



Family Urgent Response System (FURS)

Overview & Information



Streamlined Components

24/7 statewide hotline provides support to current and former foster youth and their caregivers during situations of instability

1 (833) 939-3877

Regional response teams who are available 24/7 are mobilized to provide in-person support



Goals of FURS



Prevent need for a 911 call
or law enforcement involvement

Prevent placement disruptions

Improve trust and preserve the
relationship between the youth
and caregiver

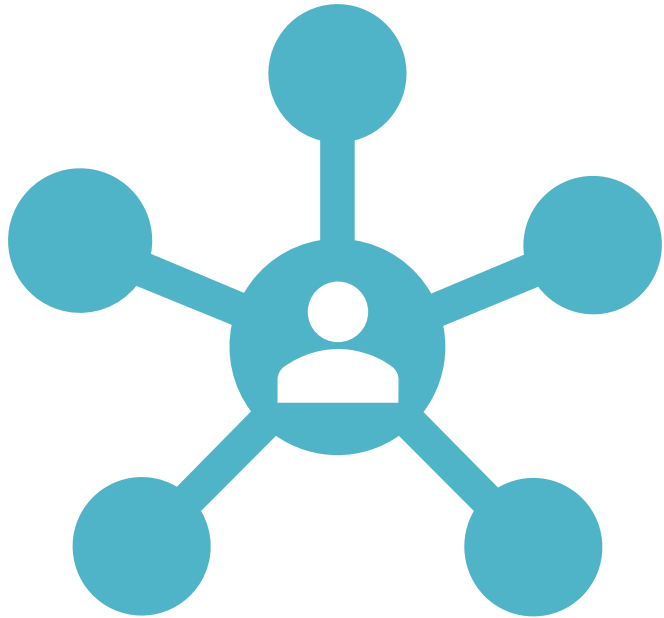


Promote stability for
youth currently in foster care
and extended foster care

Connect
families to ongoing community-
based resources



Staffing Support



- Teams of two people provide in-person, individualized, and culturally/linguistically responsive services

- Teams consist of a Clinician and Support Counselor or Parent/Peer Partner

- Administrator On Call provides coaching and support to FURS staff throughout their response

- Specialized training in trauma-informed care, crisis intervention, and safety in the community

When To Call FURS

Youth feeling unsupported or caregiver not meeting needs

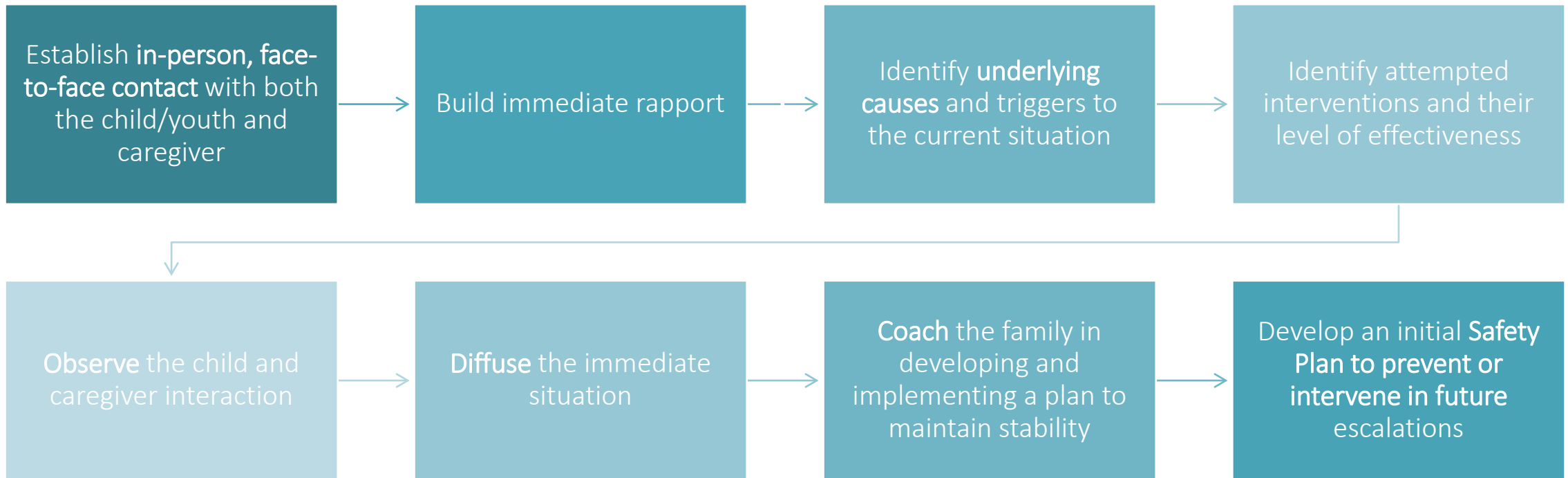
Youth in need of safe space to talk

Caregiver in need of guidance, support, or to debrief after a difficult situation has occurred

When early escalation “warning” signs occur or household is escalated

Youth or caregiver is concerned about their welfare or the welfare of others

During a FURS Response



Coordinate
with existing providers
and team members

Collaborate with public
system partners as
appropriate

Identify and link family
to ongoing community
resources

Follow up with
family for up to 14 days
to provide support and
link to additional
services, as needed

Contribute data to
County and CDSS about
FURS calls, volume,
and effectiveness

After a FURS Response

Example FURS calls

Caregiver asked youth to turn in their cell phone

Youth was dysregulated and was becoming physically aggressive towards caregivers

Youth in a STRTP called the FURS line with suicidal ideation

Youth reported wanting to runaway from the resource family they were placed with 3 hours prior

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



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



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Questions?

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FURS Website: <https://www.cal-furs.org>