

Are you a current or former foster youth?

Having problems at home?

Frustrated?

Need someone to talk to?

FURS is here to help with 24/7 phone and in-person support.

**Prevent** disruptions.  
**Preserve** relationships.  
**Promote** stability through supports and services.

# 24/7

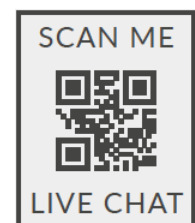
# SUPPORT

**CALL OR TEXT: 1-833-939-FURS | 1-833-939-3877**

Family Urgent Response System (FURS) includes a free 24/7/365 hotline for current or former foster youth (up to age 21) and caregivers to call and get immediate help and in-person support when needed for any issues, big or small.

- ▶ You will be connected to a trained counselor or peer who will listen to you.
- ▶ FURS is a judgment-free and safe space to talk about your worries and vent to trained professionals.
- ▶ If you want more support, a team can come directly to where you are to help you work on the problem and to create a plan to help stabilize your situation and keep you safe.
- ▶ The team will follow up by helping connect you and your caregiver to local services, peer support and other resources.

**CHECK OUT: CAL-FURS.ORG**



Are you a caregiver of a current or former foster youth?

Are you feeling frustrated?

Would you like additional support?

## Family Urgent Response System (FURS)

FURS includes a statewide hotline as well as local mobile response teams to provide immediate trauma-informed support to current and former foster youth and their caregivers.

For 24/7 phone or in-person support, you can call or text FURS at 1-833-939-FURS (1-833-939-3877) for any issues, big or small.

Mobile response teams are comprised of compassionate, trained professionals who are available to provide face-to-face support during critical moments.

Both the statewide hotline and local mobile response teams are available 24/7/365.

**Prevent** disruptions.

**Preserve** relationships.

**Promote** stability through supports and services.



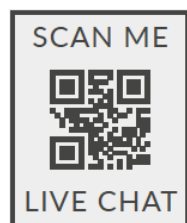
FURS Provides Support  
When Needed Most



Call or Text:  
1-833-939-FURS



Online:  
CAL-FURS.ORG



## FURS Support is Always Available



24/7 hotline support via phone, text, and chat.



Personalized support and stabilization at the hotline and local level.



Local mobile response support with COVID-19 precautions in place.



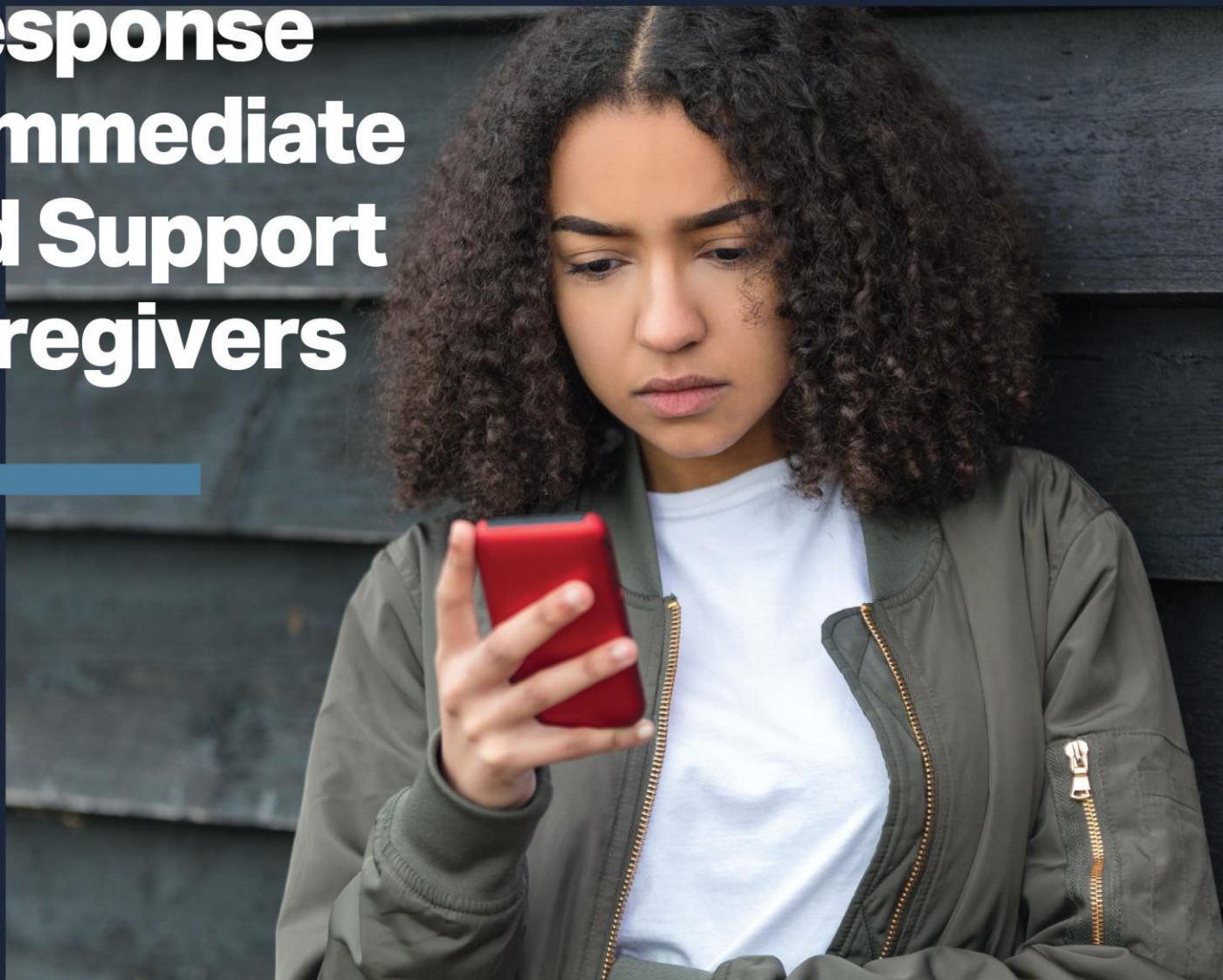
Relevant aftercare support and follow-up.



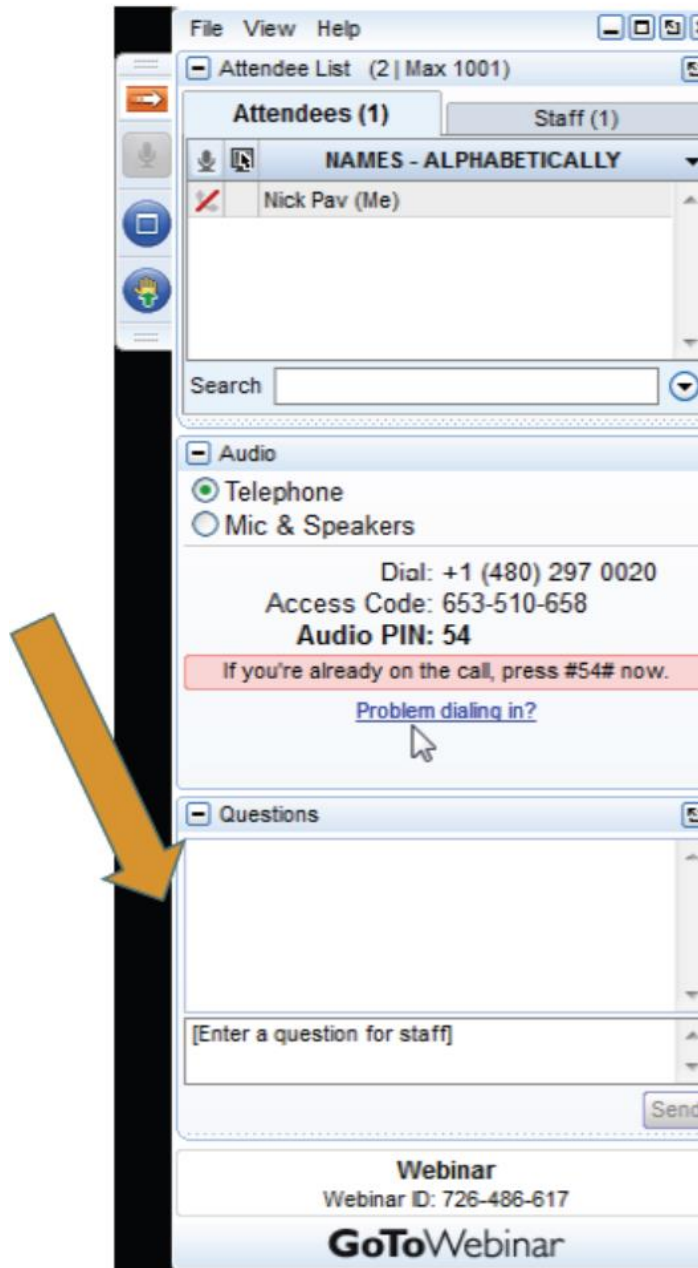
POLICY WEBINAR | AUGUST 2021

# Family Urgent Response System (FURS): Immediate Trauma Informed Support for Youth and Caregivers

ALLIANCE  
*for* CHILDREN'S  
RIGHTS



# Logistics



The screenshot displays the GoToWebinar interface. At the top, there's a menu with 'File', 'View', and 'Help'. Below it, a window titled 'Attendee List (2 | Max 1001)' shows a list of attendees under the heading 'Attendees (1)'. The list is sorted by 'NAMES - ALPHABETICALLY' and contains one entry: 'Nick Pav (Me)'. A search bar is located below the list. The 'Audio' section is active, showing 'Telephone' selected and 'Mic & Speakers' unselected. It provides dialing information: 'Dial: +1 (480) 297 0020', 'Access Code: 653-510-658', and 'Audio PIN: 54'. A red banner below this text says 'If you're already on the call, press #54# now.' and there is a link for 'Problem dialing in?'. The 'Questions' section is visible at the bottom, with a text input field containing '[Enter a question for staff]' and a 'Send' button. A large orange arrow points to the 'Questions' section.

- Webinar resources, including recording and supplemental materials, will be posted at <https://allianceforchildrensrights.org/resources/>
- All attendees are muted during webinar.
- Please submit questions using the “Questions” function on your GotoWebinar dashboard.
- Email Ines Rosales at [irosales@alliancecr.org](mailto:irosales@alliancecr.org) if you experience technical difficulties.



**FURS Background**



**Statewide Hotline & County Mobile Response**



**Communicating About FURS**



**Success Stories**



**Resources**



**Q & A**

# Overview

# Presenters

- **Jessica Haspel, Associate Director, Child Welfare Policy, Children Now**
- **Lori Fuller, Permanency Policy Bureau Chief, Children and Family Services Division, California Department of Social Services**
- **Melanie Hunter, Clinical Program Manager, The Source/Cal-FURS, Sacramento Children's Home**
- **Chris McCarty, Director of Mental Health, Sacramento Children's Home**
- **Kristin Power, Vice President, Policy & Advocacy, Alliance for Children's Rights**

# FURS Background

*“Young people and caregivers need someone they can call at any time when they’re struggling and have someone answer.”*

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FURS is a **coordinated statewide, regional, and county-level system** intended to provide swift, collaborative, state-level responses and county-level, in-home, in-person mobile response to children and youth currently or formerly in foster care and their caregivers during situations of instability.

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**State and local components:**

1. **24/7 statewide hotline** to respond to caregiver or youth during situations of instability.
2. County-based in-person **mobile response and stabilization** available 24/7 in all 58 counties.

# Family Urgent Response System



## Development

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FURS was developed by a broad coalition of stakeholders.

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FURS was first enacted in 2019 ([Senate Bill 80](#)) and minor amendments followed in 2020 ([Assembly Bill 79](#)).

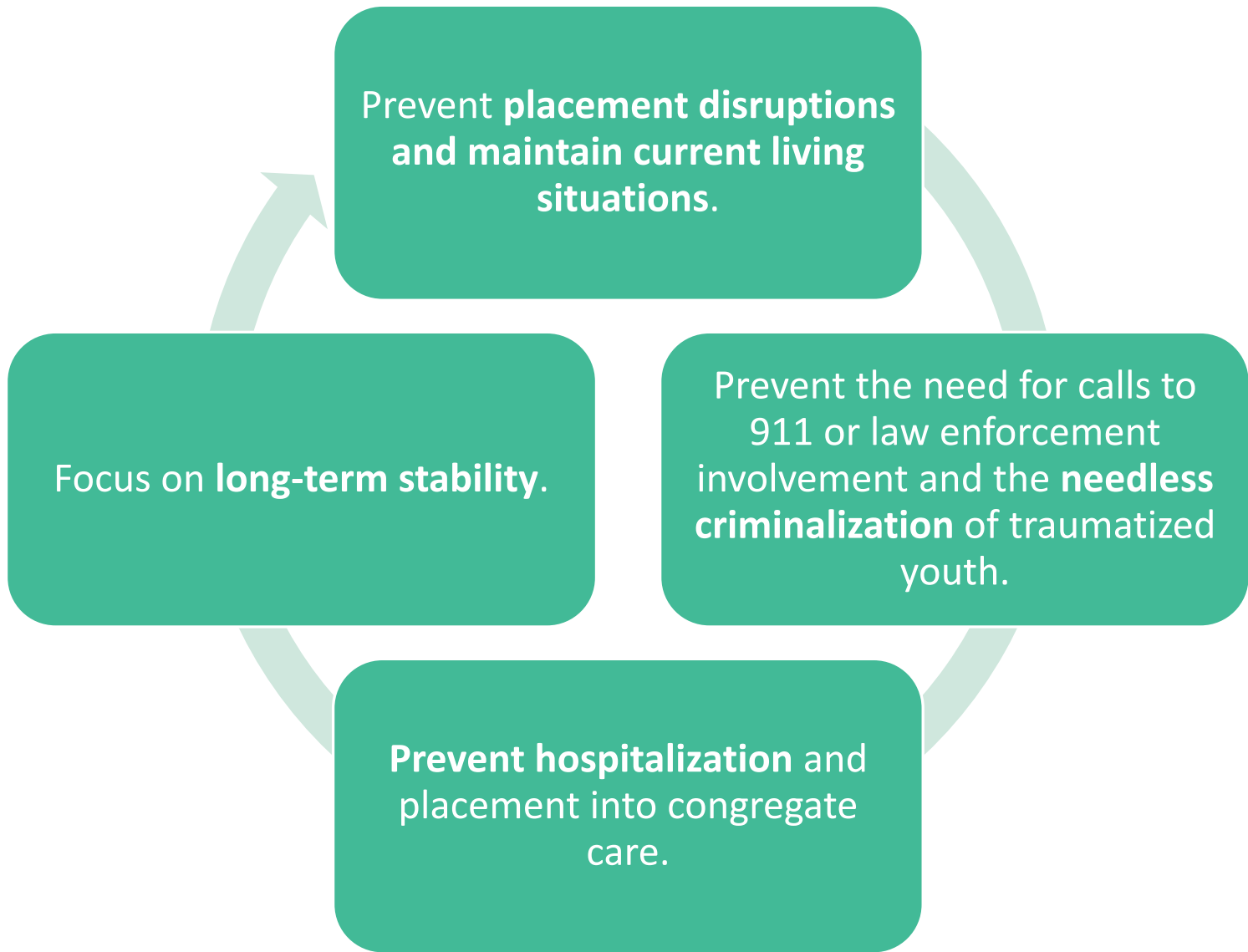
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FURS launched on March 1, 2021, and counties were fully implementing by July 1, 2021.

# Intent

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Immediate Need	Create new, robust resource to provide immediate trauma-informed support to promote stability and preserve relationships.
User Driven	Put families and children in the driver's seat – youth and caregivers determine when they require immediate support, not a professional.
Coordinated	Break down silos between child-serving systems.
Support	Provide support for situations of instability that include, but are not limited to, mental health crises.



# Goals

# Who is Served By FURS?

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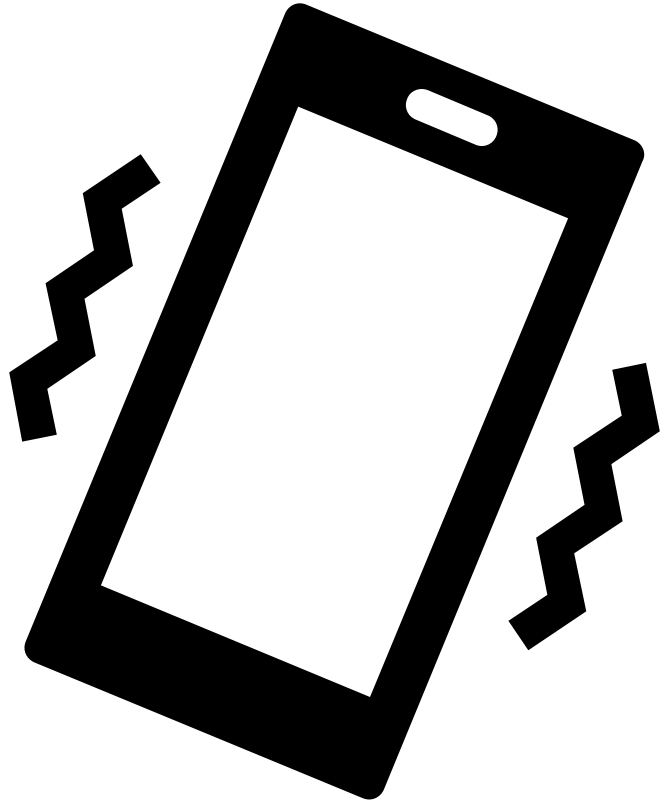
## **“Current or former foster youth” includes:**

- A child or youth adjudicated a dependent or ward of the court and who is served by a county child welfare agency or probation dept.
  - A child or youth who has exited foster care to reunification, guardianship, or adoption.
    - Until they attain 21 years of age.
- 
- ✓ “Caregivers” is defined broadly to include individuals in a caregiving role.
  - ✓ FURS is available during “situations of instability” as defined by the child, youth, or caregiver.

# FURS Is Not Intended To:

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- **Receive or respond to allegations of child abuse or neglect.**
- **Provide assistance in locating new placements.**
- **Be deployed to just provide transportation.**
- **Receive or respond to formal complaints about resource families or county social workers.**
- **Provide long term therapy or other long-term supportive services.**
  - County mobile response teams will provide immediate in-person support and help connect youth and families with on-going services.
- ✓ Cal-FURS hotline staff are aware of statewide and local community resources and will assist in connecting callers to them, including with county child abuse hotlines, the Foster Care Ombudsperson's office, or 911 when appropriate.



# What Happens When a Youth or Caregiver Calls?

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STATEWIDE HOTLINE

# 24/7/365 Statewide Hotline

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- CDSS contracted with Sacramento Children’s Home for the operation of the statewide hotline, **Cal-FURS**.
- Cal-FURS is staffed by **professionals and paraprofessionals** including mental health clinicians and youth and parent peer partners.
- All hotline workers are **trained in conflict resolution and de-escalation** for children and youth impacted by trauma. They can provide:
  - Mediation;
  - Relationship preservation for the caregiver and the child or youth; and
  - A family-centered, developmentally appropriate approach.

# 24/7/365 Hotline

- Once the hotline receives a call, staff will **verify the eligibility** of the caller as a current or former foster youth or caregiver.
- **All** callers will receive phone support from trained and caring counselors even if not within the FURS-eligible population.
  - Hotline will contact caregiver and child or youth within 24 hours after providing support to **offer additional support**.
- For FURS-eligible callers, hotline staff will make a **referral to a county-based mobile response system** for an in-person response when needed and desired through a **warm handoff**.
  - Children, youth, or caregivers *can decline* the referral for in-person support.



# WARM HANDOFF

*Connecting  
caller to county*

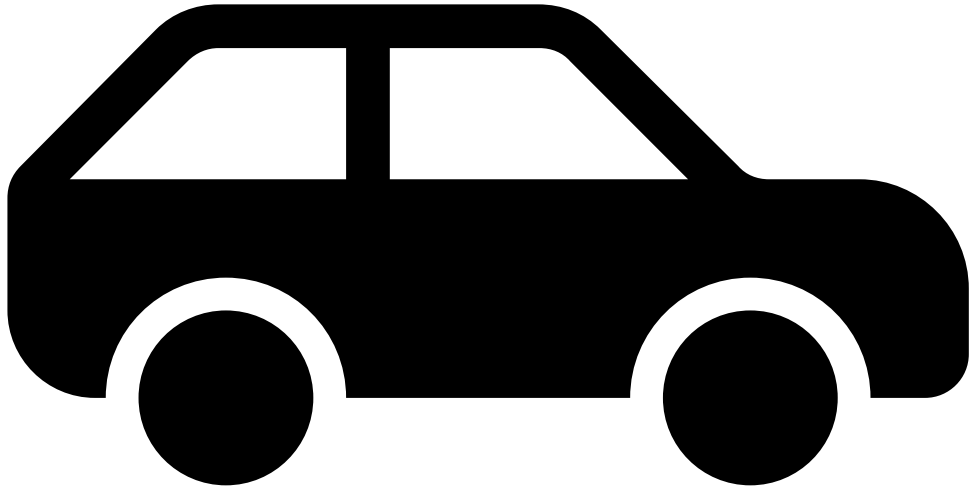
- Warm handoff happens through a **three-way call** between the hotline staff, the county mobile response contact, and the child, youth, or caregiver.
- It enables the **transfer of key information** to prevent youth and/or caregivers from having to retell their stories or repeat information before in-person support is provided and to help the county **identify which team members to send** out for the in-person response.
- Hotline staff will remain on the line with the county and caller until the county contact has all the information they need.

# Urgent v. Non-Urgent

All mobile responses are considered urgent unless the caller requests scheduling a response at a specific time.

Required timing for urgent responses:

- **Within one hour**, but not to exceed 3 hours in extenuating circumstances.
- Required timing for non-urgent responses:
  - Non-urgent responses must take place **within 24 hours**.



# What Happens When a Youth or Caregiver Calls?

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MOBILE RESPONSE SYSTEM

# 24/7/365 Mobile Response System

County child welfare, probation, and behavioral health agencies were required to jointly develop county-based mobile response systems in all 58 counties.

These systems each have a **single point of contact for warm handoffs** from the state hotline to the FURS mobile response system, alongside a **mobile response and stabilization team(s)** able to provide **immediate, in-person, face-to-face responses**.

Counties may implement their mobile response system on a per-county basis or by collaborating with other counties through a regional approach, depending on their specific needs.

Counties have flexibility in how they structure their mobile response systems.

# Mobile Response Teams

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Information provided during the warm handoff from the state hotline is utilized to **identify the most appropriate team members** to send out.

These multidisciplinary teams may be composed of people such as licensed clinicians, public health nurses, and peer partners, all of whom will have received **specialized training in trauma and the foster care system**.

Peer partners and others with **lived experience** will play a **critical role** in the response team.

All team members are **culturally competent and responsive**. Teams are able to communicate in the languages spoken by the communities they serve.

Teams **view the family as a global unit** rather than seeing the child as a problem needing to be solved. To avoid further trauma, they seek to provide supportive services in the least intrusive and most child-, youth-, and family-friendly manner.

# Team Responsibilities

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Overarching goal is to provide a **trauma-informed response** to *any* situation of instability.

Teams will provide an in-home **de-escalation, stabilization, and support**, including:

- Establishing **face-to-face contact** with the child or youth and caregiver;
- Identifying the **underlying causes** of the situation that led to the instability;
- Identifying the caregiver interventions attempted;
- Observing the child and caregiver interaction and **diffusing the immediate situation**; and
- **Coaching and working with the caregiver and the young person** to preserve the family unit or create a healthy transition plan if necessary.

# Mobile Response Teams: Follow-Up

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## Communicate

For children currently in foster care, the mobile response teams will communicate with the county social worker or probation officer and county behavioral health agency to coordinate and ensure linkage to any needed supports.



## Stay In Contact

Mobile response teams will stay in contact after the initial face-to-face response while helping connect the family to longer-term supports in the community.



## Establish Connections

FURS teams will ensure children, youth, and their caregivers are connected to ongoing community-based support.

# Mobile Response Teams: Coordination

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Mobile response teams **cannot delay or decline to provide immediate, in-person support** on the basis that there is another professional involved, but they will try to coordinate with existing providers and child and family team members whenever possible and desired by the child, youth, or caregiver.

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Must have a process for identifying any existing **child and family team (CFT), behavioral health treatment plan, and/or placement preservation strategy** for coordinating response and services.

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**Must communicate with the county social worker or probation officer and the county behavioral health agency** regarding the service needs of the child or youth and caregiver if the child or youth is in foster care.



# Summary Report

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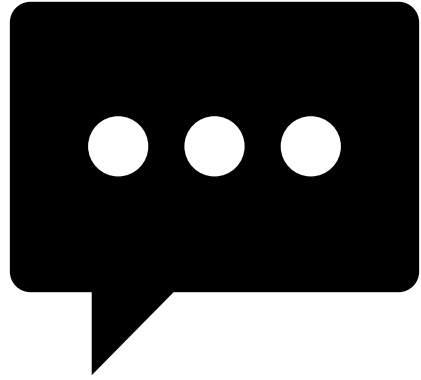


The Summary Report is a tool created to help mobile response teams communicate key information to the county social worker or probation officer for children currently in foster care, and to CDSS.



This report will not be included in case plans or court reports. It is intended only to be used to ensure linkage to ongoing supportive services.

For further information regarding the completion of the FURS Summary Report, refer to the [FURS Summary Report Guide](#).



# Supporting Youth & Caregivers

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# Communicating With Youth & Caregivers

Q: What should be communicated?

A: *“Normalize the need to reach out and then give them the contact information.”*

# Addressing Fears

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**Q:** What fears, worries or concerns about calling the hotline, arise for you? Why?

*A: “Youth fear it will make them look crazy or jeopardize their placement. Caregivers are concerned it will appear that they are unable to care for the youth and may lose the youth.”*

# 24/7 SUPPORT

Are you a current or former foster youth? Having problems at home? Frustrated? Need someone to talk to? The 24/7 FURS hotline is here to help.

CALL OR TEXT: 1-833-939-FURS | 1-833-939-3877

Family Urgent Response System (FURS) is a free 24/7/365 hotline for current or former foster youth and your caregivers to call and get **immediate** help for any big or small issues you may be having.

- You will be connected to a trained counselor or peer who will listen to you.
- FURS is a **safe, judgement-free**, and **private** space to talk about your worries and vent.
- If you want more support, a team can come directly to where you are to help you work on the problem and to create a plan to help stabilize your situation and keep you safe.
- The team will follow-up by helping connect you and your caregiver to local services and support.



CHECK OUT: CAL-FURS.ORG



[www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs](http://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs)

# Youth Outreach

- FURS is a **positive** resource.
- Call for all things big and small.
- A **judgment-free and safe** resource.
- A space for youth to feel heard and understood by a **neutral party**.
- We're not here to take sides.



Are you a caregiver of a current or former foster youth?  
Are you feeling frustrated? Would you like additional support?

#### FURS Support is Always Available

- 24/7 hotline support via phone, text, and chat.
- Local mobile response support with COVID-19 precautions in place.
- Personalized support and stabilization at the hotline and local level.
- Relevant aftercare support and follow-up.



#### Family Urgent Response System

The Family Urgent Response System (FURS) includes a statewide hotline as well as local mobile response teams to provide immediate trauma-informed support to current and former foster youth and their caregivers.

Local mobile response teams are comprised of compassionate, trained professionals who are available to provide face-to-face support during critical moments.

Both the statewide hotline and local mobile response teams are available 24/7/365.

FURS Provides Support When Needed Most

Call or Text:  
1-833-939-FURS

Online:  
CAL-FURS.ORG



[www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs](http://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs)

# Caregiver Outreach

- Reaching out for help is a **sign of strength**.
- FURS is here to support you – you're not alone.
- FURS is here to support placements and **preserve relationships**.
- An opportunity to speak with a **neutral party**.

# Outreach Materials

## Youth & Caregiver Flyers:

- Available in PDF format for printing and electronic distribution
- Flyers are available in the following translations:
  - [Hmong Version](#)
  - [Russian Version](#)
  - [Spanish Version](#)
  - [Tagalog Version](#)
  - [Vietnamese Version](#)
  - [Chinese Version](#)
  - [Mixteco Version](#)
  - [Farsi Version](#)
  - [Punjabi Version](#)

## Coming soon:

- Printed Youth & Caregiver Flyers
- FURS Magnets, Stickers, and Wallet Cards



CDSS  
CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES

Вы растите или растили приемного ребенка?  
Отчаялись? Разочаровались? Нужна поддержка?

Система FURS  
поможет всегда

- Круглосуточная горячая телефонная линия, СМС или чат.
- Местная мобильная поддержка, с мерами предосторожности от COVID-19.
- Индивидуальная поддержка и стабилизация семьи по горячей линии и на местном уровне.
- Нужная поддержка после оказания помощи и наблюдение за вами.



### Система срочной поддержки семей

Система срочной поддержки семей (Family Urgent Response System, FURS) — это горячая линия, действующая на всей территории штата и местные мобильные группы, оказывающие помощь бывшим или нынешним приемным детям и тем, кто их воспитывает.

Мобильные группы на местах состоят из отзывчивых, специально обученных специалистов. В критический момент они окажут поддержку с глазу на глаз.

Горячая линия штата и местные группы поддержки работают 24/7/365.

FURS — это помощь, когда она особенно нужна

Позвоните или отправьте СМС:  
1-833-939-FURS

Интернет:  
CAL-FURS.ORG



PUB No. 519 (Russian) (3/21) [www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs](http://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs)

CDSS  
CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES

# APOYO

## LAS 24 HORAS DEL DÍA, LOS 7 DÍAS DE LA SEMANA

¿Eres un joven que estuvo o está bajo crianza temporal?  
¿Tienes problemas en casa? ¿Te sientes frustrado?  
¿Necesitas hablar con alguien?  
La línea directa de FURS está disponible para ayudarte las 24 horas del día, los 7 días de la semana.

LLAMA O ENVÍA UN MENSAJE DE TEXTO AL:  
1-833-939-FURS | 1-833-939-3877

El Sistema de Respuesta Familiar Urgente (Family Urgent Response System, FURS) es una línea directa que está disponible las 24 horas del día, los 7 días de la semana, los 365 días del año para que los jóvenes que han estado o están bajo crianza temporal y sus cuidadores puedan llamar y obtener ayuda de inmediato por cualquier problema pequeño o grande que tengan.

- Te conectarán con un asesor capacitado o con un par que te escuchará.
- FURS es un espacio seguro y privado en el que nadie te juzgará y en el que podrás hablar sobre tus preocupaciones y descargarlas.
- Si necesitas apoyo adicional, un equipo puede asistir directamente a donde estés para ayudarte a abordar el problema y crear un plan para ayudarte a estabilizar tu situación y mantenerte a salvo.
- El equipo realizará un seguimiento y te ayudará a conectarte a ti y a tu cuidador con servicios y apoyos locales.



### INGRESA A CAL-FURS.ORG



PUB No. 518 (SP) (3/21)

[www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs](http://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs)



# Success Story: *Supporting Resource Parent and Parenting Youth*

## **Hotline Call:**

Resource parent contacted the Cal-FURS hotline seeking help about a teen foster youth who was placed in the home with her infant. She was concerned about the youth's reported mental health needs and her ability to care for her child.

Hotline staff conducted a warm handoff to the county mobile response and stabilization team.

Mobile response staff met with the resource parent in her home:

- Assisted her with arrangements for the baby to be taken to doctor for a medical evaluation;
- Identified collateral supports and services for the resource parent and the youth.;
- Discussed the need for respite care as a follow-up service;
- Helped the resource parent prioritize and develop a plan for addressing the youth's mental health needs.

Success Story:  
*Supporting  
Resource Parent  
and Parenting  
Youth*

**Outcome:**

- Caregiver was really clear that she was feeling uncertain about the youth and her infant's "fit" in the home prior to the interaction, but the placement was stabilized.
- Caregiver expressed a willingness to continue providing care to the youth and her baby after she talked it out, and a plan was developed to address all of the issues that led to her making the call to Cal-FURS.

# Success Story: *Supporting Resource Family and Youth*

## **Hotline Call:**

Cal-FURS hotline received a call from a caregiver who called because an 8 year old youth was destroying property and being physically violent after being asked to eat fruits and veggies instead of a third serving of pasta. The situation had escalated quickly.

The Cal-FURS staff helped the family by:

- Engaging the youth over the phone, listening to her, coaching her in relaxation strategies, and supporting her in calming down

## **Outcome:**

- The youth reported feeling much better and started eating her strawberries.
- The caregiver felt supported rather than judged for having difficulty managing what may have seemed like an everyday parenting situation.
- The family's evening was back on track within about 20 minutes.

# Success Story: *Supporting Youth*

## **Hotline Call:**

CA-FURS hotline received a call from a youth who was thinking of running away from her placement. Hotline staff conducted a warm handoff to the county mobile response and stabilization team.

## **Outcome:**

The mobile response staff met with the youth and:

- Provided immediate support by taking her out of the home to process her feelings and plan for how she could communicate with foster mom
- Facilitated a conversation between the youth and her caregiver
- Assisted her and the caregiver in creating a safety plan that helped the youth stay in the home.

# Resources



CDSS Outreach Materials:

<https://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/family-urgent-response-system/outreach-materials>



Cal-FURS Hotline Access and Resources Webpage:

<http://www.cal-furs.org>



CDSS FURS Policy Webpage:

<https://www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs>



CDSS Policy Inbox: [FURS@dss.ca.gov](mailto:FURS@dss.ca.gov)

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**ALLIANCE**  
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**RIGHTS**



**Children Now**