

ELDER SERVICES/ABUSE REPORTING

Age Well Senior Services

Food Services: (949) 470-3063
Case/Care Management: (949) 380-0155
Transportation Services: (949) 855-9766
<https://agewellseniorservices.org>

Council on Aging

Advocacy & protection; education & outreach, prevention & wellness; socialization
Phone: (714) 479-0107
<https://coasc.org>

Office on Aging

1300 S. Grand Ave, Bldg. B, Santa Ana
Hours: Mon-Fri, 8 am-5 pm
Phone: (800) 510-2020
<https://officeonaging.ocgov.com>

Adult Protective Services (APS)

24-hour Hotline: (800) 451-5155

Long Term Care Nursing Home Ombudsman

24-hour Crisis Line: (800) 231-4024

POLICE SERVICES/ EMERGENCY PREPAREDNESS

Dial 9-1-1

For life threatening emergencies

Dial (949) 770-6011

For **Non-Emergency Dispatch** to report suspicious conduct/community safety issues
<https://keepocsafe.org/see-say-prevention.html>

Mission Viejo Police Services

Mission Viejo City Hall
200 Civic Center, Mission Viejo
Walk-in Hours: Mon-Fri 8 am-5 pm
Phone: (949) 470-8433
<https://cityofmissionviejo.org/policeservices>

EMERGENCY PREPAREDNESS:

<https://cityofmissionviejo.org/departments/police-services/emergency-preparedness>
<https://alertoc.com>

VETERANS RESOURCES

24/7 HOTLINES

Crisis Line: (800) 273-8255 #1
Homelessness Hotline: (877) 424-3838

HOMELESS SERVICES / HOUSING

VA Community Resource & Referral Center
888 W. Santa Ana Blvd, STE #150, Santa Ana
Phone: (844) 838-8300
<https://va.gov/homeless>

HEALTH SERVICES

VA Laguna Hills Health Clinic
23719 Moulton Pkwy, Laguna Hills
Phone: (949) 587-3700
<https://longbeach.va.gov/locations/lagunahills>

BENEFITS: FILING/DISPUTES

VA Benefits Hotline: (800) 827-1000
Orange County Veterans Services
Phone: (714) 480-6555
Norman P. Murray Community/Senior Center
Veteran Affairs/ Legal Counseling
Phone: (949) 470-3062 - By appointment

COUNSELING/FAMILY SUPPORT:

South Orange County Veterans Center
26431 Crown Valley, STE #100, Mission Viejo
Phone: (949) 348-6700
Volunteers of America
Supportive Services Veteran Families (SSVF)
Phone: (714) 426-9834

City Services

VETERANS AND MILITARY FAMILY RESOURCES

Located at the:
Norman P. Murray Community/Senior Center
24932 Veterans Way, Mission Viejo
(949) 470-3062

Mission Viejo Library
100 Civic Center, Mission Viejo
(949) 830-7100

TRANSPORTATION

Orange County Transportation Authority (OCTA) Public Bus Service

Mission Viejo Bus Routes: 85, 86, 87, 89, 91
Cost: Single ride - \$2, Day pass - \$5
Reduced rates available for seniors, people with disability, Medicare cardholders & ACCESS riders
Phone: (714) 636-7433
<https://octa.net/busbook/>

MV Shuttle

Cost: Free
Operations: Mon-Fri 5:47 am to 6:20 pm
Location: From Norman P. Murray Center to Laguna Niguel/Mission Viejo Metrolink. Full schedule/stops listed on city website
Phone: (949) 470-3068
<https://cityofmissionviejo.org/departments/public-works/traffic-and-transportation/mv-shuttle>

OC ACCESS, ADA eligible passengers

Cost: \$3.60 base fee for routes off fixed OCTA bus route
Ride requests: Mon-Fri 7 am-5 pm, Sat-Sun 8 am- 5 pm
Additional service: same day taxi service
Phone: (877) 628-2232
<https://www.octa.net/Getting-Around/Bus/ACCESS-Service/Overview/>

Senior Dial-A-Taxi

For city residents 60 years and older
Cost: \$5 per one-way trip
Operations: 24 hours/day, 7 days/week
Registration/Photo ID required in advance of use
Phone: (949) 470-3062
<https://cityofmissionviejo.org/departments/recreation/senior-services/senior-transportation>

DISCLAIMER

THIS BROCHURE IS FOR INFORMATION PURPOSES ONLY AND DOES NOT REFLECT ENDORSEMENT BY THE CITY OF MISSION VIEJO. INFORMATION IS SUBJECT TO VERIFICATION.
City contact: Leslie Rea-McDonald
lmcdonald@cityofmissionviejo.org 949-470-8412

Third Edition



MISSION VIEJO



Community Resources & Hotlines Connections to Caring

City of Mission Viejo
200 Civic Center
Mission Viejo, CA 92691
(949) 470-3000 or (949) 470-3061
<https://cityofmissionviejo.org>

January 2019

INFORMATION HELPLINE

**DIAL: "2-1-1" - Orange County or
(888) 600-4357 - 24/7**

Information, referral and assistance to food, shelter, human services; comprehensive/updated database

Website: <https://211OC.org>

EMPLOYMENT SERVICES

Orange County One -Stop Center

Address: 17891 Cartwright Rd, Suite 100, Irvine
Phone: 949-341-8000

EMERGENCY SHELTERS

Courtyard Transitional Center

Low threshold, low-barrier emergency shelter

Address: 400 W. Santa Ana Blvd, Santa Ana

Bus Route: 83 or 91 - Calle de la Plata-Paseo de Valencia, 83 - Santa Ana-Ross

<https://midnightmission.org/thecourtyard>

Armories - Seasonal Only (Mercy House)

Fullerton and Santa Ana Locations

Phone: (714) 836-7188 ext. 107

Human Options - Domestic Violence

Hotline: (877) 854-3594

Laura's House - Domestic Violence

Hotline: (866) 498-1511

Friendship/Emergency Shelters

Phone: (949) 494-6928 - Laguna Beach

HOMELESS BRIDGE/SHORT TERM HOUSING

Gilchrist and Family House - (Families)

Assistance Ministries, San Clemente

Phone: (949) 492-8477

One Step Ministry - (Single Parents)

Phone: (949) 458-2425, Irvine

<https://onestepministry.org>

Mercy House - (All Ages/Needs)

Phone: (714) 836-7188 ext. 136, Santa Ana

<https://mercyhouse.net>

Orange County Rescue Mission

Phone: (800) 663-3074, Tustin

<https://rescuemission.org>

OC Gateway to Housing - (Families)

Phone: (949) 631-7213 ext. 500, Irvine

<https://ocinterfaithshelter.org>

HOUSING / FOOD & CRISIS SERVICES

Family Assistance Ministries (FAM)

Temporary Safe Shelters:

Gilchrist house - women/women + children

Family house - families with children ages 0-5

Services: food pantry; housing; emergency assistance; case management; satellites

Hours: Mon-Fri—9 am—5pm

Address: 1030 Calle Negocio, San Clemente

Contact: (949)492-8477

<https://family-assistance.org>

Families Forward (Families only)

Services: housing programs; food pantry; case management; counseling

Hours: Mon-Thurs - 9 am-5 pm;

Fri - 9 am-1 pm

Address: 8 Thomas, Irvine

Contact: (949) 552-2727

<https://families-forward.org>

Bus Route: 86 - to Barranca-Alton, walk south to Thomas Street

Serving People in Need (SPIN)

Services: move-in funds for rapid rehousing; case management; street services/outreach

Hours: Mon-Fri - 8:30 am-5 pm

Address: 151 Kalmus, H-2, Costa Mesa

Contact: (714) 751-1101

<https://spinoc.org>

Bus Route: 86 - to Main-Red Hill, 71 - to Red Hill-Kalmus, walk west on Kalmus

South County Outreach (SCO)

Services: housing; food pantry; homelessness prevention; support services

Pantry Hours: M, W, Th, F - 9am-3:30pm

Tues - 12:30 pm-3:30 pm

Address: 7 Whatney, Suite B, Irvine

Contact: (949) 380-8144

<https://sco-oc.org>

Bus Route: 86 - to Jeronimo-Bake, walk west on Bake to Whatney

YOUTH HOMELESS /SERVICES

Standup for Kids - Orange County Street outreach; mentoring; case management

Phone: (714) 356-5437

<https://standupforkids.org/orangecounty>

Casa Youth Shelter - Los Alamitos

24-hr Hotline: (800) 914-2272

Office: (714) 995-8601

<https://casayouthshelter.org>

Waymakers - Santa Ana

Youth Shelters/Emergency Support

24-hr Emergency Hotline: (714) 842-6600

24-hr Sexual Assault Support (714) 957-2737

Office: (949) 250-0488

<https://waymakersoc.org>

Build Futures - Huntington Beach

Homeless housing- age 18-24yrs

Phone: (714) 907-7358

<https://buildfutures.org>

Project Hope Alliance - Costa Mesa

Housing/services (Children and Families)

Phone: (949) 722-7863

<https://projecthopealliance.org>

CRISIS HOTLINES

Child Protective Services (CPS)

24-hr Hotline: (800) 207-4464

<https://ssa.ocgov.com/abuse/child>

Crisis Assessment Team (866) 830-6011

Children of the Night/Rescue

24-hr Hotline: (800) 551-1300

National Domestic Violence

(800) 799-7233

National Runaway Safeline

(800) 786-2929

National Sexual Assault Hotline

(800) 656-4673

National Center-Missing/Exploited

Children (800) 843-5678

National Human Trafficking Hotline

Hotline: (888) 373-7888

Text "BeFree" to 233733

Trevor Project: Suicide Prevention for

LGBT (866) 488-7386

Suicide Prevention (800) 273-8255

MENTAL / BEHAVIORAL HEALTH

OC Links - County Information &

Referral Services Phone: (855) 625-4657

OC Healthcare Agency/Mental Health

23228 Madero, Mission Viejo (949) 454-3940

5 Mareblu, Aliso Viejo (949) 643-6930

<https://OCHealthinfo.com/bhs>

Mission Hospital Behavioral Health Services

Direct: (949) 499-7504 ext. 2

General: (949) 364-1400

<https://Mission4health.com>

National Alliance on Mental Health (NAMI)

OC Warm line: (714) 991-6412

South County Family Resource Center

22481 Aspan St, STE B, Lake Forest

(949) 364-0500

<https://socfrc.org>

Western Youth Services (18 & under)

26137 La Paz Road, Suite 230, Mission Viejo

(949) 595-8610

<https://westernyouthservices.org>

SUBSTANCE ABUSE

Mission Viejo Drug Prevention Coalition

Meets 3rd Wed of the month, 6-7 pm,

Phone: (949) 470-8412 for more info

OC Healthcare Agency (Alcohol/Drug abuse)

www.OCHealthinfo.com/bhs

Alcoholics Anonymous 24-hr (714) 556-4555

National Council on Alcoholism/Drug

Dependence (NCADD) 24-hr (800) 622-2255

Substance Abuse/Mental Health Services

Administration (SAMHSA)

24-hr (800) 662-4357

Solace Foundation of OC-(Recovery/Support)

<https://solacefoundationofoc.org>

DOMESTIC ABUSE HELPLINES

Laura's House - Program Services

24-hr Hotline: (866) 498-1511

Human Options - Program Services

24-hr Hotline: (877) 854-3594