

FOR YOUR INFORMATION

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Issue 21-19

Date: 12/15/21

Family Urgent Response System (FURS) 1-833-939-FURS/1-833-939-3877

Family Urgent Response System (FURS) provides current and former DCFS and Probation foster youth (under the age of 21) and their caregivers immediate trauma-informed services aimed at preventing placement moves, reducing reliance on law enforcement and hospitalizations, promoting healing as a family unit, improving retention of current foster caregivers and promoting stability for youth in foster care. This is not a call to the Child Protection Hotline and referrals generated by FURS are not child abuse and neglect referrals.

The Family Urgent Response System (FURS) consists of two (2) components:

1. Cal-FURS counselors at the State are available 24/7/365 (phone, text, and chat) to provide free telephone placement stabilization services to eligible current or former foster children/youth/NMD and their caregivers.
2. Local Los Angeles County mobile response teams are available 24/7/365 to provide in-person placement stabilization services when requested by the caller or the Cal-FURS counselor.

Local Mobile Response Teams Times

Urgent = Within one (1) hour, but not to exceed three (3) hours when there are extenuating circumstances

Non-Urgent = Same-day response within 24 hours

Note: The purpose of a mobile FURS mobile response is to stabilize the placement and not to investigate allegations of abuse or neglect. However, if during the course of the service, there is a reasonable suspicion of abuse/neglect, a report to the Child Protection Hotline will be made.

Procedures

FURS Referrals Received by the Los Angeles County FURS Line from the State's Cal-FURS Counselors

FURS Coordinator/Placement Stabilization Team Responsibilities

1. Utilize and gather additional information provided by the caller and the Cal-Furs Counselors during the warm hand-off to determine who will be part of the responding FURS Placement Stabilization Team.
2. Explore who of the following may be included: peer partners, paraprofessionals, and/or non-clinical staff.
3. In consultation with DMH, consider the information provided during the warm hand-off to determine which provider to engage within Department of Mental Health's (DMH) network of care.



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4. If information is unknown, inquire of the caller (child/youth/NMD or caregiver) whether there is an existing treatment team for the child/youth/NMD and whether the caller would like the team to respond. Work with DMH to verify enrollment in an intensive mental health program.
 - a. If enrolled in mental health services and the caller requests a response from the existing treatment provider, request assistance from DMH to mobilize the existing provider as part of the FURS Placement Stabilization Team.
 - b. If the child/youth/NMD or caregiver does not have a treatment provider, the caller opts not to have the existing provider respond, and/or the treatment provider is unable to respond, work with DMH to identify an appropriate clinician/provider to dispatch as part of the responding Team.
5. During the response, identify any needs that can be bolstered with additional supports and services offered in the community, by community-based organizations, and/or through County-contracted providers.
 - a. If the response was on an open DCFS or Probation case, inform the case-carrying Children's Social Worker (CSW)/Deputy Probation Officer for follow-up with the CFT.
 - b. If the response was on a closed DCFS or Probation case, the FURS TEAM will provide supportive services and linkages to the youth and family, as necessary.
6. Identify areas where additional short-term guidance, in-person support, and/or linkages/referrals for the family can be provided.

Coordination with Existing Providers

FURS Coordinator/Placement Stabilization Team Responsibilities

1. Inquire of the caller, review the statewide CWS/CMS system, and/or consult with DMH and Probation to determine whether there is an assigned social worker, assigned Probation Officer, existing CFT, placement preservation strategy, and/or existing behavioral health treatment plan/provider.
2. Attempt to involve the case-carrying staff and CFT members to the degree that the caller wishes for them to be involved, while taking into account the availability of those providers.
3. After the in-person response by the FURS Stabilization Team is completed, provide completed FURS Summary Report to the case-carrying staff and/or current treatment providers, if applicable. Provide follow-up communication and service coordination if necessary by email or telephone.

Providing Follow-up Services

FURS Coordinator/Placement Stabilization Team Responsibilities

1. Transition youth and families from mobile response to ongoing services, and attempt to involve current providers in the response, as appropriate, while not delaying the response.



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2. Document efforts; provide completed forms and contact notes to current case-carrying staff, treatment providers, and case-carrying Probation Officers; and participate in additional follow-up communication and service coordination with providers by email or telephone as necessary.
3. If the family does not have current services in place, link the family to necessary services through [community-based organizations](#) or County-contracted providers as appropriate.

Data Tracking and Reporting

FURS Coordinator/Placement Stabilization Team Responsibilities

1. Complete the FURS Call Alert form.
2. Complete the FURS Summary Report for each call made to the Los Angeles County FURS line and provide the form to the statewide hotline via electronic submission.
 - a. If there is open jurisdiction in another county, send the FURS Summary Report to the appropriate county.
 - b. If there is an open case with Probation, send the FURS Summary Report to the current Probation Officer.
 - c. If there is an open case with Los Angeles County DCFS, send the FURS Summary Report to the current Continuing Services (CS) CSW/SCSW.
3. Update the FURS Log.
4. Complete the Cal FURS Follow-up Data Request form located in FURS in-box.



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