



Family Urgent Response System (FURS)

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What is the Family Urgent Response System (FURS)?

Enacted by the legislature in 2019

A free, 24/7/365, **immediate, trauma-informed support** for children and youth (up to age 21) currently or formerly in foster care in California and their caregivers.

Available during “**situations of instability**” as defined by the child, youth, or caregiver.

Components:

1. Statewide hotline
2. County-based mobile response teams

Funding: \$30 Million General Fund



FURS Design & Outcomes



- A neutral, safe, judgement-free resource
- Youth and caregivers feel supported
- Early interventions and healing
- Placement stability
- Prevent needless criminalization and hospitalization of youth
- Stability for youth living on their own
- Connections to longer-term community-based supports and services

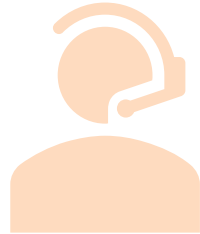
What to Expect When Calling FURS



You call, text, email or send a chat message to the FURS line



A 30 second recording plays to explain FURS confidentiality



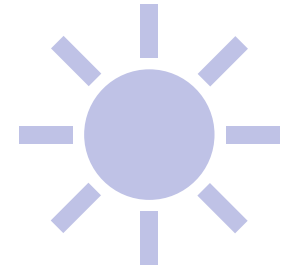
You are connected with a FURS counselor who will listen to what is going on and help



If you want, the FURS counselor will start a 3-way call to connect you with your local FURS mobile response team



If you want, your local FURS mobile response team will provide in-person support, usually within 1 hour



The next day, FURS will reach out to see how you are doing. If you connected with the local FURS team, they will stay in touch to connect you with ongoing supports

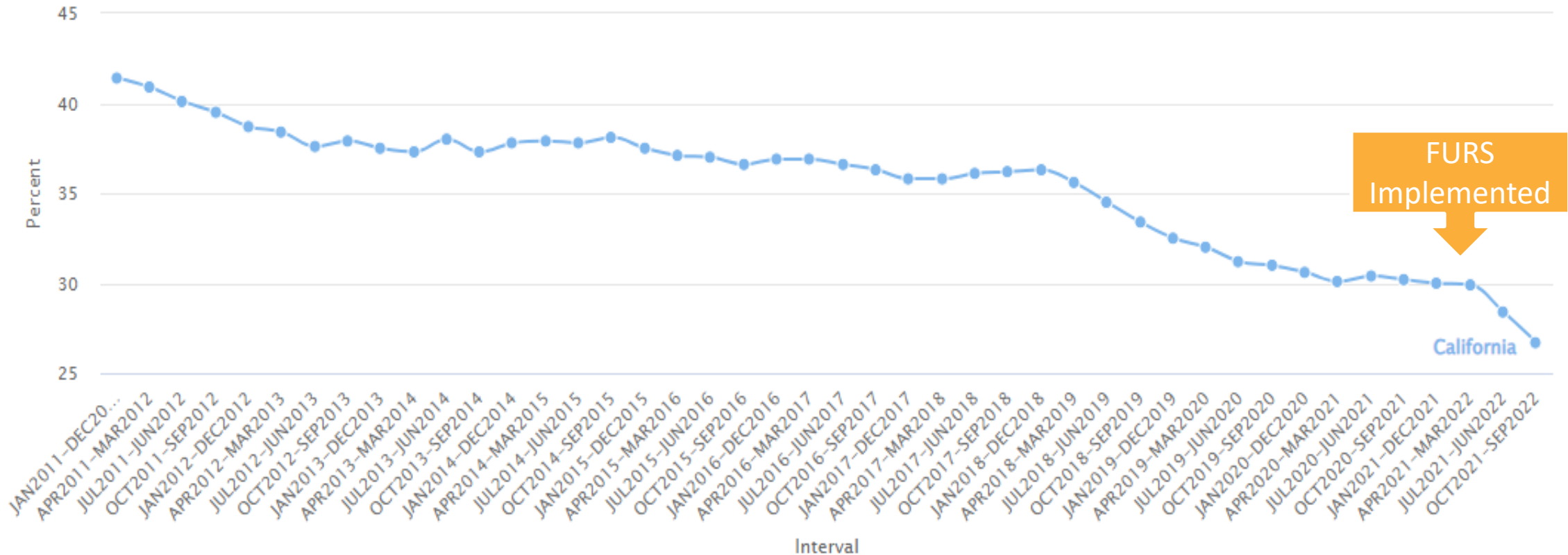
5,000

contacts annually



Placement Instability

Percentage of young people in care at 12 months with 3+ placements



FURS TESTIMONIAL

“One night, we were in a situation where we were no longer able to calm our kiddo. We were so worried and scared. Then, we remembered there’s the FURS line. They were so professional and kind. If you have any concerns, especially after hours, FURS is a great avenue to talk to someone and they can send someone out to help your family.”

- Caregiver

FURS TESTIMONIAL

“I was really hesitant [to call FURS] because you wonder if it will be as effective as it sounds, but I was blown away by the amount of support provided. FURS didn’t shuffle us around or come back and tell us that they could not help us, unlike some other services available to us. The young adult felt so supported.”

- Transitional Housing Placement Provider

FURS TESTIMONIAL

“In one week, I would be homeless. I called FURS and they stayed on the phone with me for a while in case I was in a bad situation. [The mobile response team] also came to me and they have been helping me since then. I feel like I’m really good now. I’m trying to save to get my own apartment and go to college and start a career.... I feel like FURS is a great community to have to protect, help, and benefit those who are alone.”

- Young person formerly in foster care