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) 510-1300  
https://www.octa.net/GettingAroundBus/AccessService/Overview/

**Adult Protective Services (APS)**
24-hour Hotline: (800) 451-5155  
Long Term Care Nursing Home Ombudsman  
24-hour Crisis Line: (800) 231-9474

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://keepopsafe.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/policy-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  
Operation: 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://www.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  
Operation: 24 hours/day, 7 days/week  
Registration/Photo ID required in advance of use  
Phone: (949) 470-3062  
https://www.cityofmissionviejo.org/departments/recreation/senior-services/senior-transportation

**Disclaimers**
This brochure is for informational 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
**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](https://211OC.org)

**EMPLOYMENT SERVICES**

Orange County One - Stop Center
Address: 17691 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](https://midnightmission.org/thecourtyard)

Armories - Seasonal Only (Mercy House)
Fullerton and Santa Ana Locations
Phone: (714) 836-7188 ext. 107

**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](https://onestepministry.org)

Mercy House - (All Ages/Needs)
Phone: (714) 836-7188 ext. 136, Santa Ana
[https://mercyhouse.net](https://mercyhouse.net)

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[https://mercyhouse.net](https://mercyhouse.net)

Orange County Rescue Mission
Phone: (800) 603-9074, Tustin
[https://rescuerescue.org](https://rescuerescue.org)

OC Gateway to Housing - (Families)
Phone: (949) 631-7213 ext. 500, Irvine
[https://ocinterfaithshelter.org](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—5 pm
Address: 1030 Calle Negocio, San Clemente
Contact: (949) 492-8477
[https://family-assistance.org](https://family-assistance.org)

Family Forward (Families only)
Services: housing programs; food pantry; case management; counseling
Hours: Mon-Thu – 9 am-5 pm; Fri – 9 am-1 pm
Address: 8 Thomas, Irvine
Contact: (949) 552-2727
[https://families-forward.org](https://families-forward.org)

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

**YOUTH HOMELESS /SERVICES**

Standup for Kids – Orange County
Street outreach; mentoring; case management
Phone: (714) 356-5437
[https://standupforkids.org/orangecounty](https://standupforkids.org/orangecounty)

Casa Youth Shelter – Los Alamitos
24-hr Hotline: (800) 914-2272
Office: (714) 995-8601
[https://casyouthshelter.org](https://casyouthshelter.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](https://waymakersoc.org)

Build Futures – Huntington Beach
Homeless housing - ages 18-24 yrs
Phone: (714) 907-7358
[https://buildfutures.org](https://buildfutures.org)

Project Hope Alliance – Costa Mesa
Housing/services (Children and Families)
Phone: (949) 722-7863
[https://projecthopealliance.org](https://projecthopealliance.org)

**CRISIS HOTLINES**

Child Protective Services (CPS)
24-hr Hotline: (800) 207-4464
[https://ssa.gov/cps/abuse/child](https://ssa.gov/cps/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) 843-5578
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
[https://ochealthinfo.com/bhs](https://ochealthinfo.com/bhs)

Mission Hospital Behavioral Health Services
Direct: (949) 499-7054 ext. 2
General: (949) 364-1400
[https://MissionHealth.com](https://MissionHealth.com)

National Alliance on Mental Health (NAMI)
OC Warm line: (949) 991-6412

South County Family Resource Center
22411 Agson St, STE B, Lake Forest
Phone: (949) 364-0500
[https://socfrc.org](https://socfrc.org)

Western Youth Services
23461 South Pointe Drive, Suite 220, Laguna Hills, (949) 855-1536
[https://westernyouthservices.org](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
(Acohol/Drug abuse)
[https://ochealthinfo.com/bhs](https://ochealthinfo.com/bhs)

Alcohols 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](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