



HUGH NGUYEN

ORANGE COUNTY CLERK-RECORDER

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WELCOME

Newsletter - May 2017

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 www.ocrecorder.com for more information about the department or the services provided to the public.

Sincerely,
Hugh Nguyen
County Clerk-Recorder

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Mark Your Calendars:

- June 24, 2017 - Special Saturday Opening
- July 4, 2017 - Independence Day Office Closed
- July 22, 2017 - Special Saturday Opening
- July 29, 2017 - Passport Day

[SPECIAL NOTICES/ALERTS](#)

The elevator located in the Old County Courthouse is undergoing maintenance and will not be operable starting May 29 to July 14, 2017.

Therefore, access to Marriage and Passport Services on the 2nd floor of the Old County Courthouse during this time period will be limited. For more information, please visit us at:

www.ocrecorder.com

NEWS



This past Saturday, June 3rd, Clerk-Recorder Hugh Nguyen hosted his first Passport Day at the department's South County Branch Office in Laguna Hills. Staff processed 104 passport applications and took 75 passport photos. Those numbers far exceed the number of passport applications and photos processed during a normal business day.

"With kids out of school and vacations planned, now is the time to get your passport," said Clerk-Recorder Hugh Nguyen. "By opening on a Saturday, we are trying to make it easier for busy families and individuals to take advantage of our services."

This was the first Passport Day hosted by Clerk-Recorder Hugh Nguyen. The department looks forward to hosting future dates to better serve the community and increase access to these important services. To learn more about our passport services or the services offered at the Clerk-Recorder Department, please visit us at

www.ocrecorder.com

NEWS



Robert, from our Marriage and Passport Services Unit, assists customers during one of the department's special Saturday hours.

SATURDAY HOURS PLANNED FOR JUNE 24

The Clerk-Recorder Department will once again open its doors to the public on June 24 for its once-a-month Saturday hours. The department's branch offices in Fullerton and Laguna Hills as well as the Old County Courthouse in Santa Ana, will be open from 10 am to 3 pm. Customers will be able to obtain marriage licenses, have marriage ceremonies performed, submit passport applications, purchase passport photos and obtain vital and official records.

The Orange County Archives will also be open from 10 am to 3 pm. The Archives are located in the basement of the Old County Courthouse in Santa Ana. For more information, please visit us at

www.ocrecorder.com

NEWS



ORANGE COUNTY CLERK-RECORDER DEPARTMENT EARNS NATIONAL ACHIEVEMENT AWARD FOR AUTO-INDEXING AND REDACTION PROGRAM

Orange County's Clerk-Recorder Department has been recognized with a National Achievement Award from the National Association of Counties (NACo) for its Auto-Indexing and Redaction - Increasing the Accuracy and Access to the Public Records Program.

Orange County's Auto-Indexing and Redaction system increases the accuracy and security of the public records through the use of innovative software. Some of the benefits of this system include allowing the Clerk-Recorder Department to make recorded real property documents available to the public 48 hours after the documents have been recorded, eliminating the need for an outside redaction vendor, and also adding cost savings and increasing the accuracy of the records by eliminating the manual entry of information.

To read more, click [here](#).

COMMUNITY OUTREACH

During the month of May:



On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Billy Le joined Southern California Edison in celebrating the 2017 Asian American & Pacific Islander Heritage Month with businesses, community leaders and residents of Orange County.



Clerk-Recorder Hugh Nguyen attended the grand opening and ribbon-cutting ceremony for Images Luxury Nail Lounge at Woodbury Center in Irvine. Clerk-Recorder Nguyen would like to wish them great success for 2017.



Our office participated in Soka University's 16th Annual International Festival. Staff was on hand to inform attendees of the services available to them at all of our locations. Clerk-Recorder Hugh Nguyen attended the event and participated in the cake cutting and briefly spoke at the event. Clerk-Recorder Nguyen would like to thank all those who made this great event possible.

COMMUNITY OUTREACH

During the month of May:



Clerk-Recorder Hugh Nguyen was invited to speak to the Laguna Niguel Jr. Civic group. The event was hosted by the City of Laguna Niguel. Clerk-Recorder Nguyen shared his life story with attendees and spoke about being an elected official and leader. He would like to thank the City of Laguna Niguel for putting the course together and for nurturing an interest in civic government in the youngest of its residents.



On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Crystal Bonham helped celebrate the opening of the Jim Johnson Memorial Sports Park in San Clemente. Clerk-Recorder Hugh Nguyen would like to commend the City of San Clemente for all it does to improve the quality of life of its residents.



Our office was out in the community at the 10th Annual South County Senior Summit to inform residents about the services we provide at our South County Branch Office in Laguna Hills.

COMMUNITY OUTREACH

During the month of May:



On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Billy Le attended the Fountain Valley Chamber of Commerce's Legislative Breakfast where he was able to highlight the services we provide at our locations.



Our office was at Celebrate Ladera once again to reach out to Ladera Ranch residents and other unincorporated areas to let them know about our convenient South County Branch Office and the services available to them.



Our office joined the Golden West College Criminal Justice Center to celebrate its 50th Anniversary of developing and training future law enforcement personnel. Clerk-Recorder Hugh Nguyen would like to thank everyone involved and to wish them many more years of success.

COMMUNITY OUTREACH

During the month of May:



Clerk-Recorder Hugh Nguyen presented Advance Beauty College with a certificate of recognition for its leadership and for their outstanding commitment to providing career opportunities for the residents of Orange County.



The department participated in this year's 6th Annual Hiring Fair which was hosted by the County of Orange at the Orange County Fairgrounds. Clerk-Recorder Hugh Nguyen attended the event and got to speak to fair goers about the career opportunities that the County has to offer.



Community Outreach Advisor Billy Le attended the grand opening of Alzheimer's Orange County in Laguna Wood. On behalf of Clerk-Recorder Hugh Nguyen, he presented a certificate of recognition in honor of the service they provide to the residents of our County.

COMMUNITY OUTREACH

During the month of May:



Clerk-Recorder Hugh Nguyen attended the Boys and Girls Club of Garden Grove's State of the Club Address. Clerk-Recorder Nguyen met with various leaders and community members and spoke with them about the services available to them at the department's convenient location. He also got the opportunity to thank the organization's CEO Mark Surmanian for everything he does to serve over 6,000 students.



Clerk-Recorder Hugh Nguyen attended the National Hispanic Business Women Association's 17th Annual Awards & Scholarship luncheon. He would like to congratulate all the scholarship recipients and the Business Women of the Year as well as the Corporate Partner of the Year.

**South Orange County
Economic Coalition**
Advocacy • Education • Representation • Progress

On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Crystal Bonham attended the South Orange County Economic Coalition's monthly meeting where she was able to highlight the services available to them at our department.

A MESSAGE FROM CLERK-RECORDER HUGH NGUYEN

Hello, my name is Hugh Nguyen. I am honored to serve as your County Clerk-Recorder. As you may know, we offer many services that benefit Orange County residents and families at all four of our convenient locations, including: issuing birth, death and marriage certificates, passport services, registering notaries public and real property recordings.

We were the first county in the nation to record 7 million real property records electronically. We have been offering special Saturday hours for the almost four years, for which we received a 2014 Merit Award from the California Association of Counties as well as a 2015 Achievement Award from the National Association of Counties.

I attribute this success to my hard-working staff and I am proud to have the best county employees. I enjoy watching them provide great customer service. Every month I will be introducing some of my staff here and on our Facebook page, so that you may get to know my superstar employees. We are all here to serve you and we are proud to serve our County.



HERE TO SERVE - MIKE

Today I would like to introduce you to Mike. Mike is a senior information technologist in our I.T. Unit. He started working for the Clerk-Recorder Department over 18 years ago. Mike's career began as an information technologist II and he was quickly promoted to systems analyst I. He was later promoted to systems analyst II before reaching his current position as senior information technologist.

Some of Mike's daily tasks include: administering all clerk-recorder databases such as ClerkDocs, VitalDocs and FBN. He manages various ongoing I.T. projects, analyzing, diagnosing and resolving I.T. issues as required and improving and maintaining existing web-based/software applications. Mike is also in charge of making any necessary changes or upgrades to the department's online applications that are used by customers applying for marriage licenses, passports and fictitious business name statements.

Mike is a team player and is great about completing important changes to web applications in a timely fashion. Mike enjoys working with the staff in his unit and frequently offers his co-workers mentoring and training when requested. Mike's hard work and dedication to this department is greatly appreciated.

I am thankful to have Mike on my team. Mike is here to serve you.



AWARDS AND RECOGNITIONS

**EMPLOYEE
OF THE
MONTH**

**ANGE COUNTY
RK-RECORDER
SUITE**



Each month we are recognizing 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, uses the special designated parking space and may dress casual during their month of recognition.

It is my pleasure to announce Mike Desai as the Employee of the Month for May.

Mike has taken on many vital projects during the last months. He led the effort to develop the functional requirements for the implementation of our new Auto-Indexing and Redaction system. Thanks to Mike's efforts the department was recently awarded an Achievement Award from the National Association of Counties (NACo). He was also instrumental in the development and implementation of the department's new E-FBN system. Mike's hard work and efforts to help improve our services make him an asset not only to the department but to the residents of our County.

Please join the department in congratulating Mike on his achievements!

CUSTOMERS ARE SAYING . . .

In this section we will share what customers are saying about us. We strive to provide the best customer experience each and every time a customer visits our offices.

Inez North County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 5/16/17

4. Reason for your visit?
Trust Recording

5. How long did you wait in line? 2 minutes

6. Do you have any suggestions to improve our services?
I neez was wonderful!
I had many questions
and she took all the
time I needed to
accomplish my task!
She is a "GEM"!

Please provide the following (optional) information

We received this comment card from a customer who visited our North County Branch Office in Fullerton.

We would like to thank Inez for providing this customer with stellar service. You are a gem!!

MAY IN O.C. HISTORY



On May 6, 1967, the terminal at Orange County Airport (now John Wayne Airport) was dedicated. Participants included Governor Ronald Reagan and the Navy's Blue Angels.

- May 10, 1974** The 1,000,000th telephone in Orange County was installed at a home in Anaheim.
- May 21, 1966** Groundbreaking ceremonies were held for the jail and Sheriff's headquarters at Sixth and Flower Street in Santa Ana
- May 25, 1906** Santa Ana's Chinatown, at the southwest corner of 3rd Street and Bush Street, was evacuated and burned down by authorities after leprosy was discovered there.
- May 28, 1966** Transplanted from 1964-1965 New York World's Fair, "it's a small word" opened at Disneyland.

*This section brought to you courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.
Historical facts provided by Assistant Archivist Chris Jepsen
Photo Credit: ASCE Orange County Branch*

www.ocarchives.com

OUT AND ABOUT

This section will feature photos taken by department employees while they were out and about to help close our newsletter on a good visual note.



Jorge, from our North County Branch Office, shared this shot of him skydiving on a beautiful Orange County Day!

Visit our webpage at: www.ocrecorder.com

Follow us on social media

[@ocrecorder](https://www.instagram.com/ocrecorder)

For more about the Orange County Archives visit:
www.ocarchives.com

