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## From the Secretary



The past fiscal year was both a challenge and a triumph for the Corporations and Charities Division. The economy continued to be in a slow recovery, with frequent scares of a double dip recession, and yet thousands of new businesses and charitable organizations were filed in the division's office by entrepreneurs and citizens of the State of Washington. Out-of-state businesses were also registering, bringing their jobs, and revenue, to the state as well.

In the past year, the Charities Program began a series of educational workshops and symposiums across the state, designed to educate nonprofit and charitable board members on their duties and responsibilities. We also coordinated with other state agencies that joined us in our efforts to help organizations that solicit donations from the public, to do so in a transparent and accountable manner.

The future of Washington's economy rests on business and charitable organizations and the hard-working people who keep them going even in these difficult times. The goal of the Corporations and Charities Division is to find new and better ways to provide exemplary customer service for them each day.

My thanks to all of you,

Sam Reed, Secretary of State

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## Did you know?

*The Corporations and Charities Division receives a daily average of:*

- *656 phone calls*
- *2,322 paper documents for processing*
- *479 expedited requests*
- *348 online documents for review and filing*

## FY11 Statistics

The past fiscal year saw many ups and downs in the economy and our statistics for FY11 reflect this instability.

	FY11	FY10	Change from FY10
Corporate Registrations (new profit and non-profit)	49,472	48,147	3%
Charitable Organization registrations (new)*	880	1,036	-15%
Corporate Renewals **	330,545	321,482	3%
Charitable Organization Renewals	8,638	8,474	2%
Domestic Partner Registrations (new)	1,360	2,002	-32%
Trademark Registrations (new)	1,190	1,050	13%
Internat'l Student Exch. Registrants (total)	39	40	0%
Immigration Assistant Registrants (total)	229	198	16%
Apostilles	18,627	19,463	-4%
Authentication Certificates	8,558	8,349	2%
Service of Process	1,396	1,512	-8%
Corporations Phone Calls	164,151	173,553	-5%
Charities Phone Calls	17,710	17,666	0%
Corporations Webpage Visits	2,371,200	2,539,040	-7%
Charities Webpage Visits	152,901	187,185	-18%
Scanned Documents	580,686	625,479	-7%

\*Number of new registration FY10 were incorrectly reported last year and corrected this year.

\*\*Corporate renewal numbers for FY11 were supplied by the Department of Licensing.

60% of all profit and nonprofit formations were completed online.

65% of all nonprofit renewals were completed online.

46% of profit renewals were completed online.

# FY11 Highlights

## Corporations For Communities awards program

Secretary Reed honored two **Corporations for Communities** nominees this year with the National Secretaries of State (NASS) medallion, the state's highest civic award. This annual award is given each fall to recipients chosen by the Secretary from business nominees that make community a priority. "These corporations...have gone beyond just lending a helping hand to the community", said Reed. "They have built volunteerism and civics into their operations. The spirit of giving back is at the core of their businesses." The award recipients were GLY Construction, Inc. of Bellevue and Dissmore's Foods, LLC of Pullman.

## Customer Connections

During fiscal year 2011, the division participated in several individual and multi-agency events for new and existing profit business owners. Examples of these events include the South Sound Small Business Conference and the Native American and Veteran Owned Business Conference. We also participated in two radio programs, in cooperation with the Commission on Hispanic affairs, offering proper registration techniques and Apostille education in Spanish. Staff also participated in two educational workshops at Office of Minority and Women's Business Enterprises, and two regional symposiums for the Washington Accountants Association.

Every year, the division meets with service companies and legal firms who file thousands of documents with us. As our "super customers", their input into how we can improve processes has been invaluable in the past and this year brought about changes in how we send renewal notices.

The Charities and Nonprofit Education Program hired a coordinator in September and began holding full-day symposiums, as well as half-day workshops. Working with other state agencies that regulate or license nonprofit activities, these events offered nonprofit board training in governance, organizational trainings in compliance, and general helpful information for any organization soliciting donations from the public. The Charitable Advisory Committee, appointed by the Secretary and representing a variety of charitable organizations and commercial fundraisers, took an active role in these events and added their own expertise to the presentations.

## Service Improvements

The division continues to offer a variety of ways for customers to access information or other self-help options. A new online Optional Registration was offered this past year for charitable organizations that are not required to register but may wish to do so for various reasons.

We were the first corporation registry in the nation to offer an **Application Program Interface**. This interface enables other state agencies, service companies or others who offer business services to search and retrieve corporations data for use in their own applications and web sites. It is available for download at our web site. It is the first of many upcoming efforts to give customers all their information in one place.

We now offer registrants the option to receive renewal notices by email. This change required legislation in the last session and to sign up for this service, please see our web site.

We always welcome suggestions on how we can improve service for our customers. Please help us to help you by completing our online survey located at our website—<http://www.sos.wa.gov/corps>.

## *Legislative Update*

Legislative changes effective this year from the 2011 Legislature include:

- **Ability for corporate and charitable entities filed with the SOS to receive annual renewal notices by email. This is an "opt-in" program that may be accessed on our web site. (HB 1040)**
- **The Charitable Solicitation Act was revised to make it easier to read, reduce filing requirements, and improve the transparency of charitable organizations. (HB 1485)**
- **The Immigration Assistant Program was dramatically changed and the registration is no longer at the SOS. Enforcement of the new law is with the AG's Office. (SB 5023)**

**Quotable Quotes**

*“ There are no traffic jams along the extra mile.”* Roger Staubach, Hall of Fame quarterback for the Dallas Cowboys turned businessman

*“To my customer. I may not have the answer, but I’ll find it. I may not have time, but I’ll make it.”* Unknown author

*“Everyone here has the sense that right now is one of those moments when we are influencing the future.”* Steve Jobs, CEO of Apple, Inc.

**A Word from the Director**



I’d like to thank the thousands of customers who used our services over the past year to start or maintain a business and for doing your part to keep our state a great place to live.

store, or a city with no YMCA. We in the Corporations and Charities Division are proud to work with these businesses every day.

We all know that businesses support state programs with their taxes, but more importantly, they support their towns and cities in so many more ways. They create jobs, they offer necessary products and services, and they give of their time and money to help their communities grow. Yes, it’s in their best interests, but it’s also good for the communities.

Our program teams are excited to take on new initiatives over the next year to make filing information in our office easy and less expensive. We want to do our part to help business and charitable organizations succeed in the upcoming year.

If you have suggestions or ideas on how we can improve our services, please call me at (360) 725-0310 or email me at [pam.floyd@sos.wa.gov](mailto:pam.floyd@sos.wa.gov).

Try to imagine a town without a grocery

VISIT US ONLINE FOR MORE INFORMATION AT [WWW.SOS.WA.GOV](http://WWW.SOS.WA.GOV)



Washington  
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