

# RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING

## REGULAR MEETING

February 10, 2021

10:00 a.m. – 12:00 p.m.

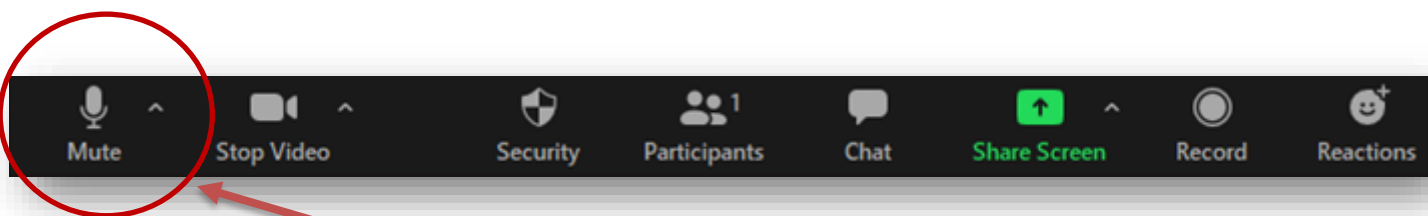
**Meeting Location:** Zoom

<https://zoom.us/j/97489038804?pwd=WDhOTkUxdnQ3RFFKM1hxZVFZeGRvUT09>

**Meeting ID:** 974 8903 8804

**Meeting passcode:** 8005102020

**Join by phone:** +1 669-900-9128 US Toll



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## MISSION STATEMENT

The mission of the Riverside County Advisory Council on Aging is to advocate for all older persons and adults with disabilities, to improve their lives. <sup>1</sup>

# BROWN ACT VIRTUAL MEETING NOTIFICATION

Pursuant to Government Code Section 54953, Subdivision (b), and Executive Order N-29-20 released on March 17, 2020, this RIVERSIDE COUNTY ADVISORY COUNCIL ON AGING meeting includes teleconference participation by all of the Advisory Council members. **PLEASE NOTE THAT NO IN-PERSON LOCATION IS AVAILABLE FOR THIS MEETING.**

Any public requesting to call in to speak on an item or during Public Comment must first register at the Riverside County Office on Aging 24 hours in advance of the meeting. Once registered, further information will be provided. Please contact Stacie Catlin to register: [scatlin@rivco.org](mailto:scatlin@rivco.org) or (951) 867-3800.



***Please mute your screen or \*6 by phone until called on by the meeting moderator***

## 1.2 ZOOM PARTICIPATION GUIDELINES

To access and participate in the meeting, please follow the guidelines below:

Join Zoom Meeting  
<https://zoom.us/j/97496105460>

*Via video conference:*

*Click on the link.*

Meeting ID: 974 9610 5460

One tap mobile

+16699009128,,97496105460# US (San Jose) 12532158782,,97496105460# US  
+(Tacoma)

Dial by your location

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

Meeting ID: 974 9610 5460

Find your local number: <https://zoom.us/u/abKOAY7nJH>

*Join the meeting.*

Click **Open Zoom Meetings** on the dialog shown by your browser

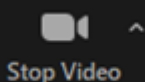
If you don't see a dialog, click **Launch Meeting** below.

Launch Meeting

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Participants



Chat



Share Screen



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Reactions

# OVERVIEW OF THE AGENDA

1. **FIRST ORDER OF BUSINESS**

*1.8. Public Comment*

2. **ACTION ITEMS**

3. **PRESENTATION: RIVERSIDE COUNTY OFFICE ON AGING - CANCELLED**

3.1. Aging and Disability Resource Connection (ADRC)

4. **DEPARTMENT REPORTS**

5. **DISCUSSION ITEMS**

5.1. Review 2016-2020 Committee Objectives: Planning and Advocacy Committees

6. **COMMITTEE REPORTS**

7. **LIAISON REPORTS**

8. **CLOSING COMMENTS**

9. **MOTION TO ADJOURN**

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# AGENDA

## 1. FIRST ORDER OF BUSINESS – Barbara Mitchell, Chair

1.1. Called meeting to order 10:09 a.m.

1.2 Reviewed ADA guidelines

1.3 Invocation – Donald Brock

1.4 Pledge of Allegiance – Cynthia Lemus, Parliamentarian

1.5 Established a quorum – Cynthia Lemus, Parliamentarian

1.6 Self-introductions

### Riverside County Advisory Council on Aging Members:

Anita Johnson

Debbie Franklin

Sharron Lambeth\*\*\*

Art Salyer

Donald Brock

Steve Mehlman

Barbara Mitchell

Javier Lopez

Victoria Zivku (LoA)

Bev Greer \*\*

Luella Thornton\*

Cynthia Lemus

Lynda House

\* No audio available.

\*\* 10:30 a.m.

\*\*\* 11:00 a.m.

### Riverside County Office on Aging Staff:

Jewel Lee, Director

Rachele Román, Deputy Director for Administration

Gary Robbins, Deputy Director of Programs and Operations

Jamiko Bell, Administrative Services Officer

Maile Hayes, Social Services Regional Manager

Stacie Catlin, Program Specialist II

Ryan Emblem, Administrative Services Analyst I

## 1. FIRST ORDER OF BUSINESS – Continued

### 1.6 Self-introductions- Continued

#### **Riverside County Board of Supervisors Representatives:**

- Robin Reid, Legislative Assistant, District I
- Debbie Rose, Legislative Assistant, District II
- Opal Hellweg, Legislative Assistant, District III
- Stephanie Virgen, Legislative Assistant, District IV

#### **Guests and Members of the Public:**

- Deirdre Thomas, Beaumont
- Hazel Lambert, Council on Aging Southern California
- Laurie Harris, Riverside
- Mark Cox, California Senior Legislature
- Teresa Chappell, San Jacinto

# AGENDA

## 1. FIRST ORDER OF BUSINESS – Continued

### 1.7. Chair Reports and Reminders

1.7.1. The next Advisory Council meeting will be held:

**Wednesday, March 10, 2021**

**10:00 a.m. – 12:00 p.m.**

**Via Zoom**

1.7.2. Member Birthday Announcements

Wished Javier Lopez a happy birthday.

1.7.3. Form 700s

Thanked members for their speedy Statements of Economic Interests (Form 700) filings.

### 1.8. Public Comment

No public comments.

# AGENDA

## 2. ACTION ITEMS



### 2.1. APPROVE THE MINUTES OF THE JANUARY 13, 2021, MEETING

**Must abstain:** J. Lopez; L. House; and S. Lambeth

Members needed for quorum: 7

**Motion by:** D. Franklin    **Seconded by:** A. Salyer

**Open Discussion:** None.

**Roll Call Vote:** L. House abstained. L. Thornton abstained due to audio issues. J. Lopez was absent. B. Greer and S. Lambeth were not in attendance at this point of the meeting. V. Zivku was on leave of absence. **Motion approved.**

## 3. PRESENTATION

3.1. AGING AND DISABILITY RESOURCE CONNECTION (ADRC) - **CANCELLED**



## 4. DEPARTMENT REPORTS

### 4.1. DIRECTOR AND STAFF REPORT

Advised the Office on Aging collaborated with other Riverside County Health and Human Services departments to take the lead in assisting older adults register for COVID-19 vaccines.

Summarized a call center data chart that highlighted a 92% hotline answer rate during the first week of January and how that rate dropped approximately 30% on January 13, 2021. The sharp call increase corresponded with the announcement of the first drive-through vaccine clinic for seniors. Within thirty minutes of that announcement, all vaccine appointment slots were filled.

Showed the number of calls consistently spiked around each time new vaccine availability was announced. On Monday, February 1, 2021, the number of incoming calls for that day totaled 12,741. Overall, the call center has been inundated with calls, which impacted the usually high call answer rate.

Reported the Office on Aging made a department-wide effort to remain open until 8 p.m., Monday through Friday, and until 4:30 p.m. on weekends to ensure calls were answered; to make registrations; and to provide reassurance when no vaccines were available.

As the number of calls grew, the Office on Aging partnered DPSS to provide an additional 100 to 300 staff to help man the registration hotline. Director Lee thanked Riverside County Legislative Assistants for their resolute support to facilitate that assistance through the Board of Supervisors.

Explained the vaccine tier for seniors under age 65 and individuals with health conditions has not yet opened; however, the Office on Aging has been planning to assist with registrations once vaccines become available for those groups.

Reminded the council that vaccines for skilled nursing facilities are not coordinated by the State of California.

## 4. DEPARTMENT REPORTS - Continued

### 4.1. DIRECTOR AND STAFF REPORT – Continued

Advised Blue Shield has contracted with the state to provide logistical oversight and support for vaccine distribution.

Shared a video clip from the February 9, 2021, Riverside County Board of Supervisors board meeting, in which the Riverside County Public Health Department presented a *COVID-19 Response Status Report*:

<http://riversidecountyca.ig2.com/Citizens/calendar.aspx>

Introduced Maile Hayes, Office on Aging Social Services Regional Manager, who provided an overview of the vaccine call center process for handling the influx of calls. That process includes three core teams of operators, monitors, and agents. Operators dispatch calls to agents, who then provide information and vaccine registrations, when available. The Executive Staff and other managers monitor the minute-by-minute progress of incoming calls and vaccine availability and resolve higher-level issues as they arise. A back-up team of agents are on call for times when calls spike.

Reiterated the importance of COVID-19 testing and vaccination. Advised the Riverside County Public Health Department is taking the lead on community education but asked Advisory Council members to act as ambassadors to dispel myths related to vaccines and to reassure seniors who might have concerns about getting vaccinated.

Explained the Office on Aging is working to obtain a phone message recording that shares daily specialized information with the public based on vaccine availability and registration processes.

# **AGENDA ITEM 4**

## **DEPARTMENT REPORTS**



*Please place your phone or computer on “mute” until you are called on by the meeting moderator.*

## Office on Aging COVID Vaccine Response Call Center Data

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### Dramatic Increase in Daily Call Volume

Daily Period	Total
MON, 1/04/21	169
TUE, 1/05/21	142
WED, 1/06/21	124
THU, 1/07/21	115
FRI, 1/08/21	102
MON, 1/11/21	143
TUE, 1/12/21	115
WED, 1/13/21	719
THU, 1/14/21	2,083
FRI, 1/15/21	2,315
SAT, 1/16/21	1,398
TUE, 1/19/21	3,192
WED, 1/20/21	2,460
THU, 1/21/21	5,369
FRI, 1/22/21	896
SAT, 1/23/24	573
MON, 1/25/21	1,626
TUE, 1/26/21	3,019
WED, 1/27/21	5,593
THU, 1/28/21	8,014
FRI, 1/29/21	11,967
SAT, 1/30/21	3,220
SUN, 1/31/21	1,769
MON, 2/1/21	12,741
Grand Total	64,152
Weekly Avg.	4,277

Spikes correlate  
with vaccine  
availability and  
press releases

## 5. DISCUSSION ITEMS

### 5.1. REVIEW 2016-2020 COMMITTEE OBJECTIVES – Barbara Mitchell

5.1.1. Reviewed the Planning and Advocacy Committees' objectives for 2016-2020 and determined members will work within the committees to draft new objectives for 2020-2024.

Reminded members the Annual Report was shifted to an Executive Committee subcommittee.

Determined responsibility of legislation review will transfer to the Advocacy Committee. Provided a brief overview of the goals and objectives of the Advocacy Committee.

## 6. COMMITTEE REPORTS

### 6.1. EXECUTIVE COMMITTEE – Barbara Mitchell

6.1.1. Provided an update on Executive Committee activities.

6.1.2. Provided an update on the status of the Annual Report.

### 6.2. BYLAWS COMMITTEE – Cynthia Lemus

6.2.1. Provided an update on Bylaws Committee activities.

### 6.3. MEMBERSHIP COMMITTEE – Steve Mehlman

6.3.1. Provided an update on Membership Committee activities.

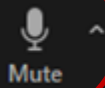
### 6.4. PLANNING COMMITTEE – Debbie Franklin

6.4.1. Provided an update on Planning Committee activities.

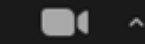
[All committee reports are included in the meeting packet.](#)

## AGENDA ITEM 6 COMMITTEE REPORTS

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Reactions

## Riverside County Advisory Council on Aging

3610 Central Ave., Third Floor, Riverside, CA 92506  
Local: (951) 867-3800 • Toll Free: (800) 510-2020 • TRS/TTY: 711

The mission of the Riverside County Advisory Council on Aging is to advocate for all older persons and adults with disabilities to improve their lives.

### Member Report

- Committee Report  
 Liaison Report  
 Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

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**Assignment:** Executive Committee  
**Name:** Barbara Mitchell  
**Title:** Chair  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** Executive Committee Meeting  
**Date:** January 28, 2021

**Main Points:**

- Member Reports are due on the first Monday of every month.
- Use the updated Member Report for all committee, liaison and ambassador reports.
- An Annual Report Committee meeting will be scheduled to discuss the 2020 report draft.
- A survey will be sent to solicit interest in the two Annual Report Committee vacancies.
- A survey will be sent out to solicit interest in one vacancy on the Membership Committee.

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**Next Meeting:** To be determined.

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**Other Meeting/Event:** None

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**Other Relevant Information:** None

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**Handouts/Flyers:** None.

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### Member Report

- Committee Report  
 Liaison Report  
 Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

---

**Assignment:** Bylaws Committee  
**Name:** Cynthia Lemus  
**Title:** Chair  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** Executive Committee Meeting  
**Date:** January 26, 2021

**Main Points:**

- Discussed revisions to the current bylaws to bring them into compliance with Board Policy A-21.
- Chair agreed to draft the committee's recommended revisions and bring them back to the next committee meeting.
- Set target date of March 10, 2020, to present final revised draft to the Advisory Council.

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**Next Meeting:** To be determined.

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**Other Meeting/Event:** None

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**Other Relevant Information:** None

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**Handouts/Flyers:** None.

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### Member Report

- Committee Report
- Liaison Report
- Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

---

**Assignment:** Membership Committee  
**Name:** Steve Mehlman  
**Title:** Chair  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** N/A

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**Next Meeting/Event:** To be determined.

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**Other Meeting/Event:** N/A

#### **Other Relevant Information:**

1. Reported a request for the Board of Supervisors to approve the Council's membership recommendations is in progress. Once a Board date is set, an update will be provided.
2. Advised the committee will focus on revising the Office on Aging Service Award procedures and timelines and will present a draft to the council by May.

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**Handouts/Flyers:**  
N/A

## Riverside County Advisory Council on Aging

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### Member Report

- Committee Report  
 Liaison Report  
 Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

---

**Assignment:** Planning Committee  
**Name:** Debbie Franklin  
**Title:** Chair  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** Planning Committee Meeting  
**Date:** January 19, 2021

**Main Points:**

- Debbie Franklin held her first Planning Committee as Chair.
- Jamiko Bell provided background on the committee's recent historical activities.
- Decided the committee will focus on food/nutrition insufficiencies and communication.
- Members agreed to bring ideas that support the committee's focus to the next meeting.

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**Next Meeting:**  
**Date:** February 16, 2021  
**Time:** 10:00 a.m. – 11:00 a.m.  
**Platform:** Zoom

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**Other Meeting/Event:** None

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**Other Relevant Information:** None

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**Handouts/Flyers:** None.

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## 7. LIAISON REPORTS

### 7.1. GRANDPARENTS RAISING GRANDCHILDREN (GRG) – Sharron Lambeth

7.1.1. Provided an update on GRG activities.

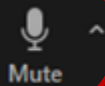
### 7.2. IHSS ADVISORY COUNCIL – Barbara Mitchell

7.2.1. Provide an update on IHSS Advisory Council activities.

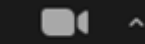
All liaison reports are included in the meeting packet.

## AGENDA ITEM 7 LIAISON REPORTS

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Reactions

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### Member Report

- Committee Report  
 Liaison Report  
 Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

---

**Assignment:** Grandparents Raising Grandchildren (GRG)  
**Name:** Sharron Lambeth  
**Title:** Liaison  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** GRG Holiday Gift Program  
**Date:** December 2020

**Main Points:**

- Provided more than 140 gifts to 20 families, which included 46 children.
  - The Foundation on Aging sent each cash donor an acknowledgement/thank-you letter.
- 

**Next Meeting/Event:** To be determined.

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**Other Meeting/Event:** None

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**Other Relevant Information:**

### Planning for Next Year's Event

1. Schedule a meeting with staff and interested Advisory Council members.
  2. Determine if there is a possibility of expanding the Holiday Program.
  3. Discuss ideas for Program expansion.
  4. Discuss funding options for 2021.
- 

**Handouts/Flyers:**  
None.

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The mission of the Riverside County Advisory Council on Aging is to advocate for all older persons and adults with disabilities to improve their lives.

### Member Report

- Committee Report
- Liaison Report
- Senior Center Ambassador Report

**Report Deadline Submission:** *The first Monday of the month.*

---

**Assignment:** IHSS Advisory Council  
**Name:** Barbara Mitchell  
**Title:** Liaison  
**Report Date:** February 10, 2021

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**Last Meeting/Event:** IHSS Advisory Council  
**Date:** February 4, 2021

**Main Points:**

- Using social media, websites, and videos to recruit new members.
  - Membership candidates must be consumers of IHSS services.
- Developing a library of training videos, which are available on the IHSS AC website.
- Increasing use of HOME line to resolve issues reported by clients/consumers
- The Office on Aging and Public Authority are collaborating on vaccine efforts.

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**Next Meeting:**  
**Date:** April 1, 2021  
**Time:** 1:00 p.m.  
**Platform:** Zoom

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**Other Meeting/Event:** None

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**Other Relevant Information:** None

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**Handouts/Flyers:** None.

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## 7. CLOSING COMMENTS – All

### **Sharron Lambeth:**

Thanked Steve Mehlman for standing in as interim Membership Committee Chair.

### **Barbara Mitchell:**

Thanked the Office on Aging and Advisory Council members for their dedication.

Advised the Cities of Pomona and San Marcos have COVID-19 vaccines available and that those vaccinations may be open to those who live outside those cities.

## 8. MOTION TO ADJOURN – Barbara Mitchell

**Motion by:** D. Franklin

**Seconded by:** L. House

**Roll Call Vote:** L. Thornton abstained due to audio issues. J. Lopez was absent. V. Zivku was on leave of absence. **Motion approved.**



# Riverside County Board of Supervisors

District I: Supervisor Kevin Jeffries

District IV: Supervisor V. Manuel Perez

District II: Supervisor Karen Spiegel

District V: Supervisor Jeff Hewitt

District III: Supervisor Chuck Washington

## Office on Aging Staff

- Director: Jewel Lee
- Deputy Director for Administration: Rachelle Román
- Deputy Director of Programs and Operations: Gary Robbins
- Administrative Services Officer/Planner: Jamiko Bell
- Senior Program Specialist: Stephen Geist
- Program Specialist II: Stacie Catlin
- Administrative Services Analyst I: Ryan Emblem

## Advisory Council Officers

Chair: Barbara Mitchell

Vice Chair: Steve Mehlman

Parliamentarian: Cynthia Lemus

## Board of Supervisors' Appointees

- District I: Lynda House
- District II: Sharron Lambeth
- District III: Art Salyer
- District IV: Javier Lopez
- District V: Debbie Franklin

## Board of Supervisors' Appointees

Anita Johnson

Bev Greer

Donald Brock

Luella Thornton

Victoria Zivku

Vacant

Vacant

Vacant

Vacant

# Committee Assignments

## Executive Committee (Standing Committee)

Barbara Mitchell – Chair

Steve Mehlman – Vice Chair

Cynthia Lemus – Parliamentarian

## Advisory Council Ad-Hoc Committees

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### **Advocacy**

Steve Mehlman – Chair

Donald Brock  
Luella Thornton

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### **Annual Report**

Barbara Mitchell – Chair

Debbie Franklin

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### **Bylaws**

Cynthia Lemus – Chair

Anita Johnson  
Barbara Mitchell  
Debbie Franklin  
Lynda House

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### **Community Connection**

Cynthia Lemus – Chair  
Luella Thornton- Vice Chair

Phyllis Purcell (CSL)

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### **Healthy Living**

Vacant - Chair  
Barbara Mitchell – Vice Chair

Luella Thornton  
Lynda House  
Sharron Lambeth

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### **Membership**

Steve Mehlman – Interim  
Chair

Sharron Lambeth  
Victoria Zivku

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### **Planning**

Debbie Franklin – Chair

Bev Greer  
Javier Lopez  
Lynda House  
Steve Mehlman

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## Advisory Council Liaisons

<b>California Senior Legislature</b>	Donald Brock, Senior Senator
<b>California Senior Legislature</b>	Mark Cox, Senior Assembly Member
<b>California Senior Legislature</b>	Phyllis Purcell, Senior Assembly Member
<b>California Senior Legislature</b>	Steve Mehlman, Senior Senator
<b>California Senior Legislature</b>	Vacant, Senior Assembly Member
<b>California Senior Legislature</b>	Vacant, Senior Assembly Member
<b>Continuum of Care</b>	Barbara Mitchell
<b>Disability Independence</b>	Vacant
<b>Foundation on Aging</b>	Barbara Mitchell
<b>Grandparents Raising Grandchildren</b>	Sharron Lambeth
<b>HICAP/Long-Term Care Ombudsman</b>	Anita Johnson
<b>Housing</b>	Javier Lopez
<b>IHSS Advisory Council</b>	Donald Brock
<b>Older Adults System of Care</b>	Barbara Mitchell
<b>Transportation Services</b>	Steve Mehlman
<b>Triple A Council of California</b>	Barbara Mitchell
<b>Veterans Services</b>	Donald Brock

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**ADA:** In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to attend an Advisory Council on Aging meeting, please contact Stacie Catlin at (800) 510-2020, (951) 867-3800, or TTD 711. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

**Public Comments:** Each speaker may be limited to speak two (2) minutes or less depending on the number of speakers. At the direction of the Chair or by majority vote of the Council, the two (2) minute time limitation may be waived, increased or reduced. The maximum time for public comment for any individual item or topic may be limited to fifteen (15) minutes. The Council may terminate public comments if such comments become repetitious or disruptive. Any written documents to be distributed or presented to the Council shall be submitted to the Council's assigned staff. This policy applies to Public Comments and general comments on agenda items. Under the Brown Act, the Council will not take action on or discuss matters raised which are not posted 72 hours in advance. Council members may refer such matters to staff for factual information or to be placed on the subsequent agenda for consideration.

# Riverside County Advisory Council on Aging

## 2020/2021 Meeting Schedule

July 2020	Dark	AC Committees Only
August 2020	Dark	AC Committees Only Training - WebEx
September 9, 2020	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
October 14, 2020	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
<b>Thursday</b> November 12, 2020 (*Due to Wed holiday)	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
December 9, 2020	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
January 13, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
February 10, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
March 10, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
April 14, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
May 12, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD
June 9, 2021	10 a.m. - 12 p.m.	Via WebEx Physical Location: TBD