### SUMMARY ACTION MINUTES

# REGULAR MEETING ORANGE COUNTY HUMAN RELATIONS COMMISSION

Thursday, December 14, 2017, 5:00 P.M.



CONFERENCE ROOM A/B, FIRST FLOOR 1300 S. Grand Ave., Bldg. B Santa Ana, California

## RABBI RICK STEINBERG

Chair

#### DR. CHIARINA PIAZZA

Vice Chair

BEKELE DEMISSIE

Commissioner

BECKY ESPARZA

Commissioner

JANY LEE

Commissioner

MICHAEL REYNOLDS

Commissioner

KIM TOAN DO

Commissioner

MIKE HAMEL

Commissioner

DR. KERRY REYNOLDS

Commissioner

DON SEDGWICK

Commissioner

ATTENDANCE: Commissioners Do, Piazza, K. Reynolds, Sedgwick and Steinberg

EXCUSED:

Commissioners Demissie, Esparza, Hamel, Lee and M. Reynolds

PRESENT:

EXECUTIVE DIRECTOR

CLERK OF THE COMMISSION

Norma Lopez

Valerie Sanchez, Chief Deputy and

Jamie Ross, Deputy

The Orange County Human Relations Commission is an independent advisory body, and our positions do not necessarily reflect the positions of the County of Orange Board of Supervisors.

- 1. Call the Meeting to Order
  - MEETING BEGAN AT 5:12 P.M. CHAIR STEINBERG NOTED LACK OF QUORUM
- 2. Monthly Summary of Commission Activities

ITEM CONTINUED TO NEXT MEETING. COMMISSION TO HOLD SPECIAL MEETING IN JANUARY 2018. MEETING DATE IS TBD AS ITEM 3 WAS NOT APPROVED DUE TO LACK OF A QUORUM

### SUMMARY ACTION MINUTES

#### **OPEN FORUM**

No Comments Received

**ACTION ITEMS**: (Items 3-5)

- 3. Approve 2018 Commission meeting calendar

  NO ACTION TAKEN DUE TO LACK OF A QUORUM; ITEM CONTINUED TO

  JANUARY SPECIAL MEETING. MEETING DATE TBD
- Appoint Commissioners to Awards Judging Committee and approve allocation of staff time for awards nomination process
   NO ACTION TAKEN DUE TO LACK OF A QUORUM; ITEM CONTINUED TO JANUARY SPECIAL MEETING. MEETING DATE TBD
- 5. Strategic Planning Session 2

  <u>DISCUSSED; NO ACTION TAKEN DUE TO LACK OF A QUORUM; ITEM CONTINUED TO JANUARY SPECIAL MEETING, MEETING DATE TBD</u>
  - REQUESTED CLERK TO AGENDIZE ITEM FOR NEXT MEETING FOR COMMISSION TO REVIEW PACKETS FOR NEW COMMISSIONERS
- 6. Receive and file information regarding new County policy for restrictions on use of private devices and accounts for County business

  NO ACTION TAKEN DUE TO LACK OF A QUORUM; ITEM CONTINUED TO JANUARY SPECIAL MEETING. MEETING DATE TBD

STAFF COMMENTS

**COMMISSIONER COMMENTS** 

**AGENDA BUILDING** 

ADJOURNED: 8:18 P.M.

## **SUMMARY ACTION MINUTES**

### \*\*\* KEY \*\*\*

### Left Margin Notes

1 Bekele Demissie

2 Kim Toan Do

3 Becky Esparza

4 Mike Hamel

5 Jany Lee

6 Dr. Chiarina Piazza

7 Dr. Kerry Reynolds

8 Mike Reynolds

9 Don Sedgwick

10 Rabbi Rick Steinberg

A = Abstained

X = Excused

N = No

C.O. = Commission Order

Reso = Resolution

Ord = Ordinance

(1st number = Moved by; 2nd number = Seconded by)

RABBI RICK STEINBERG

Chair

Jamie Ross, Deputy Clerk of the Commission



MISSION: Seek out the causes of tension and conflict, discrimination and intolerance, and eliminate those causes

#### **MONTHLY SUMMARY OF ACTIVITIES: NOVEMBER 2017**

#### **Police-Community Relations**

- Police Community Reconciliation Program: Commission Staff facilitated 1 PCRP mediation case (OCSD)
- **Police-Youth Dialogues:** Commission staff completed Police-Youth Dialogue at Currie Middle School in Tustin. Total of 14 youth and 3 Tustin PD officers participated.
- Sheriff's Interfaith Executive Committee meeting: Commission Director participated Sheriff's Interfaith Council meeting this month.
- Tustin PD Chief's Advisory Board: Commission staff participated at this month's CAB meeting.
- OC Diversity Forum for Corrections: Commission staff was invited to participate and share knowledge/expertise in the arena of hate crime, diversity and inclusion, and community building.

#### **Intergroup Relations & Relationship Building**

#### Community Outreach & Presentations:

- O Commission staff attended the Sikhlen's Event at Chapman University an event that promotes building understanding through film, music, and art.
- O Commission Director facilitated an Emotional Intelligence, implicit Bias in the workplace workshop for CSUF students.

#### Hate Free OC Campaign:

- o Commission staff attended and presented at the CAHRO SoCal meeting in Los Angeles City Hall where they showcased the campaign and needs for promoting education, awareness, and reporting.
- o Commission staff presented at OC Children's Partnership Commission meeting on hate crime statistics, prevention/education, and the campaign.

#### Commission Director One-on-Ones:

- Commission Director met with Clerk of the Board and her staff, Valerie and Jamie.
- o Commission Director connected with John Becknell twice this month to discuss Commission's Strategic planning process.
- Commission Director met with Don Sedgwick for new Commissioner Orientations and with Commissioner Michael Reynolds.

## Capacity Building, Training, & Commission Endorsed activities

- **Sheriff's Academy Training:** Commission staff are revamping and improving the current curriculum for the upcoming 2018 trainings.
- **Silk Road Festival:** Commission staff attended first planning meeting to learn more about the event and the Commission's role at this event. Next planning meeting is scheduled for December 12<sup>th</sup>.

CONTRACT ACTIVITY	NOVEMBER	TO-DATE	GOAL	STATUS
A. Monthly HRC meetings	1	5	12	
B. HRC Annual Report	0	0	1	
C. Police-Community Reconciliation cases	1	11	20	
D. Community-Police Meetings	1	2	4	
E. Tustin Chief's Advisory Board & Sherriff's Interfaith Council	1	4	8	
F. Community Outreach & Relationship Building meetings	6	30	40	
G. Police/Diverse Community Dialogues	1	1	2	
H. Hate Crime Report & Network Meeting	0	1	1	MET
I. Support to hate crime victims	0	6	8	
J. Outreach efforts (speeches, presentations, etc.)	1	7	10	
K. Community training on intergroup relations topics (i.e. Sheriff's Academy, Implicit Bias, etc.)	0	4	4	MET
L. Annual Awards program	0	0	1	
M. In-Collaboration with OC Human Relations – Bridges Program	1150	8333	10,000	
N. In-Collaboration with OC Human Relations – Restorative Justice program	1	2	3	
O. Participate in community-based/outreach symposiums	1	1	2	



Title: Tustin Police and Youth Dialogue

**Concept**: To strengthen relationships between youth and the Tustin Police Department

Dates: October 25<sup>th</sup>, November 1<sup>st</sup>, 8<sup>th</sup>, and 15<sup>th</sup>, 2017

Location: Currie Middle School Team: Commission and RJ staff

Facilitators: Joyce Sanchez, Norma Lopez and Wesley Acker

Collaborators/Sponsors: Tustin Police Department and Currie Middle School

#### Goals:

Assess perceptions among the police officers and youth

Improve relationship between youth and law enforcement

#### Resources:

- Food, snacks and water for all sessions
- Flip chart notes
- Centerpiece and talking pieces

#### Attendance:

- Officer John Hedges, Officer Jorge Sanchez, Officer Robert Nelson
- 14 students (7<sup>th</sup> and 8<sup>th</sup> graders)
- 2 Commission & 1HRC staff members

#### Results:

- Youth and police officers participated in community building activities to help humanize officers and help students feel comfortable and open to express themselves in dialogue
- Both groups discussed the importance of communication, consistent community engagement, and collaboration.
- Police officers and youth had opportunities to discuss how misperceptions are fueled by negative social media, negative personal or family interaction with law enforcement
- Students who participated in this dialogue reside in neighborhoods that are frequently patrolled by Tustin PD
- The positive interactions between Tustin PD officers and youth visibly decreased the youth's nervousness and increased their willingness to engage in dialogue with officers.

### Learning points:

- Having Tustin PD do the initial contact with Currie MS was very helpful
- Meeting with Sergeant Birozy and the school principals to discuss purpose and work out the logistics was essential.
- Having the principal do the 1:1 outreach helped target the students who would be most positively impacted by this experience due to their negative perception of police officers
- Small circles provide an opportunity for students to share more and feel less intimidated/uncomfortable
- 15 youth and 3 officers is a good balance for future dialogues



Need to increase the number of student prep sessions with students from two to three

## **Future Development**:

• Seek a police and parent dialogue at Currie MS

## Circle Dialogue



Answering:
What would you like to share with a police officer?
What would you like to share with youth?



## Recognition for participating and completing four dialogue sessions!





**Title**: California Association of Human Relations Organizations (CAHRO)

**Concept**: The California Association of Human Relations Commission (CAHRO) and the Human Relations Commissions of Los Angeles County and City, Orange County, and San Diego City and the California Conference for Equality & Justice called for a day long regional conference in Los Angeles.

Date: November 9, 2017

Location: Los Angeles City Hall, Bradley Tower

Team: Community Building Team-OCHR Commission and Council

Facilitators: CAHRO Board of Directors

Collaborators/Sponsors: The California Endowment and The City of Los Angeles

#### Goals:

1. Establish regional networks to combat hate violence and promote human relations.

2. Work with California State University Centers for Community Engagement in Southern California to promote human rights.

#### Resources:

- Not In Our Town, CSU Panel Discussion, KnowHate Campaign Presentations
- Continental Breakfast & Lunch

#### Attendance:

- Total Attendees: 75 participants
- Southern California Commission Chairs & Vice-Chairs, Commission Directors, Elected Officials, Law enforcement, Nonprofits, Community Leaders, Grass root organizers and individuals.

### Results:

- Great turn out from the invited commissions and organizations from Santa Barbara County to San Diego County.
- The convening was a great opportunity to share the KnowHate Campaign as a great example from Orange County Commission's work.
- Not In Our Town provides an excellent presentation on a short video of a community combating hate and a process for community healing after a hate crime.
- The group conducted a working session to exam different human relations issues in our communities.

## **Learning points/ Future Development:**

- It is valuable to connect with other human relations commissions in the region and build a network for future collaborations.
- California State Universities have great partnership programs that commissions can benefit from the undergrad and graduate programs.
- Need more commissioners to attend. All of Commission staff were present. No Commissioners were able to attend this time.









# HRO California Association of Human Relations Organizations

## "Rising to the Occasion: Human Relations in the New Era"

# Southern California Regional Human Relations Summit

Thursday, November 9, 2017 (10:00 am – 2:30 pm) Los Angeles City Hall, Tom Bradley Tower 200 N. Spring Street, Los Angeles, CA 90012

#### **AGENDA**

10:00 – 10:45 AM	REGISTRATION/REFRESHMENTS
10:45 – 10:55 AM	WELCOME (HERB WESSON/ANN NOEL/ROBIN TOMA)
10:55 – 11:10 AM	INSPIRATION (PATRICE O'Neill/Libby McInerny- NOT IN OUR TOWN)
11:30 AM – 12:30 PM	CSU PANEL DISCUSSION (Dennis Downey/Kim McDonald/Taffany Lim/ Jeanie Minge'/Robert Pierce)
12:30 AM – 12:45 AM	PLENARY
12:45 - 1:15 PM	(Don Han-kNOw Hate" Presentation)
12:45 - 1:15 PIVI	WORKING LUNCH/CONNECTING
1:15 – 1:45 PM	SMALL GROUP DISCUSSIONS
1:45 – 2:05 PM	REPORT OUT FROM GROUPS
2:05 – 2:30 PM	CONCLUSION

Special thanks to the event sponsors:

# The California Endowment The City of Los Angeles

Coming together to share work plans, common challenges, effective strategies, tools, and resources to strengthen human relations and protect human rights.















MISSION: Seek out the causes of tension and conflict, discrimination and intolerance, and eliminate those causes

## **MEMO**

**DATE**: 12/14/17

**TO:** All Commissioners

FROM: Norma J. López, Commission Executive Director

**RE:** 2018 Commission Meeting Calendar

#### **ISSUE**

Commission approves a meeting schedule for the upcoming 2018 year

#### **BACKGROUND:**

On October 31, 2017, the Board of Supervisors voted to amend the Commission's Bylaws. One of the changes is as follows:

"If the room is available at the time meeting is scheduled, regular meetings shall be held in the Planning Commission Hearing Room at the County Hall of Administration during regular business hours."

The Clerk of the Board and the OC Community Resources department have expressed that the Commission approve 2018 meeting calendar for posting on the Commission webpage to comply with the Bylaw changes approved on 10/31/17.

Any Commissioner concerns about the time and location change will brought up to Board of Supervisors for future consideration.

#### **DISCUSSION:**

Community Resources Department has provided the following regarding the availability of the Commission Room in the Hall of Administration. Please note business hours for this building are from 8 AM to 5 PM:

## Commission Room Availability as of 11/9/17

1st Monday of each month - All day
Every other Monday - All day
2nd Wednesday of each month - Morning
3rd Wednesday of each month - Morning
2nd Thursday of each month - Morning
3rd Thursday of each month - Afternoon
1st Friday of each month - All day
Every Friday - Afternoon

#### **RECOMMENDED ACTION:**

Commission approves a new Commission day & time for future meetings.



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## **MEMO**

**DATE**: 12/14/17

**TO:** All Commissioners

FROM: Norma J. López, Commission Executive Director RE: Commission staff time for HRC Awards 47

#### **ISSUE**

Commission participates in Judging Committee to review and vote on nominees and Commission staff oversee the Nomination process

#### **BACKGROUND:**

According to the contract with Orange County Community Resources department, which was approved by the Board of Supervisors late Spring 2017, one of the many program requirements is to:

"1.11 Organize an annual awards program in collaboration with the OC Human Relations Commission to build understanding among diverse communities and celebrate outstanding individuals, model community policing programs, successful school intergroup relations efforts, and exceptional business programs."

The planning of this event happens in 2 components:

- COMPONENT 1: Nomination & Judging process for Awardees
   The nomination announcement is sent out in November/December. A judging committee is formed, which include both Nonprofit and Commission representatives, who will review and vote on all the nominations that will were received during the nomination process.
- COMPONENT 2: Event Organizing & Table Sales
   OC Human Relations Council begins to advertise and sell tickets for this amazing event. This is the nonprofits only fundraiser of the year and the proceeds go to the OC Human Relations Council. Commissioners are invited to purchase event tickets. Commission is not involved in selling event tickets for this event.

#### **DISCUSSION:**

Per the 17-18 contract with the County of Orange, the Commission is required to organize this event in collaboration with the Contractor (OC Human Relations). Per the Bylaws, the Commission has no authority to accept gifts or donations on behalf of the County. Due to this, the Commission's involvement will only be in the first component of the Awards event.

The Commission's participation will be:

- 1. Nomination process: Commission can vote on a nominee and submit a nomination for that candidate.
- 2. **Nomination Committee:** Commission Chair can appoint 2 Commissioners to serve in the committee that reviews and scores submitted nominations.
- 3. Commission Staff support: Commission staff support and facilitate the nomination process.

#### STAFF

1 Commission staff would be assigned to help design oversee the nomination process.

#### **RECOMMENDED ACTION:**

Commission approve the recommended areas of participation in the Awards 47 event planning.

# How we make OC safe, tolerant and bias free (current methods for living out our mission)

## Listening, seeking out

Commission Meetings

Outreach

Hearings

Community police meetings

Collecting information

Hate Crime Repot and Network

Meeting

## **Education and Prevention**

Outreach speeches & presentations

Community training on intergroup relations topics

Bridges program

Outreach symposiums

## Intervention

Police Community Reconciliation

Response to Hate Crime scenes

Support to hate crime victims

Restorative justice program

## Relationship building

Chief's Advisor Board & Sherriff's Interfaith

Community Outreach & Relationship

Building meetings

Police/Diverse Community Dialogues

## Reporting / Publicizing

**HRC Annual Report** 

Collaboration

Partnership

## Recognizing & honoring

Annual Awards Programs Goodwill Committee

## OC Human Relations Commission

## **Our Mission**

Seek out the causes of tension and conflict. discrimination and intolerance, based on race, religion, national origin, ethnicity, disability, age, gender, sexual orientation, socio-economic status, or marital status, and attempt to eliminate those causes.

## Current situation (as of December 2017)

#### **OPPORTUNITIES**

-New commissioners

-New perspectives on commission -Knowledge and prep of

-Changes in staff leadership

-Engage more groups

-Build on past success

#### CHALLENGES

-Divided political climate

commissioners

-Limited financial resources

-Limited staff time/staff workload

-Build strong relationship with BOS -Limited capacity of commissioners

-Recent increase in intolerance

# OUR VISION FOR THE FUTURE

# A safe, tolerant and bias-free **Orange County**

## What is needed for success

- ☑ Visibility and community trust
- ☑ Informed, engaged, prepared and collaborative commissioners
- ☑ Clear and distinct identity
- ☑ Board of Supervisors support
- ☑ Appropriate funding
- ☑ Quality staff
- ✓ Match between work and capacity of staff
- ☑ Successful collaborations
- Absence of partisan politics
- ☑ Productive meetings

## Strategic Priorities (high level tactics for next 6-12 months)

## 1. Build internal clarity about the Commission

- Build Commissioner's' understanding of Commission's purpose, historical work, empowerment
- Develop clarity around current work, projects, activities of Commission
- Deepen knowledge of the contract between the County and the OC HR Council; understand the RFP process
- · Ensure new Commissioners are appropriately prepared for the role
- Build Commissioner understanding of current capacity and workload of staff

## 2. Strengthen our collaboration with the Board of Supervisors

Develop understanding of BOS's desires, priorities and concerns Regular meetings between Commission leadership and Supervisors and Supervisor staff Collaborate with BOS and OCCR on the development of upcoming RFP

Objective

## 3. Elevate Commission's visibility

Establish an identity that is distinct from the Council

Optimize website visibility

Maximize use of tools such as social media to ensure high visibility Develop reporting processes that bring more attention to the work of the

## 4. Maximize Commission meetings to fulfill mission

Ensure meetings are planned and productive

Establish meetings as learning sessions to better understand the causes of intolerance and bias

Ensure meeting present a broad spectrum of views

Use meetings to explore specific topics and issues

## How we make OC safe, tolerant and bias free (current methods for living out our mission)

## Listening, seeking out

- **Commission Meetings**
- Outreach
- Hearings
- Community police meetings
- Collecting information
- Hate Crime Network Meeting

## **Education and Prevention**

- Education
- Outreach speeches & presentations
- Community training on intergroup relations topics
- Outreach symposiums

## Intervention

- Police Community Reconciliation cases
- Response to Hate Crime scenes
- Support to hate crime victims
- Respond to community conflict

## Relationship building

- Chief's Advisor Board & Sherriff's Interfaith
- Community Outreach & Relationship Building meetings
- Police/Diverse Community Dialogues

## Reporting / Publicizing

- HRC Annual Report
- Hate Crime Report

## Recognizing & honoring

Goodwill Committee

### Collaborations

- Bridges program
- Restorative justice program
- Annual Awards Programs
- Many, many more. . .

## **OC Human Relations Commission**

## **Our Mission**

Seek out the causes of tension and conflict, discrimination and intolerance, based on race, religion, national origin, ethnicity, disability, age, gender, sexual orientation, socio-economic status, or marital status, and attempt to eliminate those causes.

## **Current situation** (as of December 2017)

#### **OPPORTUNITIES**

## **CHALLENGES**

- -New commissioners
- -Divided political climate -New perspectives on commission—Knowledge and prep of
- -Changes in staff leadership
- commissioners
- -Engage more groups -Build on success
- -Limited financial resources -Limited staff time/staff workload
- -Build strong relationship with BOS -Limited capacity of commissioners
  - -Recent increase in intolerance
  - -Integrate new bylaws changes

# OUR VISION FOR THE FUTURE

# A safe, tolerant and bias-free **Orange County**

## What is needed for success

- ✓ Visibility and community trust
- ☑ Positive public regard for the Commission
- ☑ Informed, engaged, prepared and collaborative commissioners
- ✓ Clear and distinct identity
- ☑ A working relationship with the Board of Supervisors
- ☑ Appropriate funding
- ✓ Quality staff
- ✓ Match between work and capacity of staff
- ✓ Successful collaborations
- ☑ Absence of partisan politics
- ✓ Productive meetings

## Strategic Priorities (high level tactics for next 6-12 months)

## 1. Build internal clarity about the Commission

- Build Commissioner's' understanding of Commission's purpose, historical work,
- Develop clarity around current work, projects, activities of Commission
- Deepen knowledge of the contract between the County and the OC HR Council; understand
- Build clarity about how Commissioners are appointed
- Ensure new Commissioners are appropriately prepared for the role
- Build Commissioner understanding of current capacity and workload of staff

## 2. Strengthen our collaboration with the Board of Supervisors

- Develop understanding of BOS's desires, priorities and concerns
- Regular meetings between Commission leadership and Supervisors and Supervisor staff
- Collaborate with BOS and OCCR on the contracting process

## 3. Elevate Commission's visibility

- · Establish an identity that is distinct from the Council
- Optimize website visibility
- · Maximize use of tools such as social media to ensure high visibility
- Develop reporting processes that bring more attention to the work of the

## 4. Maximize Commission meetings to fulfill mission

- Ensure meetings are planned and productive
- Establish meetings as learning sessions to better understand the causes of intolerance and bias as well as the many good things happening to mitigate intolerance and bias in Orange County
- Ensure meeting present a broad spectrum of views
- Use meetings to explore specific topics and issues

## Agenda Revisions and Supplementals

December 14, 2017

THE FOLLOWING AGENDA ITEMS HAVE HAD CHANGES TO THEIR RECOMMENDED ACTIONS SINCE RELEASE OF THE AGENDA TO THE PUBLIC:

Items: None

## Supplemental Item(s)

6. Receive and file information regarding new County policy for restrictions on use of private devices and accounts for County business

October 2017



#### OCCR BOARDS, COMMITTEE & COMMISSIONS NOTICE

**New County Policy** 

9/11/17

Restrictions on Use of Private Devices and Accounts for County Business

#### Background

In March 2017 California Supreme Court ruled that public records on privately owned devices (cellphones, tablets, laptops etc.) or privately owned accounts (e-mail) are subject to disclosure under the California Public Records Act (PRA).

Orange County implemented the new policy to provide direction to employees and non-employee personnel that perform services for the County. The policy applies to advisory board members, County committee appointees, and County commissioners.

Since boards, committees & commissions are an integral part of OC Public Libraries, OC Parks, OC Animal Care, Housing & Community Development and Homeless Prevention, and OC Community Services, we recognize the correspondence and communications to and between members of the Boards, Committees and Commissions may be subject to PRA requests.

Members of Boards, Committees and Commissions that use personal accounts for County business, will be required to search through personal accounts and devices to produce records if a PRA request is received. Additionally, the email addresses of the members may be disclosed to the requestor.

This bulletin provides notification on the new County policy and offers suggestions on how to comply with this requirement.

#### New Requirements for Boards, Committees & Commissions

- ⇒ If a member has a County of Orange email account, all County business is required to be conducted on the County account. If contacted on County business on your privately owned device or account by text or email, the information should be transferred to the County issued account and promptly deleted from the personal account or device. You may consult your County contact to ask if a county email account makes sense for the program.
- If a member uses a privately owned account for communication related to County business and there is request for your correspondence, you can expect to:
  - o Be notified by the County of the PRA request and asked to produce records responsive to the request
  - Receive training from the OCCR Custodian of Records on how to identify a public record and how to conduct the search for documents
  - Receive directions on completing a search verification form. This form is important as it is designed to
    document the search and offers protection to the member in the event of litigation related to the PRA
    request. County will not conduct a search on your personal account or device in response to a PRA
    request.
  - o Get assistance from your County contact or the OCCR Custodian of Records at (714) 480-2774

#### Recommendation

Board, Committee & Commission members for OCCR are not likely to have County issued cellphones or email accounts. OCCR suggests that members create a dedicated email account to use only for County business (e.g. <a href="mailto:janedoeocvac@gmail.com">janedoeocvac@gmail.com</a> or <a href="mailto:jonedoeocvac@gmail.com">jonndoeocparkscommissioner@hotmail.com</a>). The advantage to this option is that all of your County correspondence is in one place making an easier search, only this email address will be disclosed to the requestor, and a separate account or mailbox helps to protect your privacy.