

City Approach to Homelessness

The City of Laguna Niguel's efforts to end homelessness focus on a 3-pronged, collaborative partnership that includes City Administration, Local Service Providers and Behavioral Health Liaisons (BHL's) from the Orange County Sheriff's Department. This collaborative approach towards providing resources and outreach & diversion services to individuals experiencing homelessness is one that is safe, supported, and dignified. The ultimate goal of this partnership is to secure temporary and/or permanent housing for individuals that are in need while maintaining the safety of the community.

Contact a BHL Deputy at hlo@cityoflagunaniguel.org

If you encounter a homeless person in distress, please call the Police Non-Emergency line at (949) 770-6011 to elicit Community Outreach Assistance.

Connect

City of Laguna Niguel

Stacy Lumley, Management Analyst - Human Services
Office: (949) 362-4055
slumley@cityoflagunaniguel.org

Family Assistance Ministries

1030 Calle Negocio, San Clemente
(949) 429-8477
www.family-assistance.org

South County Outreach

7 Whatney, Suite B, Irvine
(949) 380-8144
www.sco-oc.org

StandUp for Kids

1055 El Camino Dr. Suite E, Costa Mesa
(714) 356-5437
www.standupforkids.org

Additional Resources

Families Forward

8 Thomas, Irvine
(949) 552-2727
www.families-forward.org

Friendship Shelter

1335 South Coast Hwy, Laguna Beach
(949) 494-6928
www.friendshipshelter.org

OC Gateway to Housing (Families)

1300 Bristol Street, Newport Beach
(949) 631-7213 Ext. 403
www.ocgatewaytohousing.org

City of Laguna Niguel Telephone Numbers

Report Shopping Carts & Trash on Property

Public Works: (949) 362-4337

Report Abandoned Property or Discarded Debris in the City's Right of Way

Laguna Niguel Police Services: (949) 362-4346

Report Large Items Left on Private Property

Code Compliance: (949) 362-4300

Report Issues Related to Homelessness

Police Services Non Emergency: (949) 770-6011

Report Graffiti

Public Works: (949) 362-4337

Laguna Niguel City Hall

(949) 362-4300

City of Laguna Niguel Planning Division

(949) 362-4300

City of Laguna Niguel Building & Safety Division

(949) 362-4300

Outside Agency Telephone Numbers

Capistrano Unified School District

(949) 234-9200

Mission Viejo Animal Services

(949) 470-3045

OC Vector Control

(714) 971-2421



CITY OF LAGUNA NIGUEL BUSINESS & RESIDENT HOMELESS RESOURCE GUIDE



PARTNER with the
City of Laguna Niguel
to Address Homelessness in Our Community

www.cityoflagunaniguel.org/homeless
Non-Emergency: (949) 770-6011



Residents

Residents

Residents are responsible for code violations on their property. There are many resources that can assist residents with property maintenance and other issues related to homelessness.

When to Call Code Compliance Hotline - (949) 362-4300 or Public Works Hotline - (949) 362-4337

- Abandoned shopping carts or other unclaimed property.
- Excessive trash, debris, and outdoors storage.
- To schedule a property assessment call Code Compliance at (949) 362-4300 or email code@cityoflagunaniguel.org.

When To Call Police Services - (949) 770-6011

- Drug activity, or the presence of drugs or paraphernalia.
- If you see a homeless individual in distress.
- Loitering outside of establishments that sell alcohol.
- Impeding access to businesses.
- Aggressive panhandling.

When To Call Fire Services

- Questions related to Disaster Management and property inspections related to fire prevention.
- OCFA Fire Station 5: (949) 249-3085
OCFA Fire Station 39: (949) 831-3232
OCFA Fire Station 49: (949) 249-9681

**FOR LIFE-THREATENING
EMERGENCIES, DIAL 9-1-1**

Businesses

Business Owners

A business owner or a tenant, is responsible for zoning and/or code violations that occur on their private property. There are resources available to help navigate through concerns and/or take a proactive approach in addressing issues successfully.

Tips to Help Protect Your Property

- Post signs on your property such as "No Trespassing" - California Penal Code § 602(k).
- Secure trash enclosures.
- Reduce foliage that may be used as hiding spots for people/property.
- Ensure adequate lighting.
- Increase presence or implement private security measures.
- Do not give money or handouts to non-patrons.
- Request to speak to a Sheriff Deputy at Laguna Niguel Police Services headquarters and reference pursuing potential criminal charges via the 'Trespass Arrest Authorization' Form.

When to Call Code Compliance Hotline - (949) 362-4300 or Public Works Hotline - (949) 362-4337

- Unwanted inhabiting of your, or your neighbor's commercial property.
- Abandoned shopping carts or other unclaimed property.
- Excessive trash, debris, and outdoor storage.
- To schedule a property assessment call Code Compliance at (949) 362-4300 or email code@cityoflagunaniguel.org.

When To Call Police Services - (949) 770-6011

- Drug activity, or the presence of drugs or paraphernalia.
- Loitering outside of establishments that sell alcohol.
- Impeding access to businesses.
- Aggressive panhandling.

Other

Public and Private Property

- For instances of camping, business owners and residents can notify Non-Emergency Police Dispatch at (949) 770-6011.
- Police Services and Code Compliance staff will assess all situations and take appropriate actions.
- Such actions include documenting and keeping record, offering shelter resources and diversion options.
- The City's camping ordinance is restricted to public property, not private. Private property is code compliance related.
- Sleeping in a motor vehicle on public property or areas open to the public, such as parking lots, is prohibited overnight. Private residential property is exempt from this prohibition.
- Private property owners/representatives can/may take action by exercising their right to a citizen's arrest for trespassing or other applicable law violation.
- Residents can conveniently report an issue via the City mobile app called 'Laguna Niguel'. The app is free to download.

Shelter

2-1-1 Orange County

Provides resources to adults and families.

Contact Information | Dial: 2-1-1 | Toll free (888) 600-4357-8477

Family Assistance Ministries

Provides rapid rehousing and emergency shelter for families.

Contact Information | Phone (949) 492-8477

South County Outreach

Provides temporary housing to families with a minor aged child.

Contact Information | Phone (949) 380-8144