



**HUGH NGUYEN**

**ORANGE COUNTY CLERK-RECORDER**

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

# WELCOME

Newsletter - August 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

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## Mark Your Calendars:

September 23, 2017 - Special Saturday Opening

October 09, 2017 - Columbus Day

October 21, 2017 - Special Saturday Opening

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

For those visiting the Civic Center Plaza in Santa Ana, please note that as of July 26, 2017, the Hall of Administration parking lot is permanently closing. Visit us at [OCRecorder.com](http://OCRecorder.com) or click [here](#) for alternate parking options.

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



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

## **ORANGE COUNTY CLERK-RECORDER LAUNCHES PILOT PROGRAM TO HELP EXPEDITE THE ORDERING OF MARRIAGE CERTIFICATES**

Orange County Clerk-Recorder Hugh Nguyen is launching a pilot program that will allow couples to pre-pay for their marriage certificates upon completion of their marriage ceremony. This program will only be implemented at the Old County Courthouse in Santa Ana and will only apply to couples who have a ceremony performed by one of the department's deputy commissioners of marriage on site.

The program's goals are to help eliminate confusion as to when a couple's marriage certificate is available for purchase, eliminate the need for couples to return to the office to purchase their certificate or request it via mail, reduce the number of phone calls to the department's information line and help shorten lines at the department offices. It will also help eliminate the need for couples to mail in a notarized application.

***"We are always looking for ways to better serve the public by making our office more efficient, making the process easier and saving taxpayers both time and money," Clerk-Recorder Hugh Nguyen said. "Getting married is a joyful event. I hope this program eliminates some of the stress by making it easier for couples to obtain their certificates. This is one less thing that the newlyweds have to worry about."***

Typically, couples visit the office to obtain a marriage license and/or have a ceremony performed. Once the ceremony is performed and the license is recorded, it can take up to seven business days to have the marriage certificate ready for purchase. Often times, couples think that they have already paid for a marriage certificate and expect it to be mailed out to them automatically not realizing that they still need to request the certificate in person or through the mail.

Depending on the success of the program, it may be expanded to the department's other branch offices in the future.

To take advantage of this program, please visit the department's Marriage Services Unit inside the Old County Courthouse at 211 W. Santa Ana Blvd., Rm. 201 in Santa Ana.

To learn more about the services offered at the Clerk-Recorder Department or to find out where our convenient office locations are, please visit us online at [OCRecorder.com](http://OCRecorder.com)

# NEWS



Colleen, Vanessa and Rose, during one of our Saturday openings, helped customers obtain marriage and passport services.

## **SATURDAY HOURS PLANNED FOR SEPTEMBER 23**

The Clerk-Recorder Department will once again open its doors to the public on September 23 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 August:



Community Outreach Advisor Billy Le attended the one year anniversary celebration of Sounds of Color Studio in Santa Ana. On behalf of Clerk-Recorder Hugh Nguyen, he congratulated them on their anniversary and wished them many more years of success.



Our office was represented by Community Outreach Advisor Billy Le at the grand opening of Tommy Bahama at the Brea Mall. On behalf of Clerk-Recorder Hugh Nguyen, Billy presented a certificate of recognition to mark the event and wished them great success.



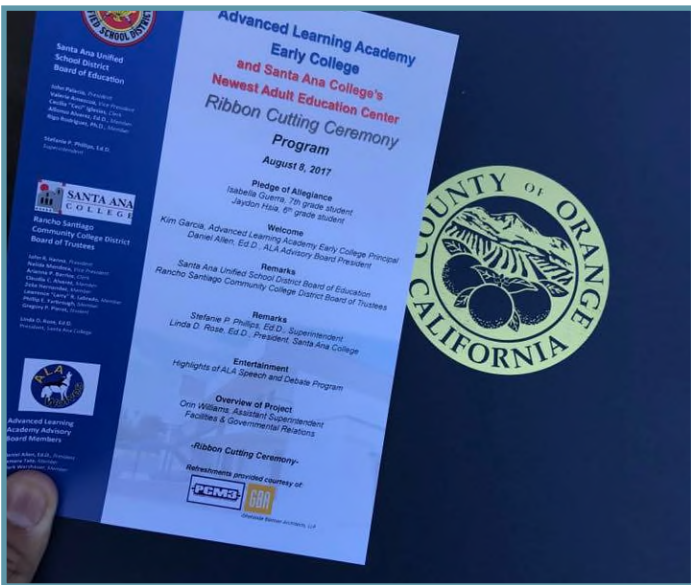
Our office reached out to Blue Bowl in Orange and congratulated them on their one year business on behalf of Clerk-Recorder Hugh Nguyen. We wish them many more years of success!

# COMMUNITY OUTREACH

## During the month of August:



Clerk-Recorder Hugh Nguyen attended the celebration hosted by Lee's Sandwiches to launch their first coffee roasting operation in the nation. We would like to congratulate Lee's Sandwiches on their success and wish them many years of success on their new venture.



Community Outreach Advisor Billy Le represented Clerk-Recorder Hugh Nguyen at the ribbon cutting ceremony for Advanced Learning Academy Early College and Santa Ana College's newest Adult Education Center. Clerk-Recorder Hugh Nguyen would like to congratulate Santa Ana College on its achievements and wishes them great success in helping their students reach their full potential.



Our office was honored to attend the ribbon cutting ceremony for Pinot's Palette. Community Outreach Advisor Billy Le congratulated them on their grand opening and on behalf of Clerk-Recorder Hugh Nguyen, presented them with a certificate of recognition to mark the event.

# COMMUNITY OUTREACH

## During the month of August:



Community Outreach Advisor Billy Le presented a certificate of recognition in honor of Jimmy John's Sandwiches in Huntington Beach and on behalf of Clerk-Recorder Hugh Nguyen, wished them the best of luck and many years of success.



Clerk-Recorder Hugh Nguyen spoke at the Irvine Realtors Broker Preview to highlight the services that his offices provide and the various locations available to them throughout Orange County.



Community Outreach Advisor Billy Le attended the grand opening ceremony of Dunn-Edwards Paints in Anaheim Hills. He congratulated them on behalf of Clerk-Recorder Hugh Nguyen and wished them the best.

# COMMUNITY OUTREACH

## During the month of August:



Clerk-Recorder Hugh Nguyen and team attended the grand opening of Mazda Headquarters in Irvine.

Clerk-Recorder Hugh Nguyen congratulated Mazda's President and CEO for North American Operations Masahiro Moro on their growth and their new headquarters.



Our Community Outreach Advisor Billy Le attended the grand opening of Arc Counseling and Wellness in Irvine.

On behalf of Clerk-Recorder Hugh Nguyen, he congratulated Dr. Marissa Long on her achievement and wished her and her team great success in serving the residents of Orange County.



Community Outreach Advisor Billy Le attended the ribbon cutting of ILoveKickboxing in Yorba Linda.

On behalf of Clerk-Recorder Hugh Nguyen, he presented them with a certificate of recognition in honor of their grand opening and wished them great success in bringing kick boxing to the residents of Orange County.

# 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 8 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 - BILLY

Today I would like to introduce you to Billy Le. Billy is part of our Community Outreach Team and part of our Administrative Support Team. As part of his roles, Billy assists with various outreach opportunities to inform the public of the services we offer. He represents the department and #teamHughNguyen at several events and also use his excellent Vietnamese language skills to reach out to broader audiences and communities. Billy is a UC Irvine alumnus and is currently finishing up his graduate degree/certificate program at Cal State Long Beach. In the past, Billy worked as a Community Liaison for the Garden Grove Unified School District and for the Westminster Police Department. He likes to help students, families and the community, especially when there is a language barrier. His involvement in the community and various youth groups make Billy a valuable addition to our vibrant and diverse department.



# 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, 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 Inez Savosh as the Employee of the Month for August.

Due to her remarkable performance, Inez was nominated to be part of the pilot program for the North County satellite office as a document examiner. She has been extremely successful in the North County branch office and is regularly praised by both customers and fellow staff members for her customer service and knowledge. She treats every customer with respect and provides enough information without offering legal advice. Her professionalism and work ethic is beyond admirable. Working in a satellite office requires attributes such as dependability, accountability, persistence and communication, all of which Inez displays time and time again. Inez always makes sure to leave instructions to assist the covering clerk when she will be away from the office. Inez leads in the processing of electronic submitted documents, her error rate is less than 1%.

In addition to her great customer service and knowledge within the unit, she also has trained new examiners. Trainees express nothing but positive feedback from their training and time with Inez. When she doesn't know the answer she will research and provide an answer. All these attributes and so much more make Inez a true asset to the department.

Please join me in congratulating Inez 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.

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?** (2)  
(Please circle your selection)

Outstanding    Good    Average    Fair    Poor

**3. Date of your visit:** 8/4/17

**4. Reason for your visit?**  
Passport Services

**5. How long did you wait in line?** 10 minutes

**6. Do you have any suggestions to improve our services?**  
Amazing customer service. Joseph [redacted] went above and beyond what we expected in ensuring our needs were met and stayed open past closing to do so. Excellent!

We received this comment card from a customer who visited our Passport Services Unit at our South County Branch Office in Laguna Hills.

We would like to thank Joseph for providing this customer with great customer service!

# AUGUST IN O.C. HISTORY



Immediately after resigning the presidency, on Aug. 9, 1974, Yorba Linda native Richard Nixon returned to Orange County. His plane was greeted by 8,000 supporters at MCAS El Toro.

- August 1, 1889** Orange County officially came into existence. It was previously part of Los Angeles County.
- August 6, 1945** Army Staff Sgt. Kazuo Masuda, who grew up in Tustin and Fountain Valley, was posthumously awarded the Distinguished Service Cross for extraordinary heroism in the Italian campaign during WWII.
- August 9, 1963** Actor John Stamos (General Hospital, Full House) is born in Cypress, California.
- August 31, 1973** The first International Street Fair was held in Orange. It was based on a similar fair held in 1910.

*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.



A staff member took this shot of the Memphis skyline in Tennessee while attending the 2017 PRIA Conference.

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

Follow us on social media

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

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

