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

Establish **in-person, face-to-face contact** with both the child/youth and caregiver

Build immediate rapport

Identify **underlying causes** and triggers to the current situation

Identify attempted interventions and their level of effectiveness

Observe the child and caregiver interaction

**Diffuse** the immediate situation

**Coach** the family in developing and implementing a plan to maintain stability

Develop an initial **Safety Plan to prevent or intervene in future escalations**
After 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
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 hotline for current or former foster youth and your caretakers to call and get immediate help for any big or small issues you may be having.
- You will be connected to a trained counselor who will listen to you.
- FURS is a safe, judgment-free, and private space to talk about your worries and needs.
- If you want more support, a team can come directly to where you are to help you work on the problem and create a plan to help stabilize your situation and keep you safe.
- The team will follow-up by helping connect you and your caretaker to local services and support.

CHECK OUT: CAL-FURS.ORG

www.cdss.ca.gov/inforesources/cdss-programs/foster-care/furs
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lauren Crutsinger</td>
<td>Regional Executive Director, Sonoma/Marin</td>
<td>Phone: (415) 416-0434! Email: <a href="mailto:lauren_crutsinger@senecacenter.org">lauren_crutsinger@senecacenter.org</a></td>
</tr>
<tr>
<td>Larkin Sealy</td>
<td>Program Director, Marin County</td>
<td>Phone: (415) 971-7145 Email: <a href="mailto:larkin_sealy@senecacenter.org">larkin_sealy@senecacenter.org</a></td>
</tr>
<tr>
<td>Jennifer Buffington</td>
<td>Program Supervisor, Sonoma County</td>
<td>Phone: (707) 494-2535 Email: <a href="mailto:jennifer_buffington@senecacenter.org">jennifer_buffington@senecacenter.org</a></td>
</tr>
</tbody>
</table>

FURS Website: [https://www.cal-furs.org](https://www.cal-furs.org)