



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

## WELCOME

Newsletter - June 2025

*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](http://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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**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**



# NEWS

Congratulations to the new board of the Vietnamese American Chamber of Commerce (VACOC). On June 5th, I had the pleasure of administering the oaths for the VACOC board installation ceremony that took place during the 50 Years of Little Saigon's Resilience event in Garden Grove.

May the board's leadership and vision continuously empower businesses and entrepreneurs and shape a strong future for the chamber. Wishing VACOC great success on all of their endeavors!

Additionally, I would like to warmly congratulate VACOC and all partners for organizing a successful and meaningful 50 Years of Little Saigon's Resilience event. This event beautifully celebrated the resilience and accomplishments of the Vietnamese American community while also uplifting, inspiring, and building bridges for the upcoming generations of leaders and entrepreneurs.





## 2025 Achievement Award Winner

*“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”—Benjamin Franklin*

The National Association of Counties is proud to award  
**Orange County, Calif.**

A 2025 Achievement Award for its program titled:

**CRBot: Orange County Clerk-Recorder’s Solution for 24/7  
Instant Customer Support**



Matthew Chase, CEO/Executive Director



Supervisor James Gore, NACo President



The Orange County Clerk-Recorder’s Office earned national recognition for its innovative virtual assistant, CRBot, which has been awarded a 2025 Achievement Award by the National Association of Counties (NACo). The honor recognizes forward-thinking and impactful county programs that enhance service delivery and improve residents’ experiences.

Launched in March 21, 2024, CRBot is a 24/7 chatbot that helps users navigate Clerk-Recorder services including birth certificates, marriage licenses, property records, and passports, anytime through OCRecorder.com. Designed to reduce call volume and support routine questions, CRBot also connects users to live agents when needed. In its first year, it assisted 7,187 users, with fewer than 8 percent requiring further help.

The department’s commitment to digital innovation and expanding equitable access to government services, especially for residents who need support after regular hours or prefer mobile interaction.

**“I am honored and grateful to receive this national recognition,” said Clerk-Recorder Hugh Nguyen. “CRBot represents how we continue to evolve by embracing innovation to serve our community better. My team remains focused on improving access to public services in ways that are modern, efficient, and customer first.”**

Each year, NACo’s Achievement Awards recognize outstanding programs across 18 categories that reflect the broad range of services counties provide. These categories include children and youth, criminal justice and public safety, libraries, management, information technology, health, civic engagement, and more. Launched in 1970, the program celebrates innovation and excellence in county government.

**“The Achievement Awards shine a spotlight on the hard work and innovation happening in county governments across the nation,” said NACo President James Gore. “This year’s winners highlight the dedication and creativity of county leaders and our teams to building thriving communities and providing the best possible services to our residents.”**



# NEWS

A busy and unforgettable day at OC Clerk-Recorder! On June 21st, Clerk-Recorder Hugh Nguyen stopped by to greet customers and thank our dedicated staff during another successful Special Saturday Opening in Santa Ana, Anaheim, and Laguna Hills.

We're proud to offer marriage licenses, civil ceremonies, renewal of vows, and U.S. passport services—making it easier for busy families, couples, and individuals to access our services on the weekend.

Thank you to our amazing staff for their hard work and to all who visited us today. Congratulations to the newlyweds and couples renewing their vows—we wish you a lifetime of love and joy!



[OCRecorder.com](https://www.OCRecorder.com)



# NEWS



**Hugh Nguyen**  
Orange County Clerk-Recorder



South Orange County  
Family Resource Center

## Clerk-Recorder on Wheels

**Wednesday, July 9, 2025**  
2PM - 6PM

### Services

- **Get Vital Records on the Spot**  
(Birth, Marriage, or Death Certificates)
- **File Fictitious Business Names (FBN)**

### Location

**South Orange County  
Family Resource Center**  
22481 Aspan St. Suite B,  
Lake Forest CA 92630

### Book Your Appointment

Please call **949-364-0500**

**Appointments & walk-ins are accepted!**



**PLEASE COMPLETE YOUR  
APPLICATION BEFOREHAND!**

For Vital Records:

**[OCRecorder.com/vitalapp](https://ocrecorder.com/vitalapp)**

For FBN:

**[OCRecorder.com/FBNapp](https://ocrecorder.com/FBNapp)**



**[OCRecorder.com](https://ocrecorder.com)**

# COMMUNITY OUTREACH

## During the month of June:



On Saturday, June 7th, my team was at the Community Resource Fair at Lions Park in Costa Mesa. Staff answered questions about our Special Saturday Openings, passport applications, vital record requests, and more. It is important to us to speak with the community about our department's many services.

Thank you to everyone who visited our table. We were proud to be among the agencies present at the event to help the Orange County community get connected with many resources.



On Friday, June 27th, I spoke to over 200 attendees of the Senior Scam Stopper Summit in Laguna Niguel on how to stay vigilant against real estate fraud. My department is committed to protecting homeowners against real estate fraud by providing the property fraud prevention courtesy notice to quickly notify homeowners whenever a property document affecting the title to their home is recorded in our office.

Thank you to my dedicated team for joining me at this event to answer questions and offer helpful information about our Clerk-Recorder services to the senior community, their families, and caregivers.

We are proud to be part of this important event to help our community stay informed and empower them to be aware of potential scams.



On Saturday, June 28, we helped our community stay informed with Clerk-Recorder services.

My team was proud to be at the Older Adults Resource Fair this morning in Irvine, where we provided our senior community, families, and caregivers with helpful information about our services and tips on staying vigilant against real estate fraud.

Thanks to everyone in Irvine for having us!

**OCRecorder.com**



# AWARDS AND RECOGNITIONS



## Orange County Clerk-Recorder *Employee of the Month*



**Congratulations!**  
**Carolyn**

**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 and has their name placed on a recognition plaque.

It gives me great pleasure to announce Carolyn Smith as Employee of the Month for June.

Carolyn is a senior accountant of our Finance unit and a great asset to our department. She ensures our fees, revenue, expenses, and payroll are recorded accurately and on time. Her exceptional dedication, outstanding leadership, and analytical skills are invaluable to our team. Carolyn demonstrates a strong commitment to achieving our department's goals and is a supportive supervisor to her accounting team with hands-on trainings and open communication. She empowers her team and offers them guidance to perform their job well.

We appreciate Carolyn's enthusiasm in embracing new tasks that enhance her professional and leadership skills. Recently, Carolyn implemented the handheld payment device successfully for Clerk-Recorder on Wheels. She has taken the lead with fiscal year end processes by conducting trainings for staff. During the cashiering system upgrade, Carolyn worked closely with staff across the Clerk, Recorder, IT, and Finance units to ensure the new features align with current practices. She has been a reliable contact for department staff to turn to when they have transaction questions. Through all her projects, Carolyn shows excellent communication, great teamwork, and innovative problem-solving.

It is a pleasure to work with Carolyn, and we are grateful to have her on our team.

Please join me in congratulating Carolyn on this achievement!

**OCRecorder.com**

# CUSTOMERS ARE SAYING...

We received the following reviews on Google Business and Yelp for our County Service Center in Santa Ana. Thank you to my staff for providing professional and efficient service.

★★★★★ 6/26/25

...

I had a fantastic experience at the Orange County Clerk-Recorder's Office on 601 N. Ross Street. The staff was incredibly friendly, professional, and efficient. I visited to record a property document, and the process was seamless--clear instructions, minimal wait time, and a well-organized office. The team answered all my questions patiently and made sure everything was handled correctly. I also appreciated the clean and comfortable waiting area. Highly recommend their services for anyone needing vital records or property recordings!

★★★★★ 7 days ago

In and out in less than 10 minutes. The service was quick and clerks were respectful and professional. The entire place is well dedigned for customer service! Go Orange County! Best governmental office I visited in 45 years.

★★★★★ 3 weeks ago

Omg!!!! Great Great service! Very fast! From parking to obtaining my documents, 15min.



# JUNE IN O.C. HISTORY

## Orange County Archives



*The Orange County Airport – Circa 1948*

**June 9, 1948**

The County regained control of Orange County Airport (now called the John Wayne Airport) after the Federal government appropriated it during World War II. Days later, the county purchased an adjacent twenty additional acres to expand the facility.

**June 14, 1974**

Supervisor Ronald Caspers and nine others were lost at sea during a storm off the coast of Baja California.

**June 15, 1929**

The Mother Colony House in Anaheim was designated a historical site and museum. This house was built by Los Angeles Vineyard Society superintendent George Hansen in 1857 and is the oldest remaining wood-framed building in the county.

**June 23, 1963**

The Enchanted Tiki Room opened at Disneyland and was the first attraction to make significant use of Disney's "audio-animatronic" technology.

**June 25, 1965**

The crash of a military transport plane at Loma Ridge near MCAS El Toro killed eighty-four Marines and Air Force personnel. It remains the worst air disaster in Orange County history.

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 in Paso Robles in Sensorio.

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

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

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