



**HUGH NGUYEN**

**ORANGE COUNTY CLERK-RECORDER**

12 CIVIC CENTER PLAZA, ROOM 101, SANTA ANA, CA 92701 (714) 834-2500

# WELCOME

Newsletter - June 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 us at [ocrecorder.com](http://ocrecorder.com) for more information about the department or the services provided to the public.

Sincerely,

Hugh Nguyen

County Clerk-Recorder

## In This Issue:

[News and Updates](#)

[Community Outreach](#)

[A Message From Clerk-Recorder](#)

[Hugh Nguyen](#)

[Awards and Recognitions](#)

[Customers Are Saying ...](#)

[June in O.C. History](#)

[Out and About](#)

## Mark Your Calendars:

July 22, 2017 - Special Saturday Opening

July 29, 2017 - Passport Day - Santa Ana

August 26, 2017 - Special Saturday Opening

### [SPECIAL NOTICES/ALERTS](#)

**The elevator located in the Old County Courthouse is undergoing maintenance and will not be operable starting October 30, 2017 to December 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:**

**[OCRecorder.com](http://OCRecorder.com)**

# NEWS



## CLERK-RECORDER TO HOST PASSPORT DAY AT OLD COUNTY COURTHOUSE IN SANTA ANA

Clerk-Recorder Hugh Nguyen invites the public to take advantage of Passport Day in Santa Ana to get their passports now and avoid last minute travel delays. The Clerk-Recorder's Office will be opening the Old County Courthouse in Santa Ana on Saturday July 29, 2017 from 9 am to 3 pm.

Only Passport Services and birth certificates will be available on this day. These special openings make the passport process easier for parents, as both parents must be present to obtain passports for children younger than 16 years of age. This special opening is also geared towards individuals who can't make it to our offices during normal operating hours due to work, school or other time constraints.

*"During our June Passport Day we helped over 100 busy families and individuals in South Orange County apply for their passports," Clerk-Recorder Hugh Nguyen said. "I encourage the public to take advantage of these special openings in order to avoid any delays in their travel plans. We are here to help make the process easier for everyone and hope to help even more individuals and families during our July Passport Day."*

Appointments for passport applications are recommended due to an anticipated increase in demand for services and the fast approaching summer travel season. To save time, passport applications can be completed in advance online at [OCRecorder.com](http://OCRecorder.com). **Again, please note, only Passport Services and birth certificates will be available during this special opening.**

To read more here or visit us at [OCRecorder.com](http://OCRecorder.com)

# NEWS



**We are getting**  
**better, faster, accessible**

## **ORANGE COUNTY CLERK-RECORDER IMPLEMENTS NEW FICTITIOUS BUSINESS NAME STATEMENT FILING SYSTEM**

Orange County Clerk-Recorder Hugh Nguyen announced the successful implementation of a new electronic Fictitious Business Name Statement (FBN) filing system. This new electronic system will make applying for Fictitious Business Name Statements more user friendly for business owners and will also reduce the duration of phone calls received by department staff regarding FBN issues.

The department's old FBN filing system was implemented in 2006, seven years before Clerk-Recorder Hugh Nguyen's administration, and was outdated. The new FBN system is built on the latest technology and will increase the efficiency of processing applications. Frustrated customers trying to use the outdated FBN application consistently complained about how difficult it was to use and calls from customers needing assistance to complete their statements took up to 15 minutes each.

***"I am elated about this improvement to our services," said Clerk-Recorder Hugh Nguyen. "These improvements will reduce the time customers spend on filing their Fictitious Business Name Statements and will help reduce wait times for customers calling our information line."***

Since taking over the office in 2013, Clerk-Recorder Hugh Nguyen personally reads every customer comment card submitted to the department. Customers have consistently expressed frustration with the old FBN system which prompted him to take action.

The updated Fictitious Business Name Statement system is now available for customers to use both online and at all of our major locations. Customers can access the new system online at [OCRecorder.com](http://OCRecorder.com) or they can visit our offices in Fullerton, Laguna Hills and Santa Ana. For more information about the services provided by the department, please visit us at:

**[OCRecorder.com](http://OCRecorder.com)**

# NEWS



Regina, from our South County Branch Office, assists customers during one of the department's special Saturday hours.

## SATURDAY HOURS PLANNED FOR JULY 22

The Clerk-Recorder Department will once again open its doors to the public on July 22 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:

**[OCRecorder.com](http://OCRecorder.com)**

# COMMUNITY OUTREACH

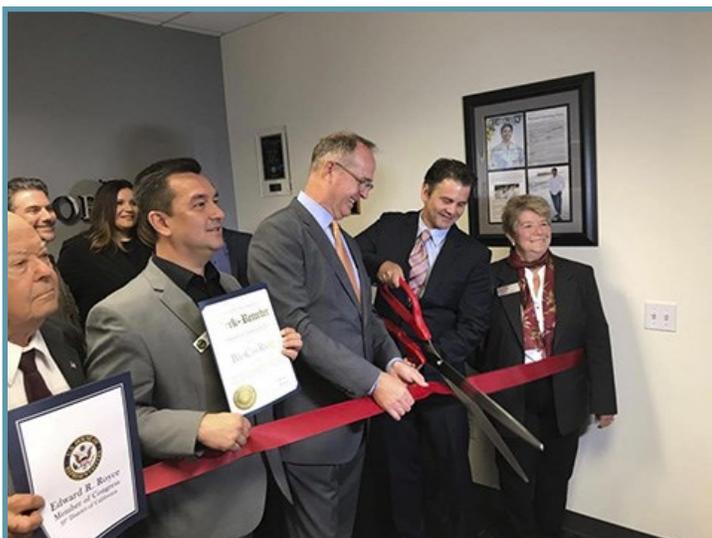
## During the month of June:



Clerk-Recorder Hugh Nguyen appeared on Laguna Woods' *This Day Show* where he promoted the department's Passport Day which was held on June 3. He appeared with Vice Chairwoman of the Orange County Board of Supervisors Lisa Bartlett who also helped promote the event. We would like to thank the show for the opportunity to appear on the air and a special thanks to Supervisor Bartlett for helping us promote our event. To view video, click [here](#).



Outreach Community Advisor Billy Le attended the grand opening of Bruster's Real Ice Cream in Garden Grove. On behalf of Clerk-Recorder Hugh Nguyen, he presented the owners with a certificate of recognition to honor their opening and also to welcome them to the local business community. We wish them great success.



Clerk-Recorder Hugh Nguyen presented BioCorRX with a certificate of recognition in honor of their grand opening and ribbon cutting ceremony. Clerk-Recorder Nguyen was on hand to welcome the company to the Orange County business community and to inform them of the services available to them at our offices. He wishes BioCorRX great success in their future ventures.

# COMMUNITY OUTREACH

## During the month of June:



Community Outreach Advisor Billy Le represented the department at the Garden Grove Unified School District's Summer Fair. The department hosted an informational booth at the fair to inform the attending public of all the services the department has to offer them.



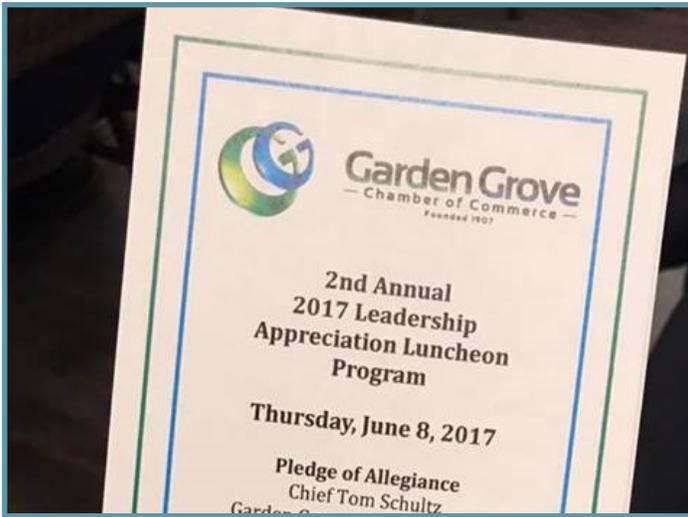
On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Billy Le presented a certificate of recognition to Morningside Recovery. The grand opening was in the City of Garden Grove. We would like to welcome Morningside Recovery to the Orange County business community and wish them the best of luck for the future.



Community Outreach Advisor Billy Le represented Clerk-Recorder Hugh Nguyen during the grand opening ceremony of Caliber Collision in Brea. He presented them with a certificate of recognition honoring their ribbon cutting ceremony and wished them the best.

# COMMUNITY OUTREACH

## During the month of June:



Our office was in attendance of the Garden Grove Chamber of Commerce's 2nd Annual 2017 Leadership Appreciation Luncheon. Community Outreach Advisor Billy Le attended the event on behalf of Clerk-Recorder Hugh Nguyen. It was an honor to be invited and we wish the incoming chamber leadership a great year ahead as they serve their business community in Garden Grove.



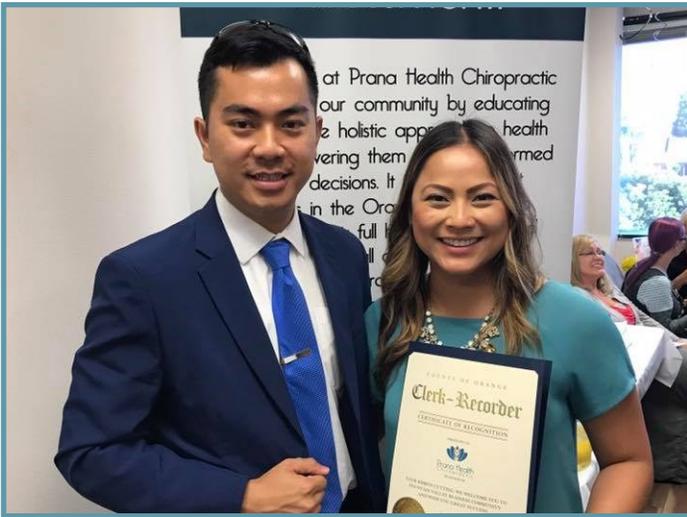
Our office was also present at the opening of the Boys & Girls Club's first clubhouse in Old Towne Orange. Community Outreach Advisor Billy Le presented a certificate of recognition to honor the event on behalf of Clerk-Recorder Hugh Nguyen. We applaud the City of Orange for creating more opportunities for its young children to grow and thrive in the community.



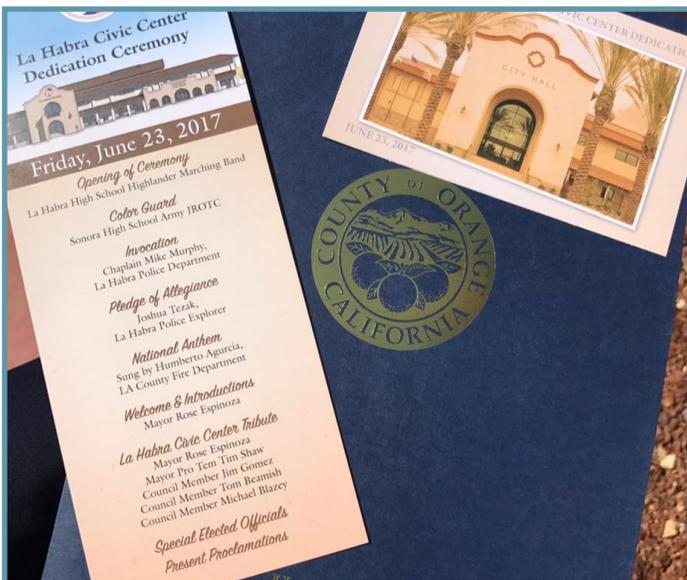
Our office was at the grand opening of Smart & Final in the City of Garden Grove. Community Outreach Advisor David Cabrera was there on behalf of Clerk-Recorder Hugh Nguyen to congratulate and wish them great success. We would like to congratulate the City of Garden Grove for working with businesses to bring economic growth to the city and for bringing Smart & Final back to Garden Grove after an 11 year absence.

# COMMUNITY OUTREACH

## During the month of June:



Community Outreach advisor Billy Le attended the grand opening of Prana Health Chiropractic in Huntington Beach. On behalf of Clerk-Recorder Hugh Nguyen, he presented Dr. Abbey Hernandez with a certificate of recognition and wished her great success.



My office was at the City of La Habra's Dedication Ceremony for its new civic center. We congratulated city leaders and thanked them for their service to their residents and for the leadership they provide. Congratulation to the City of La Habra on their achievement!!



Community Outreach Advisor Crystal Bonham attended the 2017 State of South County address on behalf of Clerk-Recorder Hugh Nguyen. We appreciate the update from the Vice Chair of the Board of Supervisors Lisa Bartlett.

# COMMUNITY OUTREACH

## During the month of June:



Our office welcomed Mimi's Café to the Tustin business community. On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Billy Le attended the grand opening and presented them with a certificate of recognition to mark the event. Congratulations to Mimi's Café in Tustin and best wishes!!



We celebrated 25 years of OC Kickboxing & Mixed Martial Arts in Irvine. Community Outreach Crystal Bonham represented the department at the event and wished them many more years on behalf of Clerk-Recorder Hugh Nguyen.



Clerk-Recorder Hugh Nguyen and Community Outreach Advisor Billy Le gave interviews to some Vietnamese media outlets to promote the department's upcoming Passport Day in Santa Ana on July 29. We would like to thank all the media outlets for letting us inform the public of our special office openings. We are here to serve.

# COMMUNITY OUTREACH

## During the month of June:



Community Outreach Advisor Crystal Bonham attended a San Juan Capistrano Chamber of Commerce event to inform the members of our convenient office location in Laguna Hills. Our Laguna Hills office offers all of the services offered at the main office in Santa Ana including passport services.



We attended the Orange County Business Council's workforce housing community meeting.



On behalf of Clerk-Recorder Hugh Nguyen, Community Outreach Advisor Crystal Bonham visited the Orange County Business Council's office to congratulate them on winning a 2017 Telly Award. Congratulations on your success and hard work!!

# 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 - JORGE

Today I would like to introduce you to Jorge. Jorge is currently lead clerk at the department's North County branch office in Fullerton. He has been working for the Department for over five years. He began his career as an extra-help employee. He later became an office specialist and was eventually promoted to lead clerk.

Jorge started out at our central office in Santa Ana, where he worked for about six months. He started in the Vital Records Unit issuing birth, death and marriage certificates. He has also worked in the call center, where he helped answer customer's questions and referred customers to the appropriate department when needed. He was later moved to the Marriage and Passport Services Unit inside the Old County Courthouse where he served as the lead clerk and helped customers obtain marriage licenses and processed passport applications. In 2014, Jorge was transferred to his current location at the North County branch office.

As lead clerk, Jorge assists the office supervisor with overseeing daily branch operations and in the past has served as acting supervisor for the office. Jorge plays a big part with ensuring that everything runs smoothly and that clerks are providing friendly and efficient customer service.

Jorge is a reliable and dedicated employee who loves to learn everything he can about the department. I am thankful to have Jorge on my team. Jorge is here to serve you.



# AWARDS AND RECOGNITIONS

## EMPLOYEE OF THE MONTH



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 Nadia Al Obaidi as the employee of the month for June.

Nadia thrives on providing the best customer service to every customer she comes in contact with. She is an outstanding, loyal and determined employee. She has become one of the more experienced staff members in the matter of Environmental Impact Report filings and notary registrations. She is well rounded and knowledgeable in all aspects of Clerk Operations functions. Nadia regularly volunteers to work during our once-a-month Saturday openings and for several of the department's outreach events. Nadia makes our customers feel comfortable, making it less stressful and easier for them to deal with a public agency. Her contagious laugh and attitude is greatly appreciated by the department.

Please join the department in congratulating Nadia on her achievement!

# 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.

Central - Room 106

**FANTASTIC!!** 😊

**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:** 6.15.17

**4. Reason for your visit?**  
OATH of Office NOTARY Regis.

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

**6. Do you have any suggestions to improve our services?**  
PLEASE Continue to treat your County Clerks well because all of them were gracious, Kind, helpful smiling & just plain WONDERFUL! 😊  
I had a problem that they gave precise steps to resolve only took minutes.  
**Please provide the following (optional) information.**

We received this comment card from a customer who visited Room 106 at our Central Office in Santa Ana.

We would like to thank all the staff in Room 106 for providing this customer with great customer service! Know that your work doesn't go unnoticed.

# JUNE IN O.C. HISTORY



On June 19, 1954, the Haunted Shack opened at Knott's Berry Farm.  
It was closed and demolished in 2000.

- June 7, 1988** The citizens of Dana Point voted to make their town a city. The measure passed 6,948 to 1,818.
- June 15, 1900** The first dance pavilion at Orange County Park (now Irvine Park) was dedicated.
- June 20, 1964** President Lyndon B. Johnson spoke at the dedication of the University of California Irvine campus.
- June 21, 1842** Rancho Niguel (which now includes Laguna Niguel, Aliso Viejo, Laguna Hills, and parts of Laguna Beach and Dana Point) was granted to judge Juan Avila.
- June 31, 1964** The Fountain Valley Fire Department was established. H. C. Mickey Lawson was their first fire chief.

*This section brought to you courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.*

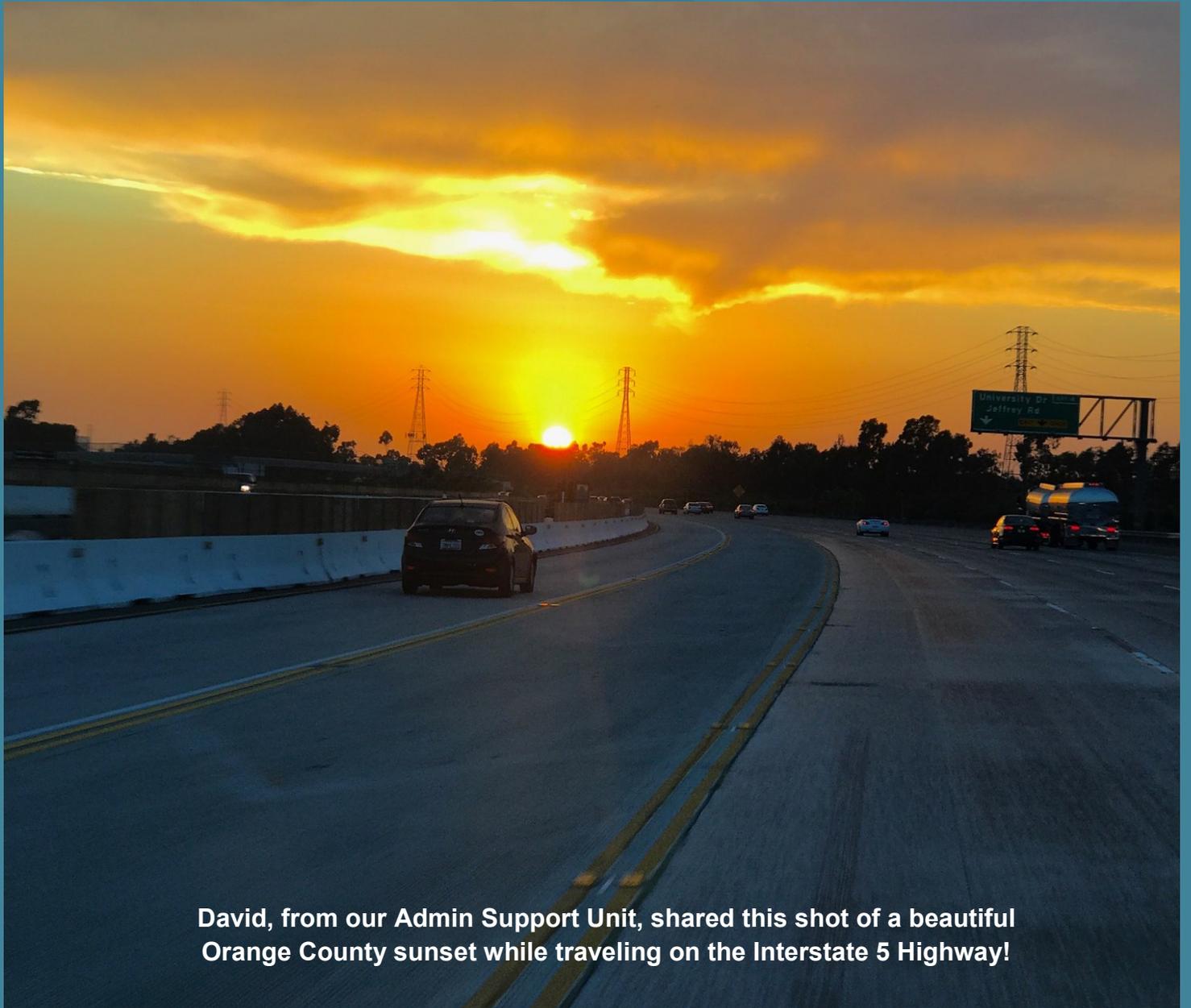
*Historical facts provided by Assistant Archivist Chris Jepsen*

*Photo Credit: Orange County Archives*

[www.ocarchives.com](http://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.



David, from our Admin Support Unit, shared this shot of a beautiful Orange County sunset while traveling on the Interstate 5 Highway!

Visit our webpage at: [www.ocrecorder.com](http://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](http://www.ocarchives.com)

