

## ELDER SERVICES/ ABUSE REPORTING

### Age Well Senior Services

Food Services: (949) 470-3063 / 855-8033  
Case/Care Management: (949) 380-0155  
Transportation Services: (949) 855-9766

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

### Council on Aging

Advocacy & protection; education & outreach,  
prevention & wellness; socialization  
Phone: (714) 479-0107

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

### Office on Aging

Address: 1300 S. Grand Ave, Bldg B, Santa Ana  
Hours: Mon-Fri, 8 am-5 pm  
Phone: (800) 510-2020

[www.officeonaging.ocgov.com](http://www.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

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

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

### **EMERGENCY PREPAREDNESS:**

[www.cityofmissionviejo.org/departments/police-services/emergency-preparedness](http://www.cityofmissionviejo.org/departments/police-services/emergency-preparedness)

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

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

## 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, Suite #150, Santa Ana  
Phone: (844) 838-8300 - [www.va.gov/homeless](http://www.va.gov/homeless)

### **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/Senior Center

Veteran Affairs Counseling  
Phone: (949) 470-3062 - By appointment

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

South Orange County Veterans Center  
26431 Crown Valley, Suite #100, Mission Viejo  
Phone: (949) 348-6700

### Volunteers of America

Supportive Services Veteran Families (SSVF)  
Phone: (714) 426-9834

**Dial "2-1-1" for additional  
Military and Veteran Resources or Access**

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

## City Services

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

Located at the:

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

## 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) 560-6282 [www.octa.net/busbook/](http://www.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) 470-3056

[www.cityofmissionviejo.org/departments/public-works/traffic-and-transportation/mv-shuttle](http://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

<http://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

<http://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](mailto: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  
[www.cityofmissionviejo.org](http://www.cityofmissionviejo.org)

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

## 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  
[www.midnightmission.org/program-  
services/thecourtyard](http://www.midnightmission.org/program-services/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 TRANSITIONAL LIVING

### **Gilchrist and Family House** – Family Assistance

Ministries in San Clemente  
Phone: (949) 492-8477

### **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: (714) 836-7188 ext. 136 - Santa Ana

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

### **Orange County Rescue Mission**

Phone: (800) 663-3074 - Tustin

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

### **OC Gateway to Housing (Families)**

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

[www.ocinterfaithshelter.org](http://www.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; satellite sites

**Hours:** Mon – 9 am-6 pm; T-Thurs – 9 am-5 pm;  
Fri – 9 am-noon

**Address:** 1030 Calle Negocio, San Clemente

**Contact:** (949)492-8477, [www.family-assistance.org](http://www.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, [www.families-forward.org](http://www.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, [www.spinoc.org](http://www.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 – 9 am-3:30 pm  
Tues - 12:30 pm-3:30 pm

**Address:** 7 Whatney, Suite B, Irvine

**Contact:** (949) 380-8144, [www.sco-oc.org](http://www.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

[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** Emergency Hotline: (714) 842-6600

**24-hour** Sexual Assault Support (714) 957-2737

[www.wearewayfinders.org](http://www.wearewayfinders.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

### **Child Protective Services (CPS)**

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

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

Crisis Assessment Team (866) 830-6011

Children of the Night/Rescue (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/Adult Mental Health**

23228 Madero, Mission Viejo (949) 454-3940  
5 Mareblu, Aliso Viejo (949) 643-6930

[www.OCHhealthinfo.com/bhs](http://www.OCHhealthinfo.com/bhs)

### **Mission Hospital Behavioral Health Services**

Mission Viejo Location (949) 364-1400

Laguna Beach Location (949) 499-1311

[www.Mission4health.com](http://www.Mission4health.com)

### **National Alliance on Mental Health (NAMI)**

OC Warm line: (714) 991-6412

### **South County Family Resource Center**

22481 Aspan St, Lake Forest (949) 364-0500

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

### **Western Youth Services** (Primarily 18 & under)

26137 La Paz Road, Suite 230, Mission Viejo

Phone: (949) 595-8610

## SUBSTANCE ABUSE

### **Mission Viejo Drug Prevention Coalition**

Meets 3<sup>rd</sup> Wed of the month, 6-7 pm,

Phone: (949) 470-8412 for more information

### **OC Healthcare Agency** (Alcohol/Drug abuse)

[www.OCHhealthinfo.com/bhs](http://www.OCHhealthinfo.com/bhs)

**Alcoholics Anonymous** (714) 773-4357

### **National Council on Alcoholism/Drug**

**Dependence (NCADD)** - (800) 622-2255

### **Substance Abuse/Mental Health Services**

**Administration (SAMHSA)** - (800) 662-4357

### **Solace Foundation of OC**-(Recovery/Support)

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

## DOMESTIC ABUSE / PREVENTION

### **Laura's House – Program Services**

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

### **Human Options – Program Services**

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