



County Administration South
601 N. Ross Street, Santa Ana, CA 92701 | (714) 834-2500

WELCOME

Newsletter - April 2022

Thank you for your interest in the Orange County Clerk-Recorder Department's newsletter. We will be bringing you periodic updates on the latest news, information and events affecting the department. I am honored and privileged to serve as your County Clerk-Recorder. Please contact my office at (714) 834-2500 or visit us at OCRecorder.com for more information about the department and the services provided to the public.

Sincerely,

*Hugh Nguyen
County Clerk-Recorder*

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Visit us at OCRECORDER.COM

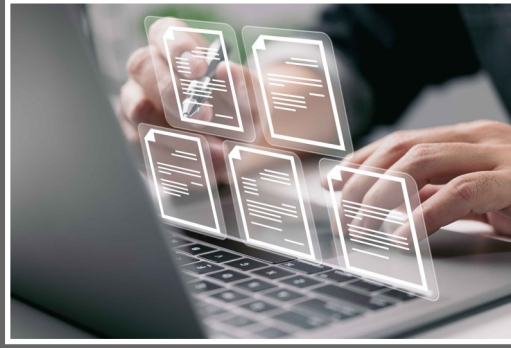


ORANGE COUNTY CLERK-RECORDER

CALL CENTER

**WE ARE HERE TO ANSWER YOUR QUESTIONS
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.**

(714) 834 - 2500



COVID-19 WAS NO MATCH FOR CLERK-RECORDER DEPARTMENT'S SECURE ELECTRONIC RECORDING DELIVERY SYSTEM

During the COVID-19 mandated office closures in March 2020, the Orange County Clerk-Recorder Department managed to continue recording real property documents without experiencing any service disruptions. Clerk-Recorder Hugh Nguyen credits the department's multi-county SECURE electronic delivery system for this accomplishment. Despite the closures, the department experienced a significant increase in the number of documents submitted electronically from 68% in 2019 to its current level of 85%. SECURE, which launched in 2007, became essential during a time when contactless recordings became crucial, especially during an unprecedented, once-in-a-lifetime pandemic.

“SECURE allowed us to continue this vital service for the public,” Clerk-Recorder Hugh Nguyen said. “I am glad to see that the system worked despite the pandemic and that customers were still able to record their important real property documents during these unprecedented times.”

Despite the closures, in 2020, the department recorded 781,414 documents, 83% electronically. Compared to 2019, the year before the pandemic, the department recorded 552,688 documents, 68% electronically. In 2020, new California Department of Justice regulations helped the department approve 1,011 new SECURE authorized submitters. Currently, there are 16 SECURE partner counties. In October 2021, the department reached a major milestone by reaching its 10 millionth electronically recorded document since the implementation of electronic recording back in 1997. This number makes Orange County the nationwide leader in electronic recordings. SECURE has seen steady growth since the program's inception, though the past couple of years has been unprecedented.

SECURE allows title, escrow, and financial companies to record property documents electronically and safely to multiple counties from a single computer screen, providing efficiency by reducing delivery expense, staff time, and allowing quicker confirmation times. Orange County is the lead county for the system which it co-owns with Los Angeles, San Diego, and Riverside Counties. As lead county, Orange County works closely with the California Department of Justice (DOJ) to ensure that all regulations meant to keep SECURE safe are strictly adhered. This includes working with the DOJ to ensure that every SECURE submitter passes a thorough background check and is issued the proper credentials prior to using the system.

The department also has a government-to-government component to SECURE (SECURE G2G) which allows other government entities to submit recordable documents electronically. This has allowed several government entities to continue recording documents even during the pandemic.

To learn more about the services offered by the Clerk-Recorder Department, please visit [OCRecorder.com](https://ocrecorder.com) or contact the department's information line at (714) 834-2500. The information line is available Monday – Friday from 8 a.m. to 4:30 p.m.

COMMUNITY OUTREACH

During the month of April:

On Saturday, April 2, my office hosted Passport Day geared towards individuals and families who can't make it to our offices during normal operating hours. Numerous appointments and walk-ins were served, helping make passport services more accessible to the public.



Thank you Garden Grove High School for having us at your Garden Grove Unified School District Summer Resource Fair on April 4 to learn about the services that we offer to students and their family members. Passport services were one of the frequently asked topics and my team was there to answer their questions.



Congratulations to Mr. Huy Tran from Westminster High School on being selected as one of Huntington Beach Union High School District's Teachers of the Year. Thank you for your exemplary dedication, practice of effective instructional methods and your overall passion for the art of educating students, especially in your subject area. We are so glad to have an educator like you teaching the young students of Orange County.



COMMUNITY OUTREACH

During the month of April:

I want to thank the City of Laguna Niguel for inviting me to speak at this year's 2022 Laguna Niguel Junior Civic Workshop. It was a pleasure being able to share my story with the students and family members while letting them know about the services we provide at our offices. Congratulations to the 50+ students on graduating from this program and to those who were recognized for their achievement.



On the weekend of April 9, my outreach team was able to send our congratulations to Oficinas Del Pueblo on their ribbon cutting event. I wish them the very best while providing various services to the residents living throughout Orange County.



AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations! **Celeste**

Dedicated to Providing Excellent Customer Service

Each month we recognize an employee who goes above and beyond their normal duties and offers excellent service to our customers. The Employee of the Month receives a certificate of recognition, has their name placed on a recognition plaque and may dress casual during their month of recognition.

It gives me great pleasure to announce Celeste as Employee of the Month for April.

When given the opportunity to become the lead in South County, Celeste accepted the offer with enthusiasm. Her can-do attitude and problem-solving skills lead her to do everything in her power to ensure our customers are assisted. Not only does Celeste go above and beyond for her customers, but she also does so for her fellow coworkers. She tries to stay one step ahead and is successful at anticipating what needs to be done next. Celeste works hard every day and consistently asks her supervisors what more she can do to help.

Celeste is a good leader who always takes the initiative. She is the first to arrive in the morning, one of the last to leave in the evening, and is immaculately reliable. An efficient worker, she uses her vast job knowledge to ensure high accuracy in all her assigned tasks. Celeste has become an important asset to the department in a short amount of time. Her hard work and efforts are greatly appreciated by all.

Please join me in congratulating Celeste on her achievement!

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AWARDS AND RECOGNITIONS

Membership Monday

Hugh Nguyen, Clerk-Recorder Orange County

"I want to do my best to have the friendliest, most efficient, and accessible Clerk-Recorder's office in the state. I wake up every day thinking about what our office can do to make every customer's experience the best they have ever had at a government agency."



WWW.COUNTIES.ORG
California State Association of Counties

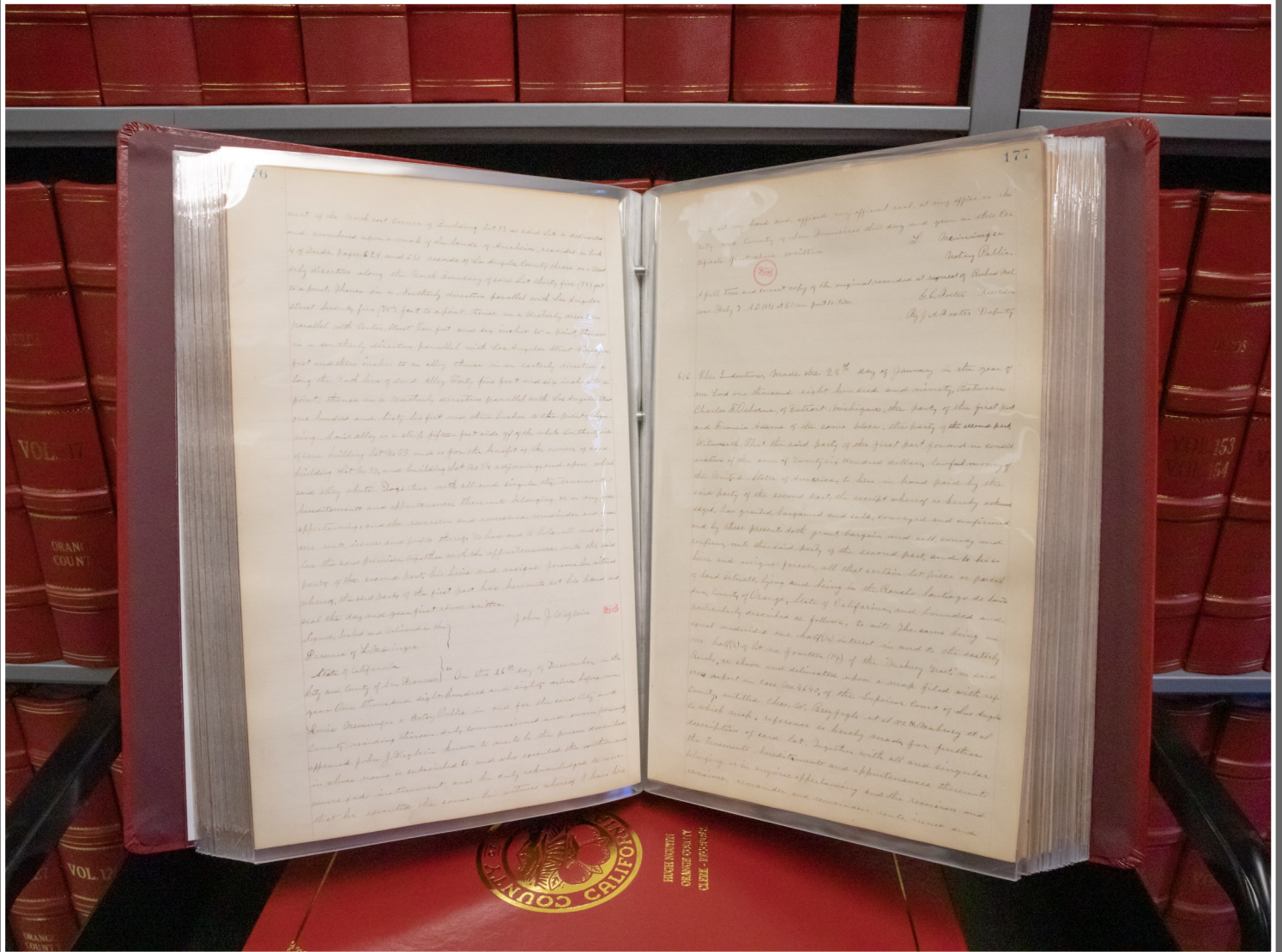


@CSAC_COUNTIES

I would like to thank the California Association of Counties (CSAC) for recognizing me on their April 4 Membership Monday feature series. The purpose of this series is to highlight excellence in county government, and to be chosen for a feature is truly an honor. The past two years have been challenging to say the least, though our CSAC Innovation Award winning Hitched at Honda Center program, virtual marriages program, and countless safety precautions have allowed staff and customers to remain safe and healthy.

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AWARDS AND RECOGNITIONS



On April 12, the Orange County Archives took delivery of 640 deed books which underwent restoration. These books house the county's oldest and most sensitive real property records documenting our earliest real estate transactions which are used by historians and real estate researchers to this day. Each page went through a deacidification process, was sleeved in mylar, and finally were bound using fireproof material. This restoration ensures Orange County's oldest property records will remain available for generations to come.

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APRIL IN O.C. HISTORY



Parade float of the Women's Christian Temperance Union, Santa Ana, circa 1900.
(Photo courtesy First American Corp.)

April 1, 1943

Marine Corps Air Station El Toro was dedicated. It had previously been some of the best bean-growing land on the Irvine Ranch.

April 9, 1966

The first major league baseball game in O.C. was played at the new Anaheim Stadium.

April 13, 1903

The citizens of Santa Ana voted to end all sales of alcohol in their city.

April 15, 1921

The first concert of the Orange County Symphony Orchestra was given at the Fullerton Union High School Auditorium.

April 19, 1961

The town of San Juan Capistrano became a city.

Historical facts provided by Assistant Archivist Chris Jepsen. Photo: Courtesy of the Orange County Archives.

Courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

OUT AND ABOUT



One of my staff took this photo while visiting Disney's Magic Kingdom Park in Orlando, FL.

Visit our webpage at: OCRecorder.com

Follow us on social media

[@ocreorder](https://twitter.com/ocreorder)

For more information about
the Orange County Archives visit:
OCArchives.com

