

# 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@cityoflagunamiguel.org](mailto:hlo@cityoflagunamiguel.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@cityoflagunamiguel.org](mailto:slumley@cityoflagunamiguel.org)

### Family Assistance Ministries

1030 Calle Negocio, San Clemente  
(949) 429-8477  
[www.family-assistance.org](http://www.family-assistance.org)

### South County Outreach

7 Whatney, Suite B, Irvine  
(949) 380-8144  
[www.sco-oc.org](http://www.sco-oc.org)

### StandUp for Kids

1055 El Camino Dr. Suite E, Costa Mesa  
(714) 356-5437  
[www.standupforkids.org](http://www.standupforkids.org)

## Additional Resources

### Families Forward

8 Thomas, Irvine  
(949) 552-2727  
[www.families-forward.org](http://www.families-forward.org)

### Friendship Shelter

1335 South Coast Hwy, Laguna Beach  
(949) 494-6928  
[www.friendshipshelter.org](http://www.friendshipshelter.org)

### OC Gateway to Housing (Families)

1300 Bristol Street, Newport Beach  
(949) 631-7213 Ext. 403  
[www.ocgatewaytohousing.org](http://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.cityoflagunamiguel.org/homeless](http://www.cityoflagunamiguel.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@cityoflagunamiguel.org](mailto:code@cityoflagunamiguel.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

# 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@cityoflagunamiguel.org](mailto:code@cityoflagunamiguel.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

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