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Family Urgent Response System (FURS) Informational Fact Sheet

Overview:

FURS is a coordinated statewide, regional, and county-level system that offers a 24/7 statewide hotline where trained counselors offer immediate phone support, problem-solving, connection to local resources, and, if requested, connection to an in-person county response team that provides support, de-escalation, stabilization, and follow-up services.

Eligibility [WIC § 16526(b)]: Youth and their caregivers are eligible if the youth is a current or former foster youth up to age 21, inclusive of youth under juvenile probation supervision. FURS services may also be accessed directly by eligible youth or families through local mobile response providers, consistent with state law and county protocols.

What is FURS designed to do:

- Prevent placement disruptions and preserve relationships
- De-escalate conflict in real time using trauma-informed strategies
- Empower youth voice and choice in problem-solving
- Reduce law enforcement involvement.
- Connect youth and caregivers to local resources

What FURS Is Not Designed to:

The FURS does not:

- Seek law enforcement services
- Replace emergency services
- Conduct investigations, removals, or placement transfers

Who can access the FURS hotline:

Anyone seeking assistance or resources for an individual described under “Eligibility” including caregivers, foster family agencies, probation officers, child welfare workers, and Short-Term Residential Therapeutic Programs (STRTPs).

How can I access the FURS Hotline:

- Call: 1-833-939-FURS (3877)
- Text: 833-939-FURS (3877)
- Visit: www.Cal-FURS.org
- Email: FURS@dss.ca.gov
- QR Code:



How are urgent and non-urgent calls handled by FURS?

Urgent calls receive in-person mobile response within one hour, or up to three hours if necessary. Non-urgent calls are scheduled based on availability while still ensuring timely support.

If I contact FURS to request an in-person mobile response for a current or former foster youth, does the youth have to consent to the in-person mobile response?

Yes, youth must consent to the in-person mobile response.

Am I eligible for an in-person mobile response as a caregiver or other resource for a current or former foster youth if they are not present?

Yes. Caregivers may contact FURS for support on their own; however, in-person mobile response services require the youth's consent if they are to be involved.

Can FURS be accessed by youth who are on probation and placed in a foster care setting?

Yes, youth who are under juvenile probation supervision and placed in a foster care setting are considered foster youth under [Welfare and Institutions Code \(WIC\) Section 16526\(b\)](#) for the purpose of FURS eligibility. This includes youth under the jurisdiction of the juvenile court pursuant to Section 450, 601, or 602.

What types of services does FURS provide?

FURS offers immediate crisis intervention, stabilization, peer support, safety planning, and access to mental health and community resources. The goal is to support families and caregivers in maintaining placements and achieving positive outcomes for youth.

How does FURS differ from traditional child welfare services or law enforcement intervention?

FURS provides a supportive, non-investigative response focused on stabilization and voluntary engagement. It prioritizes de-escalation, youth and caregiver voice, and preservation of family relationships without involving law enforcement.

How is FURS making a difference for families in crisis?

FURS provides immediate, in-person or phone support to help stabilize youth and family relationships. Trained staff de-escalate situations with compassion and care and provide a follow-up call, ensuring families have needed resources and peer support. Family and Child Team (CFT) meetings are scheduled as needed to bring everyone together and plan for long-term success.

How does FURS address safety during crisis responses?

FURS ensures safety by having trained staff assess safety risks before dispatching mobile teams. Responders arrive prepared, and staff conduct regular check-ins throughout the response.

How does FURS ensure families have access to the right resources?

FURS connects families with resources through community partnerships, availability for follow-up services, and peer support specialists. The mobile response team develops personalized care plans that link families to services such as mental health care, community resources, and youth-specific programs.

What happens after the FURS mobile response team completes the visit?

After the visit, the in-person response team is available to provide follow-up support as needed, including connecting families to local services, mental health care, or peer mentors for additional guidance.