person clinics, for a new federal filing requirement affecting most Rhode Island businesses. The new filing stems from the Corporate Transparency Act, which requires businesses to report Beneficial Ownership Information to the federal Financial Crimes Enforcement Network (FinCEN). While the requirement no longer applies to US entities, the Business Services Division has continued to make resources available. The Business Services Division was also a critical partner to assist FinCEN in communications about this new requirement, helping them to understand business owners' concerns and the types of resources that would be most useful.

In 2023, the Business Services Division also launched a new chat bot, designed to connect website visitors with quick answers to common questions.

Notary Program

The RI Department of State has been hard at work improving resources for notaries through web assets, trainings, and more. In 2024, the Notary Program launched an on-demand, selfguided training and also offered 36 live training opportunities to new and existing notaries. Notary Study Hall, a new offering from the Division, empowers notaries to test and grow their notarial skills, and the quarterly notary newsletter, Li'l Rhody Notary, kept the state's notaries informed of important happenings and events. The Notary Program was honored to present at the National Association of Secretaries of State's annual conference on July 9, 2024 to showcase the program's Quick Reference Guide, an innovative, user-friendly resource that helps notaries access helpful guidance quickly and efficiently.

Apostille

An apostille is a form of legalization for public and private documents certifying the signature and seal of a RI official or a RI notary public. Apostilles are a form of legalization for documents intended for use outside of the United States. In 2024, the Business Services

Division issued 11,526 apostilles, an increase of 1,500 from 2023.

In October 2023, the Business Services team also hosted a Consular Roundtable discussion to introduce significant changes to the Rhode Island apostille program to 11 regional consular offices. These changes included the office's transition to a uniform certificate apostille and the launch of a pilot program to issue electronic apostilles.

In November 2023, the Business Services Division launched a suite of new web pages for the Division's apostille program, including step-by-step instructions on how to submit an apostille request. Customers can also use the website to track their apostille request or verify the authenticity of an issued apostille certificate. For those looking to ensure their request for apostille will be accepted, the Division also offers free preclearance services to help avoid potential rejection of a request.

Legislation

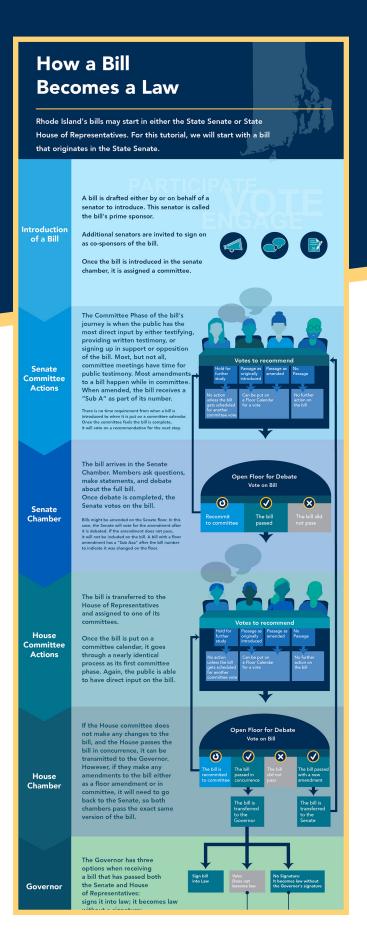
The following bills became law in 2023 and 2024, supporting the Department's efforts to continue improving services for Rhode Islanders.

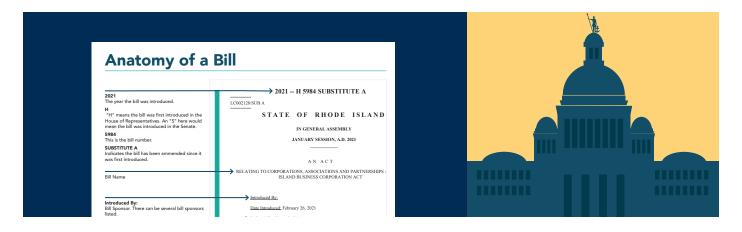
2024

H7662 (Serpa) / S2418 Sub A (Raptakis) - updates Rhode Island law to allow unaffiliated voters who participate in a party primary to return to their unaffiliated status automatically after participating in said election. The bill eliminates the need for unaffiliated voters to complete a disaffiliation form, which is currently an administrative burden for the 47% of Rhode Island voters who maintain an unaffiliated registration status. The bill was supported by the Rhode Island League of Cities and Towns, the Rhode Island Town and City Clerks' Association, and local boards of canvassers, including those in Cranston, Newport, Providence, and Woonsocket.

H7664 Sub A (Speakman) / S3058 (Euer) - codifies a process through which local election officials are notified of suspected forgery or fraud on nomination papers, and requires that instances of suspected forgery or fraud are reviewed and adjudicated in a timely manner. The bill is intended to ensure that all municipalities have a uniform reporting process and receive timely information, and that the State Board of Elections has an efficient, standardized process in place to make determinations related to ballot eligibility.

H7476 (Shanley) / S2447 (McKenney) - requires ballot questions to be written in plain language at an eighthgrade reading level. The change helps to make ballot





question language more understandable and accessible for all Rhode Island voters.

H8304 (Shanley) / S3059 (Euer) - updates State statute on the meeting of presidential electors to conform with a recent change to the federal Electoral Count Reform Act. Passage of this legislation protects the State from potential litigation and assures Rhode Islanders of the legitimacy of the counting of their electoral votes.

H8055 (Voas) / S3056 (Euer) – allows the Division of Taxation to share information with the RI Department of State about taxes owed by Rhode Island business entities. Each year that business owners fail to file their taxes, they accumulate penalties and interest fees along with the tax they already owe. Unfortunately, some businesses only become aware that they owe fees or taxes when they reinstate or dissolve their business. The information-share will allow the Department of State to keep those entities informed of their tax obligations, and, by doing so, help them avoid unnecessary fees and penalties. The language was drafted in collaboration with the Rhode Island Business Coalition and the Division of Taxation.

H7424 as amended (Shanley) / S2739 Sub A as amended (Quezada) - requires the filing, administration, and regulation of trade names through one central portal housed by the RI Department of State, improving the trade name registration process for business entities, such as sole proprietorships and general partnerships. The portal will help increase transparency and the accessibility of business information by providing a full scope of the business landscape in Rhode Island.

H7663 as amended (Cortvriend) / S2274 Sub A as amended (DiPalma) - grants local registrars the authority to issue certified copies of certificates and records that are born digitally, facilitating access to these documents for their residents. The RI Department of State was proud to partner with the Rhode Island Department of Health and the Rhode Island Town and City Clerks' Association on the legislation.

H7475 (Carson) / S2742 (McKenney) - makes updates to the clearinghouse process, better reflects the role of the State Librarian and Clearinghouse Director, and sets guidelines for digital publication in a way that is reflective of growing technology and best practices. The bill enables the State Library to continue to serve as the State's legislative library, while also remaining flexible to better serve patrons and constituents.

2023

H5462 Sub A (Diaz) / S742 Sub A (Lawson) streamlines election administration by codifying policies adopted by the Board of Elections related to equipment testing, updates elections equipment purchasing protocols, and creates a non-voting Department of State liaison to Board of Elections meetings.

H5517 Sub A (Donovan) / S752 Sub A (Britto) requires the RI Department of State to maintain a robust, online government directory, in addition to the provision of a limited number of printed copies.

H5055 Sub A (Boylan) / S35 Sub A (Lawson) – allows 17-year-olds who would be 18 years old by election day to participate in the primary election that would determine the candidates in the general election.

2023 - 2024 RI Department of State Staff

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Tracey Croce Nicholas Crofts

Gregg Cranshaw

Jack Cummings Juliana Cuomo Alexis Dahlberg Ethan Daigneault **Nestor DeJesus**

Lynn Del Farno Stacy DiCola Cara Eaton

Nicholas Edwards Graham Eikenberry

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Patrick Gallogy Miriam Garcia Rishi Gokhale Joseph Graziano **Beverly Greco**

Jennifer Griffith Gabriela Gutierrez

Megan Hamlin-Black Wyatt Harrington

Colleen Halloran-Villandry

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Megan Labbe Henry Lombardi Jr.

Blake Lukens Kristen Lynch

Shelby Maldonado Alyce Margadonna

Kimy McGuy Greg McBurney Elsie McLaughlin

Yocasta Mendez

Daniela Muralles Mendez

Samuel Merriam Anny Montalvan Cano Morales Sean Morin

Jhonatan Ortiz Aidan O'Sullivan Hailey Paganetti Henry Pardo Kathy Placencia

Jevonne Morton

Michael Popolillo David Raiche Sharon Raiche

Anna Rivera

Robert Rock

Michael Rodriquez

Carlos Brandan Roman

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