

## ELDER SERVICES/ABUSE

### Age Well Senior Services

Main Office: 949-855-8033  
Food Services: 949-470-3063 for home-delivered and congregate meals  
Case/Care Management: 949-470-9558  
Transportation Services: 949-855-9766  
[agewellseniorservices.org](http://agewellseniorservices.org)

### Council on Aging

Advocacy and protection; education and outreach; wellness support: 714-479-0107  
[coasc.org](http://coasc.org)

### Office on Aging

1300 S. Grand Ave., Bulding B,  
Santa Ana Mon-Fri: 8 am-5 pm  
714-480-6450  
[officeonaging.ocgov.com](http://officeonaging.ocgov.com)

### Adult Protective Services (APS)

24-hour: 800-451-5155  
Long-Term Care Nursing Home Ombudsman:  
24-hour: 800-231-4024

## POLICE SERVICES/ EMERGENCY PREPAREDNESS

Call 9-1-1 - life-threatening emergencies

### 949-770-6011- Non-Emergency Dispatch

to report suspicious conduct; community safety; homeless concerns; welfare checks.  
[safeoc.com](http://safeoc.com)

### Mission Viejo Police Services

Mission Viejo City Hall, 200 Civic Center  
Walk-in Hours: Mon-Fri 8 am-5 pm  
949-470-8433 (SCOR)  
[cityofmissionviejo.org/police-services](http://cityofmissionviejo.org/police-services)

### Emergency Preparedness

[cityofmissionviejo.org/emergency-preparedness](http://cityofmissionviejo.org/emergency-preparedness)

### Alert OC -county-wide alert system

[ocgov.com/about-county/emergency](http://ocgov.com/about-county/emergency)

### Wildfire maps

[watchduty.org](http://watchduty.org)

## FOOD PANTRIES/SERVICES\*

### Mission Viejo Senior Grocery (Seniors)

24932 Veterans Way, Mission Viejo  
Friday: 8-9 am; intake form required  
949-470-3062 - bring two grocery bags

### Mission Hills Church (Public)

24162 Alicia Parkway, Mission Viejo  
Tues-Wed: 3-5pm; Free Dinner: Wed:5-6pm  
949-586-4510

### Mission Viejo Church of Christ (Public)

26558 Marguerite Pkwy., Mission Viejo  
1st and 3rd Thurs: 5-6pm  
949-582-2650

### St. Killian's Food Pantry (Public)

26872 Estanciero, Mission Viejo  
Tues:10 am-noon; Fri: 9:30 am-12:30 pm  
949-586-4440

### Crossline Community Church

23331 Moulton Pkwy, Laguna Hills  
Mon and Fri: 7-11am; bring a form of ID  
949-916-0250

### Mercy Warehouse (Public)

27632 El Lazo, Ste A, Laguna Niguel  
Mon:4-5pm; Wed and Fri: 12-1pm  
949-910-0024, ext. 2

### St. Timothy Food Pantry (Public)

29102 Crown Valley, Laguna Niguel  
Mon and Wed: 9-11 am 949-249-4091

### RSM Cares Food Pantry (Public)

30605 Avenida de Las Flores, RSM  
1st and 3rd Wed/month 2-4:30 pm  
[rsmcares.org](http://rsmcares.org), 949-589-1502

### Coast Hills Church (Public)

5 Pursuit, Aliso Viejo  
1st and 3rd Sat/mo: 8-9 am  
949-362-0079 ext.1021

\*Full Pantry Listing available per request

## TRANSPORTATION

### MV Shuttle

Cost: Free  
Mon-Fri: 6:30 am-7 pm  
Locations served: Norman P. Murray Center; Laguna Niguel/MV Metrolink; The Shops at Mission Viejo  
949-470-3068  
Full schedule and stops:  
[cityofmissionviejo.org/mv-shuttle](http://cityofmissionviejo.org/mv-shuttle)

### Senior Dial-A-Taxi

For City residents 60 and older  
\$5 per one-way trip  
24 hours/day, 7 days a week  
Registration and Photo ID required for use.  
949-470-3062  
[cityofmissionviejo.org/senior-transportation](http://cityofmissionviejo.org/senior-transportation)

### 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  
877-628-2232  
[octa.net/bus/oc-access-service/overview](http://octa.net/bus/oc-access-service/overview)

### Orange County Transportation Authority (OCTA) Public Bus Service

Mission Viejo Bus Routes: 82,85,86,87,89,91  
Cost: Single ride - \$2; Day pass \$5  
Reduced rates available for seniors and people with disabilities, ACCESS riders, etc.  
714-636-7433, ext. 1  
[octa.net/bus/routes-and-schedules/overview](http://octa.net/bus/routes-and-schedules/overview)

### OC Flex – On-Demand Service

Ride all day for \$4.50 – MV serviced  
[octa.net/ocflex/overview](http://octa.net/ocflex/overview)-714-560-6282

### DISCLAIMER

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](mailto:lmcdonald@cityofmissionviejo.org)

**Nineth Edition**



# Community Resources & Hotlines

## Connections to Caring

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City of Mission Viejo  
200 Civic Center  
Mission Viejo, CA 92691  
949-470-3061 or 949-470-8412  
[cityofmissionviejo.org](http://cityofmissionviejo.org)



## INFORMATION HELPLINE

**DIAL: "2-1-1" - 24/7 - Orange County**  
888-600-4357 - [211oc.org](http://211oc.org)  
Utility Assistance: use Keyword: Utility Service  
Payment Assistance or contact local utility companies for bill assistance

## EMPLOYMENT RESOURCES

**OC Workforce Solutions**  
28202 Cabot Road, #140, Laguna Niguel  
866-500-6587, [ocworkforcesolutions.com](http://ocworkforcesolutions.com)

## GOVERNMENT BENEFITS

**OC Social Services Agency**  
23330 Moulton Parkway Laguna Hills  
949-206-4000/800-281-9799  
[ssaregionlocator.ocssa.net](http://ssaregionlocator.ocssa.net)

**Social Security Administration**  
23311 Madero, Mission Viejo  
800-772-1213, [SSA.gov](http://SSA.gov)

## EMERGENCY SHELTERS

**Friendship Shelter (Singles)**  
949-494-6928 – Laguna Beach  
**Home Aid Family Care Center (Families)**  
949-220-1136 – Tustin  
**Radiant Futures**  
Domestic Violence/Trafficked: 877-531-5522  
**Casa Teresa - (Pregnant Women) Orange**  
714-538-4860

## HOMELESS HOUSING/SUPPORT

**One Step Ministry - (Single Parents)**  
949-458-2425 - Irvine  
[onestepministry.org](http://onestepministry.org)  
**Wise Place -(Women only)**  
714-542-3577, ext. 0 for operator  
[wiseplace.org](http://wiseplace.org)  
**Orange County Rescue Mission**  
714-247-4300 - Tustin  
[rescuemission.org](http://rescuemission.org)  
**Salvation Army Shelters/Transitional**  
657-999-2430 - For emergencies  
**Last Is First Ministries - Laguna Niguel**  
949-685-8555 - Janice La Mattina  
[lastisfirst.org](http://lastisfirst.org)

## HOUSING / CRISIS SERVICES

**Family Assistance Ministries (FAM)**  
*Temporary Safe Shelters:*  
Gilchrist house: women and children  
Family house: families, children aged 0-5.  
Services: food pantry; housing; emergency assistance; case mgt; satellite locations  
Mon-Fri: 9 am-5 pm  
Food Pantry: Mon-Thurs 10 am-2:45 pm  
1000 Calle Cordillera, San Clemente  
949-492-8477, [lovefam.org](http://lovefam.org)

**Families Forward (Families only)**  
Services: housing programs; food pantry; case management; counseling.  
Mon-Thurs: 9 am-5 pm Fri: 9 am-1 pm  
Food pantry: Mon-Thurs: 10 am-4 pm  
8 Thomas, Irvine  
949-552-2727, [families-forward.org](http://families-forward.org)  
**Bus Route: 86 – to Barranca-Alton, walk south to Thomas**

**Serving People in Need (SPIN)**  
Services: move-in funds for rapid rehousing; case management; street services and outreach.  
Mon-Fri: 8:30 am-5 pm  
151 Kalmus Dr., Suite H-2, Costa Mesa  
714-751-1101, [spinoc.org](http://spinoc.org)  
**Bus Route: 86 – to Main-Red Hill, 71 – to Red Hill-Kalmus, walk west on Kalmus**

**South County Outreach (SCO)**  
Services: homelessness prevention; housing; food pantry; support services.  
Pantry Hours: Mon-Thurs 9 am-2 pm  
Office Hours: Mon-Thurs 9 am-2 pm / Fri 9-11 am; satellite locations  
7 Whatney, Suite B, Irvine  
949-380-8144, [sco-oc.org](http://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; case management  
Ages 12-24: 714-356-5437  
[standupforkids.org/orange-county](http://standupforkids.org/orange-county)  
**Casa Youth Shelter – Los Alamitos**  
24-hour: 800-914-2272  
Office: 714-995-8601  
[casayouthshelter.org](http://casayouthshelter.org)  
**Waymakers – Santa Ana**  
Youth Shelters/Emergency Support - 24-hr  
714-714-0780 – Tustin shelter  
[waymakersoc.org](http://waymakersoc.org)  
**Covenant House of CA - Anaheim**  
Housing; case management; job training  
Ages 18-24: 24-hour: 562-379-4110  
[covenanthousecalifornia.org](http://covenanthousecalifornia.org)  
**Young Lives Redeemed-Former Foster**  
Case management; housing; support  
Ages 18-24: 714-526-9046  
[younglivesredeemed.org](http://younglivesredeemed.org)

## CRISIS HOTLINES - 24-HR

**National Suicide Prevention - "988"**  
**Child Abuse Registry**  
800-207-4464  
**Children of the Night/Rescue**  
800-551-1300  
**National Domestic Violence**  
800-799-7233  
**National Runaway Safe line**  
800-786-2929  
**National Sexual Assault Hotline**  
800-656-4673  
**National Missing/Exploited Children**  
800-843-5678  
**National Human Trafficking Hotline**  
888-373-7888  
Text "HELP" or "INFO" to 233733  
**Trevor Project: Crisis Hotline LGBTQ**  
866-488-7386

## DOMESTIC ABUSE SERVICES

**Laura's House – Program Services**  
24-hour: 866-498-1511  
**Human Options – Program Services**  
24-hour: 877-854-3594

## MENTAL HEALTH / CLINICS

**OC Navigator-County Database Mental Health/Wellness Resources**  
[ocnavigator.org/m/ocn](http://ocnavigator.org/m/ocn)  
**OC Links – County Referral Services**  
24-hour: 855-625-4657  
**OC Healthcare Agency/Service Providers**  
23228 Madero, Mission Viejo 949-454-3940  
[ochealthinfo.com/bhs](http://ochealthinfo.com/bhs)  
**Providence Mission-Laguna Beach**  
Mental Health and Wellness, 949-499-7501  
[providence.org](http://providence.org)  
**National Alliance Mental Health (NAMI)**  
24-hour OC Warm line: 714-991-6412  
[namioc.org](http://namioc.org)  
**Western Youth Services**  
Mission Viejo, 949-595-8610  
[westernyouthservices.org](http://westernyouthservices.org)  
**California Youth Services**  
Laguna Hills, 949-303-9016  
[calyouthservices.org](http://calyouthservices.org)  
**South County Family Resource Center**  
Lake Forest, 949-364-0500  
[factoc.org/frc/southorangecounty](http://factoc.org/frc/southorangecounty)

## SUBSTANCE ABUSE/SUPPORT

**OC Healthcare Agency (Alcohol/Drugs)**  
[ochealthinfo.com/bhs](http://ochealthinfo.com/bhs)  
**Partners 4 Wellness (formerly NCADD)**  
949-595-2288, [partners4wellness.org](http://partners4wellness.org)  
**Substance Abuse/Mental Health Services Administration (SAMHSA)**  
24-hour: 800-662-4357  
[samhsa.gov/find-treatment](http://samhsa.gov/find-treatment)  
**Calif. Dept of Health Care Services**  
[choosechange.ca.org](http://choosechange.ca.org) - treatment options  
**Wellness/Prevention Center (Youth)**  
949-680-0516, [wpc-oc.org](http://wpc-oc.org)  
**Alcoholics Anonymous**  
24-hour: 714-556-4555  
[oc-aa.org](http://oc-aa.org) 949-582-2697  
**Narcotics Anonymous/South OC**  
[orangecountyna.org](http://orangecountyna.org)  
**Solace for Hope-South OC**  
949-264-2015, [solaceforhope.org](http://solaceforhope.org)