



Family Urgent Response System (FURS) Implementation Quick Start Guide

*Kickstart FURS Implementation
Planning Using these 5 Steps:*

FURS implementation questions can be emailed to:

FURS@dss.ca.gov

STEP 1: Ensure familiarity with the FURS requirements.

Review Assembly Bill [\(AB\) 79](#), (Chapter 11, Statutes Of 2020) related to FURS and All County Letter [\(ACL\) 20-89](#).

STEP 2: Decide between a regional or county approach.

Determine whether your county will collaborate with other counties to establish a regional, cross-county mobile response system, or will pursue a single county mobile response system.

STEP 3: Establish your team.

Determine who will need to be invited to participate in the development and implementation of a single, coordinated plan for the mobile response system in your county or region of counties.



- Per AB 79, county child welfare, probation, and behavioral health agencies must submit a single, coordinated plan to CDSS that describes how the county-based mobile response system will meet the requirements in law. Per statute, this must be done in consultation with other relevant county agencies, tribal representatives, caregivers, and current or former foster children or youth.

STEP 4: Decide on a process for engaging relevant stakeholders.

Stakeholders are vital to ensuring collaboration in creating the single, coordinated plan, including the input of caregivers, youth, advocates, tribal representatives, and relevant county agencies.

STEP 5: Develop a timeline for meeting key milestones to meet launch deadlines.

Mobile Response Systems and Statewide Hotline are required to be implemented by January 1, 2021. County Mobile Response System plans or request for extensions must be provided to the CDSS on or before November 15, 2020.

The FURS team at CDSS is dedicated to assisting counties and regions throughout the FURS implementation planning process. If you have any additional needs for technical assistance or further guidance please email: FURS@dss.ca.gov.

FURS Implementation

The Goal: To provide immediate, trauma-informed supports to caregivers, youth, and children across California via the Family Urgent Response System.

Key Requirements:

1. Counties must establish a 24/7 mobile response system for the purpose of providing supportive services to address situations of instability, preserve the relationship of the caregiver and the child or youth, develop healthy conflict resolution and relationship skills, promote healing as a family, and stabilize the situation.
2. Mobile response systems must be able to provide immediate, in-person, face-to-face response to children, youth, and caregivers living within their geographic bounds.
3. Mobile response for urgent needs must occur preferably within one hour, but not to exceed 3 hours in extenuating circumstances.
4. Mobile response for nonurgent situations must occur as a same-day response within 24 hours.

FURS Implementation

Questions for Consideration by Topic

Pursuing a Regional Approach:

1. For counties that take a regional approach, what will be the governance structure used (e.g. Joint Powers Agreement, Memorandum of Understanding, etc.)?
2. How will decisions be made?
3. Which county will be the lead county? A lead county must be identified in the single, coordinated plan.

Establishing a Mobile Response System:

1. Will you contract with a community-based organization(s) or use county staff to act as the county/region single contact for warm handoff and to staff the mobile response and stabilization teams?
2. How many mobile response teams are needed for the local geographic area (county or region) to ensure a team is always available to respond within the required timeframes, including in the event of multiple families needing a mobile response simultaneously?
3. Where will these teams be located?
4. What will staffing shifts look like?

Team Composition Considerations:

1. How many staff will be on each team?
2. What team roles need to be filled?
3. What will be the minimum education requirements, if any, of members of the teams? How does this differ for different roles?
4. How many individuals will go out in-person when in-person support is needed? Having at least 2 people respond to provide in-person support ensures one team member can meet individually with the caregiver while another team member meets with the child or youth.
5. How will you incorporate peer partners and those with lived experience in the response team, whenever possible?
6. How will you ensure the cultural competency of staff?
7. What training will be provided to staff?

Coordinating a Warm Handoff with the Statewide Hotline:

County mobile response systems should utilize the information provided by the statewide hotline during the warm handoff to determine which mobile response team members should respond in-person.

1. What will the process be to ensure a team is sent out quickly once the warm handoff is made?
2. How will you determine which team members should be sent out based on the individualized circumstances presented during the warm handoff?

Modes of Communication:

1. What forms of electronic communication (texting, chat, etc.) will the mobile response system support?

Coordination with Existing Providers:

1. How will you identify if the child or youth has an existing Child and Family Team? How will you coordinate with Child and Family Teams to address instability, and plan for ongoing care to support the relationship in a trusting and healing environment?
2. How will you identify whether the child or youth has an existing behavioral health treatment plan and a placement preservation strategy?
3. How will you coordinate response and services consistent with this plan and strategy?

Outreach & Advertisement:

1. How will you message information about your mobile response system in conjunction with information disseminated about the hotline and FURS broadly to the community and to caregivers, youth, and children?

Adapting to COVID-19 Impacts:

Although counties must develop a single, coordinated plan that explains how their mobile response systems will meet the requirements of AB 79, these systems can be temporarily adapted to address circumstances associated with COVID-19, consistent with the Governor's Proclamation of a State of Emergency, issued on March 4, 2020.

1. What temporary adaptations do you anticipate needing during the COVID state of emergency?

** Please note that this guide is not exhaustive and more in-depth guidance will be made available soon. CDSS is working on additional materials, guidance, and best practices to help counties in developing their plans and mobile response systems.*