



**HUGH
NGUYEN**
Orange County Clerk-Recorder

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

WELCOME

Newsletter - April 2024

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



Clerk-Recorder Partners with California Secretary of State for Apostille Pop-Up Shop

For the first time in Orange County's history, Apostille services will be available locally for one day only. Orange County Clerk-Recorder Hugh Nguyen is proud to announce an innovative partnership with the California Secretary of State to host the one-day Apostille Pop-Up Shop on Wednesday, May 29, 2024 from 9 a.m. to 4:30 p.m. The event will take place at the County Administration South Building located at 601 North Ross Street, Santa Ana, CA 92701. No appointments are necessary. Services will be provided on a first-come, first-served basis.

"I am excited to save our county residents significant travel and mail time by bringing Apostille services directly to them," said Clerk-Recorder Hugh Nguyen. "This partnership with the California Secretary of State underscores our commitment to convenient and accessible service."

What is an Apostille?

- An Apostille is a certificate that authenticates California public officials' signatures on documents intended for use outside of the United States.
- Examples of documents include birth certificates, marriage certificates, single status certificates, educational records, and more.
- Typically, individuals seeking in-person Apostille services must travel to the California Secretary of State's offices in Los Angeles or Sacramento, or they may mail their request to the Sacramento office.

To ensure a smooth experience, please bring the following:

- A document signed by a California public official or an original notarized and/or certified document. **Photocopy is not acceptable.**
- A completed Apostille Pop-Up Shop Request Cover Sheet found at: <https://notary.cdn.sos.ca.gov/forms/apostille-request-apus.pdf>
- California Secretary of State processing fee is \$20 for each apostille document, along with a \$6 special handling fee for every public official's authentication signature. Payments for apostille services can be made using Visa, Mastercard, checks, or money orders. No cash accepted.
- Notary public services will be available on-site from the OC Clerk of the Board office for \$15 per signature and paid for by personal check or cash only. Make check payable to the County of Orange.

For more information about obtaining an Apostille, visit the [California Secretary of State's website](#).

For any questions, please call the department's information line at (714) 834-2500 during normal business hours Monday through Friday from 8:00 a.m. to 4:30 p.m., except holidays. Visit OCRecorder.com for details. For media inquiries, please contact Billy Le at 714-834-2248.

NEWS



**OC CLERK-RECORDER
HUGH NGUYEN**

IN PARTNERSHIP WITH CALIFORNIA SECRETARY OF STATE

California Secretary of State

Apostille Pop-Up Shop



**ONE DAY
ONLY!**

MAY 29, 2024

WEDNESDAY: 9AM - 4:30PM

LOCATION

**COUNTY ADMINISTRATION SOUTH BUILDING
601 N. ROSS ST, SANTA ANA, CA 92701**

**SCAN TO
LEARN
MORE**



sos.ca.gov/notary/request-apostille

PARKING LOT P4

630 N BROADWAY ST
SANTA ANA, CA 92701

FREE FIRST 30 MINUTES



APOSTILLE PAYMENT

VISA, MASTERCARD,
CHECK OR
MONEY ORDER

NO CASH

**NOTARY PUBLIC SERVICES AVAILABLE ON SITE WITH PAYMENT ACCEPTED
IN CASH OR BY CHECK ONLY, MADE PAYABLE TO THE COUNTY OF ORANGE.**

OCRecorder.com



OC Clerk-Recorder Hugh Nguyen Hires Veteran Journalist Martin Plascencia to Lead Spanish-Community Outreach

Orange County, CA – Clerk-Recorder Hugh Nguyen is pleased to announce the hiring of Martin Plascencia to assist his department in outreach efforts. Plascencia will work closely with Orange County’s Spanish-speaking residents, ensuring effective communication and access to vital services.

Martin Plascencia brings over 35 years of journalistic experience to his new position. His illustrious career includes two decades as a news reporter for Telemundo Channel 52-Los Angeles, where he also served as the overseer of the Orange County News Bureau for 15 years. Plascencia’s reporting has covered landmark events, but his true passion lies in sharing the daily stories of Latinos living in California.

“Martin Plascencia has more than 35 years’ working experience as a journalist and his experience working with the Latino communities is important for my office to continue to let our community know what services we provide,” said Clerk-Recorder Hugh Nguyen. “I’m honored to have him as a member of our Clerk-Recorder family.”

Plascencia’s educational journey began at Preparatoria No. 2 of the Universidad de Guadalajara. He continued his studies in the United States, graduating from East Los Angeles College with a degree in Social Science and Journalism. His academic pursuits also led him to Cal State University Los Angeles, where he delved into Sociology. Plascencia’s dedication extends beyond reporting; he has been a respected Professor in the Extension Program of Spanish Language Journalism at UCLA.

“My name and face may be familiar to some members of the Spanish-speaking community who have seen me on television news for three decades. Now I have been offered the opportunity to continue serving the Hispanic community by promoting the many programs and services offered by the Office of Hugh Nguyen Orange County Clerk-Recorder to all of Orange County’s 3.2 million residents, including 34 percent of them Latinos,” said Martin Plascencia, Community Outreach Manager for the Orange County Clerk-Recorder.

For any questions, please call the department’s information line at (714) 834-2500 during normal business hours Monday through Friday from 8 a.m. to 4:30 p.m., except holidays. For media inquiries, please contact Billy Le at 714-834-2248.

NEWS

Our special Saturday opening was a remarkable success, thanks to the incredible efforts of my dedicated staff. Our team's dedication made it possible to provide a wide array of services, ensuring a smooth and memorable experience for all. We're proud to have facilitated numerous marriage licenses, civil ceremonies, passport applications, and photos, contributing to the stories of many families and individuals.

A special congratulations to the couples who exchanged vows at our offices. We are honored to have been a part of your commitment to each other and wish you joy and happiness in your journey together.



COMMUNITY OUTREACH

During the month of April:



On April 8, my team and I attended the Garden Grove Unified School District's Summer Resource Fair. Our aim was to educate students and their families about the various services available to them. Among the frequently inquired services, passport services stood out.

We were delighted to be present to address students and families questions.



On April 13, my staff congratulated the 2024 Beauty Boss graduates hosted by America's SBDC. It was great to see how much the graduates learned about hair, skin, nails and makeup.

We wish the graduates success starting their own beauty businesses. We're very proud and excited for what's ahead for them. Here's to their bright futures!



On April 27, my staff and I participated at the 16th Annual Día de los Niños, Día de los Libros event held at the Santa Ana Public Library. We were honored to be present to share insight into the valuable services our office provides.

Thank you to everyone for stopping by our booth.

COMMUNITY OUTREACH

During the month of April:



On April 30, my team and I observed the 49th anniversary of the Fall of Saigon. This day holds deep significance for the Vietnamese community worldwide, as we remembered the profound sacrifices made for freedom.

The morning commenced with a solemn ceremony hosted by the City of Westminster, paying tribute to the courageous souls who fought for liberty. Heartfelt stories from U.S. and Vietnamese veterans resonated, reflecting on the legacy of valor and hope that continues to inspire us. In the afternoon, we gathered in silence at the statue of Vietnamese General Trần Hưng Đạo, alongside military veterans representing various branches who had served. Their presence symbolized resilience and honor. As the sun set, we concluded our commemoration at the Vietnam War Memorial, laying wreaths and offering prayers. This collective reverence acknowledged the struggles and triumphs of the Vietnamese diaspora.

Black April prompts us to look to both the past and the future. We honor the history that has shaped us and pledge to continue building a future filled with the freedoms for which so many have given their all.

AWARDS AND RECOGNITIONS



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 Lionel Guittard as Employee of the Month for April.

Lionel is a valuable member of our Clerk Unit who consistently goes above and beyond in his role. He possesses a strong work ethic, excellent customer service skills, and great sense of teamwork. Our department is proud to know Lionel upholds the high quality of customer service we strive to maintain. Supervisors praise the professional and warm manner he assists every customer. Lionel can be counted on to complete his duties on time while still managing a high level of accuracy. At our South County branch office, Lionel handles marriage license recordings and maintains the daily statistics without delay.

Lionel's excellent attendance and punctuality serve as an example for all to follow. He always has a positive demeanor from the start to end of the workday through all circumstances, and he is attentive to the changing needs of the office. Lionel's eagerness in assisting his colleagues contributes to the smooth operation of the office and demonstrates his strength as a team player.

We appreciate Lionel's hard work and thank him for his continued outstanding performance. It is a pleasure to work with Lionel, and we are grateful to have him on our team.

Please join me in congratulating Lionel on this well-deserved achievement.

OCRecorder.com

CUSTOMERS ARE SAYING...

Document Examiner Irania, from our South County branch office in Laguna Hills received the following comment card from a customer she assisted. Thank you Irania for your commitment to providing excellent customer service.

Irania Osorio South 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 checked="" 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. In what ways were our Saturday services beneficial to you?
N/A

4. Reason for your visit?
document recording date: 4-8-2024

5. How did you hear about our Saturday services?
N/A

6. How can we improve our services?
I love the service of Irania lady whom work as a recorder

Please provide the following (optional) information.
Name: mehdi

We received the following online Yelp review from a customer that required passport services at the County Service Center in Santa Ana. Thank you Kayla and Billy for providing exceptional customer service.

★★★★★ 4/5/24

We struggled to make an appointment to do our passport in Ventura County and LA County. Our friend recommended us to Billy Le. We gave him a call and he asked us to drop by the OC County Service center. We got our passport completed within 20 minutes (included 5 minutes waiting time). Kayla was exceptional with her service! She was professional, friendly, and walked us through the whole process with ease. . Thank you Kayla and Billy.

Anyone who needs to get their passport done, we highly recommend this office. Keep up the outstanding work!

CUSTOMERS ARE SAYING...

Our North County branch office in Anaheim received the following comment cards from customers that needed assistance with passport services, document recording and marriage services. Thank you to Matt, Hazel, Vanessa and Roberto for your outstanding customer service. Excellent work!

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 checked="" 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: 4/17/2024

4. Reason for your visit?
Property (deed) recording

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

6. Do you have any suggestions to improve our services?
NO, Great checkin process + Property recording clerk was LACEE + so really helpful - Matthew V.

North County

Hazel & Vanessa

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 checked="" 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: 4/9/24

4. Reason for your visit?
NEW PASSPORTS for 3 kids

5. How long did you wait in line? 0 minutes

6. Do you have any suggestions to improve our services?
It was Perfect everyone was very kind and helpful. Absolutely, Amazing!

Please provide the following (optional) information.
Name: Someya

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 checked="" 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: April 5

4. Reason for your visit?
MARRIAGE Lic.

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

6. Do you have any suggestions to improve our services?
Roberto was great!

Please provide the following (optional) information.
Name: Sanchez

CUSTOMERS ARE SAYING...

The following email was sent to me from a customer who was assisted by the department's Chief Deputy Recorder, Robert Durrrough. Thank you Robert for going above and beyond and for being a great example in providing excellent service.

Dear Mr. Nguyen,

The purpose of this letter is to provide my genuine and material gratitude for one of your team, Mr. Robert Durrrough, who not only served me as a, but solved a problem for me expeditiously. **This has become a rarity, and it is noteworthy to exemplify Mr. Durrrough's service that went above and beyond.**

The background to this is as follows:

- LA Solar, Inc., who I hired to perform and install a solar system for me, had staff turnover. In that process they mixed my account with another customer, who lived in Riverside County and who had not paid them. As such, one of those new staff members, errantly submitted a Mechanic's Lien with my name and with my home address in Orange County, to the Riverside County Recorder's office, who subsequently errantly recorded it. As our County's Recorder, you can see the blatant issues with this.

- LA Solar, understanding its error, then submitted a corresponding Mechanic's Lien Release to resolve the issue, again to Riverside County, because that was the county in which the errant and Mechanic's Lien was recorded. Interestingly enough, the Riverside County Recorder this time rejected the recording, because they noted that my property is located in Orange County, as they should have originally done when the Mechanic's Lien was originally submitted for recording at Riverside County.

- Given this situation, I now had an errant and "orphaned" Mechanic's Lien recorded in Riverside County with Riverside County refusing to allow that Mechanic's Lien to be cured by allowing the recording of the Mechanic's Lien Release. So we attempted to record the Mechanic's Lien Release in Orange County referencing the instrument number of, and the fact that the Mechanic's Lien was recorded in Riverside County, just as a method of providing constructive notice for any title searches in the future. Your recording and counter staff and their supervisor, explained why they couldn't accept it for recording, but they also provided me with how they resolve it when the reverse happens at Orange County. During that counter visit, I asked for a meeting with you, and they politely took my name and phone number.

- That same day, Mr. Durrrough reached out to me to inquire how he could help. That response time was very refreshing as we his incredible courtesy and patience in listening to what my issue was, being empathetic then taking accountability to help a constituent of Orange County, me, for an issue related to another County, Riverside County. Incredible!!!! That is service and customer obsession at its finest. Thereafter, in one day, Mr. Durrrough was able to resolve the issue, reaching out to a counterpart at Riverside County, and explaining the situation (see the email chain below for details).

- This morning, I went to Riverside County, and because of Mr. Durrrough's direct efforts, I was able to record the Mechanic's Lien Release, without issue or rejection. **So, Mr. Durrrough solved the problem, in 24 hours, that we'd been struggling with for over two months – because he responded timely, listened, cared, acted and followed through! He's committed, capable, effective and impactful!**

If I had an open position on my staff, I would try to lure Mr. Durrrough away from your offices --- rest assured however, I know he is a valuable resource, and I would like other residents of the County of Orange to be blessed by his incredible service --- so you are safe for now, as I won't be luring him away (though I'm very tempted 😊!).

KUDOS!!!! ...to Mr. Robert Durrrough!

Please make sure to recognize him Mr. Nguyen. He's a great public/civil servant, that should be an example to others on how to serve the public.

Thank you for your leadership and service, including specifically the service I received from Mr. Durrrough, and generally from everyone on your team at the counter.

Feel free to reach out to me if you have any questions.

Best regards,

Emil N.

APRIL IN O.C. HISTORY



Saturn rocket assembly building, Seal Beach, 2018. Photo by Chris Jepsen.

- April 1, 1966** Orange County experienced its first smog alert.
- April 2, 1957** The State Senate Education Committee approved construction of a state college – now known as California State University Fullerton – in Orange County.
- April 11, 1895** Anaheim’s electrical power went online for the first time.
- April 20, 1972** Apollo 16 landed on the moon. The rockets and many other components that got the Apollo missions to the moon had been designed and/or assembled in Orange County.
- April 27, 2003** A Vietnam War Memorial was unveiled at Sid Goldstein Freedom Park in Westminster.

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 snorkeling in the stunning waters of Hanauma Bay in Oahu, Hawaii.

Visit our webpage at: [OCRecorder.com](https://www.ocrecorder.com)

For more information about
the Orange County Archives visit:
[OCArchives.com](https://www.ocarchives.com)

Follow us on social media
[@ocrecorder](https://www.instagram.com/ocrecorder)

