

ELDER SERVICES/ABUSE

Age Well Senior Services

Food Services: 949-470-3063 for Home-Delivered and Congregate Meals
Case/Care Management: 949-380-0155
Transportation Services: 949-855-9766
<https://agewellseniorservices.org>

Council on Aging

Advocacy and protection; education and outreach, prevention and wellness.
714-479-0107
<https://coasc.org>

Office on Aging

1300 S. Grand Ave, Bldg. B, Santa Ana
Mon-Fri: 8 am-5 pm
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 and community safety issues.
<https://keepocsafe.org>

Mission Viejo Police Services

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

Emergency Preparedness

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

FOOD PANTRIES/SERVICES

Park-It Market : Food Pantry (Seniors)

Fri: 8-9 am—Norman P. Murray Center; must be pre-registered; bring two grocery bags.
949-470-3062

Commodities Distribution (Public)

Monthly – Norman P. Murray Center; non-perishable groceries; must prove residency
Call 949-470-3063 for schedule and details.

Mercy Warehouse (Public)

27632 El Lazo, Ste A, Laguna Niguel
Mon: 4-6 pm; Wed/Fri: noon-2 pm
949-910-0024

Laguna Food Pantry (Public)

20652 Laguna Canyon Rd, Laguna Beach
Mon-Fri: 8-10 am
949-497-7121

RSM Cares Food Pantry (Public)

Bell Tower Fdn-30605 Avenida de Las Flores
1st and 3rd Wed/mo.: 2-4:30 pm
<https://RSMcares@belltowerfoundation.org>

Saint Killian's Food Pantry (Public)

26872 Estanciero, Mission Viejo
Tues: 10 am-1:30 pm; Fri: 9 am-12:30 pm
949-586-4440

Mission Viejo Church of Christ (Public)

26558 Marguerite Pkwy, Mission Viejo
1st and 3rd Thurs/mo.: 5-6 pm - Free Dinner
949-830-1460

Mission Hills Church (Public)

24162 Alicia Pkwy, Mission Viejo
Wed: 5-6 pm - Free Dinner
949-586-4510

Saddleback Church (Public)

<https://saddleback.com/connect/ministry/food-pantry>
949-609-8111

Coast Hills Church (Public)

5 Pursuit, Aliso Viejo
Sat: 8 am line-up
949-362-0079, ext. 1021

FAM/CHEC Family Resource Ctr (Public)

Community Presbyterian Church
32202 Del Obispo St, SJC
2nd and 4th Wed/mo.: 5:30-6:30 pm
949-492-8477, ext. 0 to pre-register

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, MV Mall. Full schedule and stops listed on City website.
949-470-3068
<https://cityofmissionviejo.org/mv-shuttle>

Senior Dial-A-Taxi

For City residents 60 years and older
\$5 per one-way trip
24 hours/day, 7 days/week
Registration and Photo ID required for use.
949-470-3062
<https://cityofmissionviejo.org/departments/recreation/senior-services/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
<https://www.octa.net/Bus/OC-ACCESS>

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, people with disabilities, ACCESS riders, etc.
714-636-7433
<https://www.octa.net/Bus/Routes-and-Schedules/Overview/>

OC Flex – On-Demand Service

Ride all day for \$4.50– MV serviced
<https://www.octa.net/OCFlex/Overview/>

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

FIFTH 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
cityofmissionviejo.org

2022

INFORMATION HELPLINE

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

EMPLOYMENT / BENEFITS

Orange County One-Stop Centers
Santa Ana and Garden Grove
<https://oconestop.com/locations>
OC Social Services Agency (SSA)
Laguna Hills - 800-281-9799 / 949-206-4000
<https://ssa.regionlocator.ocssa.net>

EMERGENCY SHELTERS

Friendship/Emergency Shelters
949-494-6928 - Laguna Beach
Armories - Cold Weather/Seasonal
Santa Ana Location
626-442-4357 / 714-834-2178 - county updates
Home Aid Family Care Center-Families
714-263-1449 - Orange
Mon/Wed/Sat: 3-6 pm
Human Options - Domestic Violence
877-854-3594
Laura's House - Domestic Violence
866-498-1511
Casa Maria -Pregnant Women
714-538-4860 - Orange

HOMELESS HOUSING/SUPPORT

Mercy House - (All Ages/Needs)
714-836-7188, ext. 136 - Santa Ana
<https://mercyhouse.net>
One Step Ministry - (Single Parents)
949-458-2425 - Irvine
<https://onestepministry.org>
Wise Place - (Women only)
714-542-3577
<https://wiseplace.org>
Orange County Rescue Mission
800-663-3074 - Tustin
<https://rescuemission.org>
Salvation Army Shelters/Transitional
714-542-9576 - Santa Ana/Anaheim
714-832-7100 - Tustin
949-366-6653 - San Clemente

HOUSING / CRISIS SERVICES

Family Assistance Ministries (FAM)
Temporary Safe Shelters:
Gilchrist house - women and children
Family house - families with children
ages 0-5
Services: food pantry; housing; emergency
assistance; case management; satellites
Mon-Fri: 9 am-5 pm
1030 Calle Negocio, San Clemente
949-492-8477
<https://family-assistance.org>

Families Forward (Families only)
Services: housing programs; food pantry;
case management; counseling
Mon-Thurs: 9 am-5 pm
Fri: 9 am-1 pm
8 Thomas, Irvine
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 and outreach.
Mon-Fri: 8:30 am-5 pm
151 Kalmus, H-2, Costa Mesa
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: 9 am-3:30 pm
Tues: 12:30 pm-3:30 pm
7 Whatney, Suite B, Irvine
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
714-356-5437
https://standupforkids.org/orange_county
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 - ages 18-24
714-907-7358
<https://buildfutures.org>
Project Hope Alliance - Costa Mesa
Housing/services (children and families)
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
LGBTQ** 866-488-7386
Suicide Prevention 800-273-8255

MENTAL HEALTH/ CLINICS

OC Links - County Referral Services
855-625-4657
OC Healthcare Agency/Mental Health
5 Mareblu, Aliso Viejo, 949-454-3940
<https://OCHealthinfo.com/bhs>
Providence Mission-Laguna Beach
Mental Health and Wellness, 949-499-7501
<https://www.providence.org>
National Alliance Mental Health (NAMI)
OC Warm line: 714-991-6412
<https://www.nami.org/Home>
Western Youth Services
Laguna Hills, 949-855-1556
<https://westernyouthservices.org>
California Youth Services
Laguna Hills, 949-303-9016
<https://www.calouthservices.org>
South County Family Resource Center
Lake Forest, 949-364-0500
<https://socfrc.org>
El Camino Low-Cost Health Clinics
22481 Aspan, Ste. A, Lake Forest
949-240-2272 - Medical Appts.
<https://caminohealthcenter.org>

SUBSTANCE ABUSE/SUPPORT

OC Healthcare Agency (Alcohol/Drug abuse)
<https://OCHealthinfo.com/bhs>
Partners 4 Wellness (NCADD) 949-595-2288
<https://www.partners4wellness.org>
**Substance Abuse/Mental Health Services
Administration (SAMHSA)**
24-hr 800-662-4357
<https://www.samhsa.gov/find-treatment>
Wellness/ Prevention Center 949-680-0516
Alcoholics Anonymous 24-hr 714-556-4555
Solace for Hope-Support 949-264-2015

DOMESTIC ABUSE HELPLINES

Laura's House - Program Services
24-hr Hotline: 866-498-1511
Human Options - Program Services
24-hr Hotline: 877-854-3594