

## ELDER SERVICES/ ABUSE REPORTING

### Age Well Senior Services

Food Services: (949) 470-3063 / 855-8033

Case/Care Management: (949) 470-8456

Transportation services: (949) 855-9766

[www.myagewell.org](http://www.myagewell.org)

### Adult Protective Services (APS)

**24-hour** Hotline: (800) 451-5155

### Long Term Care Nursing Home Ombudsman

Crisis Line: (800) 231-4024

## CHILD ABUSE

### Child Protective Service (CPS)

**24-hour** Hotline: (800) 207-4464

[www.ssa.ocgov.com/abuse/child](http://www.ssa.ocgov.com/abuse/child)

## 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

[www.keepocsafe.org/see-say](http://www.keepocsafe.org/see-say)

### Mission Viejo Police Services

Mission Viejo City Hall

200 Civic Center, Mission Viejo

Walk-in Hours: Mon- Fri-8:00 am-5:00 pm

Phone: (949) 470-8433

[www.cityofmissionviejo.org/policeservices](http://www.cityofmissionviejo.org/policeservices)

### **EMERGENCY PREPAREDNESS:**

[www.cityofmissionviejo.org/disaster-Prep](http://www.cityofmissionviejo.org/disaster-Prep)

[www.ocgov.com/alertoc](http://www.ocgov.com/alertoc)

[www.readyoc.org](http://www.readyoc.org)

## VETERANS RESOURCES

### **HOMELESS SERVICES / HOUSING**

#### VA Community Resource & Referral Center

888 W. Santa Ana #150, Santa Ana

Phone: (844) 838 -8300

[www.va.gov/homeless](http://www.va.gov/homeless)

### **HOMELESS HOTLINE – 24/7**

Crisis Line: (800) 273-8255 #1

Phone: (877) 424-3838

### **HEALTH SERVICES**

#### VA Laguna Hills Health Clinic

25292 McIntyre Street, Laguna Hills

Phone: (949) 587-3700

### **BENEFITS: FILING/DISPUTES**

VA Benefits Hotline: (800) 827-1000

#### Orange County Veterans Services

Phone: (714) 480-6555

#### Norman P. Murray Community Center

Veteran Affairs Counseling

Phone: (949) 470-3062- By appointment

### **COUNSELING/FAMILY SUPPORT:**

#### South Orange County Veterans Center

26431 Crown Valley, #100, Mission Viejo

(949) 348-6700

Volunteers of America- (714) 426-9834

Support Services Veteran Families (SSVF)



Dial **“2-1-1”** for additional Military and Veteran Resources or access

[www.211OC.org](http://www.211OC.org)

## VETERANS RESOURCES



## CITY SERVICES

### **VETERANS AND MILITARY FAMILY RESOURCES**

Located at the:

Norman Murray Community Senior Center

24932 Veterans Way, Mission Viejo

(949) 470-3062

## MARINE & SAILORS ADOPTION COMMITTEE

- Supporting Headquarters Battalion of 1<sup>st</sup> Marine Division in Camp Pendleton
- Join community efforts to enhance the lives and families of our men and women in service.
- For more information, contact  
(949) 470-3061

[www.cityofmissionviejo.org/recreation](http://www.cityofmissionviejo.org/recreation)

### **DISCLAIMER**

THIS BROCHURE IS FOR INFORMATION PURPOSES ONLY AND DOES NOT REFLECT ENDORSEMENT BY THE CITY OF MISSION VIEJO. INFORMATION IS SUBJECT TO VERIFICATION



# MISSION VIEJO



## Community Resources & Hotlines

### *Connections to Caring*

City of Mission Viejo  
200 Civic Center  
Mission Viejo, CA 92692  
(949) 470-3000 or (949) 470-3061  
[www.cityofmissionviejo.org](http://www.cityofmissionviejo.org)

April 2016

## INFORMATION HELPLINE

DIAL: “2-1-1”-Orange County or  
(888) 600-4357 – 24/7

Website: [www.211OC.org](http://www.211OC.org)

- Information, referral and assistance to food; shelters and human services
- Comprehensive, updated database

## EMERGENCY SHELTERS

Human Options – Domestic Violence

Hotline: (877) 854-3594

Laura’s House – Domestic Violence

Hotline: (866) 498-1511

Armories-Seasonal Only (Mercy House)

Fullerton and Santa Ana Locations

Phone: (714) 836-7188 ext. 131/105

OC Interfaith Shelter (Families)

Phone: (949) 631-7213- Irvine

[www.ocinterfaithshelter.org](http://www.ocinterfaithshelter.org)

Friendship/Emergency Shelters-Laguna Beach

Phone: (949) 497-2959/497-2959

## HOMELESS TRANSITIONAL LIVING

Gilchrist House-(Women/Women + Children)

Phone: (949) 492-8477-San Clemente

[www.family-assistance.org](http://www.family-assistance.org)

Terra Nova/One Step Ministries (Single Parents)

Phone: (949) 458-2425-Irvine

[www.onestepministry.org](http://www.onestepministry.org)

Mercy House (all ages/needs)

Phone: (949) 836-7188- Santa Ana

[www.mercyhouse.net](http://www.mercyhouse.net)

Union Rescue Mission (with conditions)

Phone: (800) 663-3074- Tustin

[www.rescuemission.org](http://www.rescuemission.org)

## HOUSING / FOOD & CRISIS INTERVENTION

**Family Assistance Ministries (FAM)**

*Services:* food pantry; housing; emergency assistance; case management; satellite sites

Address: 1030 Calle Negocio, San Clemente

Phone: (949)492-8477

Hours: Mon- 9am-6pm; T-Th-9-5; Fri-9-12pm

[www.family-assistance.org](http://www.family-assistance.org)

**Families Forward (Families only)**

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

Hours: Mon-Thurs-9am-5:00pm

Fri- 9am- 1:00pm

Address: 8 Thomas, Irvine

Phone: (949) 552-2727

[www.families-forward.org](http://www.families-forward.org)

**Serving People in Need (SPIN)**

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

Hours: Mon- Fri -8:30am- 5:00pm

Address: 151 Kalmus H-2, Costa Mesa

Phone: (714)751-1101

[www.spinoc.org](http://www.spinoc.org)

**South County Outreach (SCO)**

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

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

Tues-12:30-3:30pm

Address: 7 Whatney Suite #B, Irvine

Phone: (949) 380-8144

[www.sco-oc.org](http://www.sco-oc.org)

## YOUTH HOMELESS /SERVICES

Standup for Kids-Orange County

Street outreach; mentoring; case management

Phone: (888) 365-4543

[www.standupforkids.org/orangecounty](http://www.standupforkids.org/orangecounty)

Casa Youth Shelter- Los Alamitos

**24-hour** Hotline: (800) 914-2272

Office: (714) 995-8601

[www.casayouthshelter.org](http://www.casayouthshelter.org)

Community Service Programs –Santa Ana

Youth Shelters/Emergency Support

**24-hour** Hotline: (714) 842-6600 / (714) 957-2737

[www.cspinc.org](http://www.cspinc.org)

Build Futures- Huntington Beach

Homeless housing- age 18-24yrs- (714) 907-7358

[www.buildfutures.org](http://www.buildfutures.org)

Project Hope Alliance –Costa Mesa

Housing/services (Children and Families)

Phone: (949) 722-7863

[www.projecthopealliance.org](http://www.projecthopealliance.org)

## CRISIS HOTLINES

National Domestic Violence

Phone: (800)799-7233

National Runaway Safe line

Phone: (800)786-2929

Suicide Prevention

Phone: (800) 273-8255/ (877) 727-4727

Human Trafficking

Hotline: (888) 373-7888/

Text “BeFree” to 233733

National Center-Missing/Exploited Children

Phone: (800) 843-5678

Children of the Night/Rescue

Phone: (800) 551-1300

## DOMESTIC ABUSE / PREVENTION

Laura’s House – Program Services

**24-hour** Hotline: (866) 498-1511

Office: (949) 361-3775

Website: [www.laurashouse.org](http://www.laurashouse.org)

Human Options – Program Services

612 E. Warner, Santa Ana

**24-hour** Hotline: (877) 854-3594

Family Resource Center: (949)757-3635

Website: [www.humanoptions.org](http://www.humanoptions.org)

## MENTAL / BEHAVIORAL HEALTH

OC Healthcare Agency/Adult Mental Health

23228 Madero, Mission Viejo

Phone: (949) 454-3940

Mission Hospital Behavioral Health Services

27700 Medical Center Road, Mission Viejo

Phone: (949) 364-1400

Western Youth Services

26137 La Paz Road, Mission Viejo

Phone: (949)855-1556

OC Links – Information & Referral

Phone: (855) 625-4657

National Alliance on Mental Health (NAMI)

OC Warm line: (714) 991-6412

## SUBSTANCE ABUSE

Substance Abuse/Mental Health

Administration (SAMHA)-(800) 662-4357

National Council on Alcoholism/Drug

Dependence (NCADD)-(800) 622-2255

Parent Team-Education/Support/Referrals

Phone: (714) 388-2971

Website: [www.parentteam.com](http://www.parentteam.com)