

## FURS MOBILE RESPONSE SYSTEM PLAN FRAMEWORK

The Family Urgent Response System (FURS) was established by Section 107 of [Senate Bill 80 \(Statutes of 2019\)](#) and amended by [Assembly Bill 79 \(Statutes of 2020\)](#) and requires counties to develop and implement a Mobile Response System ([Welfare Institutions Code \(W&IC\) 16529\(a\)](#)) no sooner than January 1, 2021 (W&IC 16529(e)(1)). Counties are required to submit a single, coordinated plan to the California Department of Social Services (CDSS) that describes how the county-based mobile response system shall meet the requirements described in subdivision (c) (W&IC 16529(b)). Counties may implement their plans on a per-county basis or may collaborate with other counties to establish regional, cross-county mobile response systems. For counties implementing their program pursuant to a regional approach, a single plan, signed by all agency representatives, shall be submitted to the department and a lead county shall be identified (W&IC 16529(3)). In anticipation of the implementation of the statewide hotline to occur on March 1, 2021, these plans should be submitted to CDSS **by January 15, 2021**.

The purpose of this document is to provide counties a framework by which to answer fundamental questions of how they plan to develop and implement their Mobile Response System. This document should be submitted to for the purposes of review and technical assistance to CDSS at [FURS@dss.ca.gov](mailto:FURS@dss.ca.gov).

For the purposes of this document, the definitions set forward in [W&IC 16526](#) apply, as well as the following:

- “Urgent” means an immediate, in-person, face-to-face response within one hour, but not to exceed 3 hours in extenuating circumstances. All mobile responses will be considered urgent unless a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time.
- “Non-urgent” means an in-person, same-day response within 24 hours. When a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time outside the required 3-hour timeframe, the response would be considered non-urgent.

## **MOBILE RESPONSE: SINGLE-COUNTY/REGION OF COUNTIES**

**1.** County Member(s) of Mobile Response System: *(For counties that take a regional approach, what counties are members and which county will be the lead county? A lead county must be identified in the single, coordinated plan.)*

- a.** For counties that take a regional approach, what will be the governance structure used (Joint Powers Agreement, Memorandum of Understanding, etc.)? (How will decisions be made?)

### **A. COMMUNICATIONS**

**a. Modes of Communication:**

**1.** Phone number for Mobile Response System:

- 2.** How will the Mobile Response System be made available 24 hours per day and 7 days per week? *(Will the Mobile Response System have staff available at a physical location to handle the warm handoff and facilitate entry into mobile response services? Will an on-call system be utilized?)*

3. What forms of electronic communication will the Mobile Response System support? (*Text, email, direct message/chat, etc.; Provide contact information for applicable methods of additional communication.*)

Text:

E-Mail:

Chat:

Other:

**b. Coordinating a Warm Handoff with the Statewide Hotline:**

1. Will the Mobile Response System contract with a community-based organization(s) or use county staff to act as the county/region single contact for warm handoff and mobile response and stabilization teams? (*If contracting, identify name and contact information for organization.*)

2. What methods will the Mobile Response System employ to maintain a three-way warm handoff between the Statewide Hotline, the caller, and the Mobile Response System? (*County mobile response systems should utilize the information provided by the statewide hotline during the warm hand off to determine which mobile response team members should respond in-person.*)

3. What will the process be to ensure a team is sent out quickly once the warm handoff is made?

4. How will the Mobile Response System utilize the information provided in the warm handoff about the individualized circumstances presented to determine which team members should be sent out?

## **B. MOBILE RESPONSE TEAM**

### **a. Team Composition Considerations:**

1. 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?

**2.** Where will these teams be located? (*Will mobile response and stabilization team members be available at that same physical location?*)

**3.** What will the qualifications of the lead team member be?

**4.** How many staff will be on each team?

**5.** What team roles need to be filled?

**6.** What will staffing shifts look like?

**7.** How many employees will be on shift at one time?

**a.** How will the Mobile Response System address staffing needs during times of peak activity?

**b.** How will the Mobile Response System define peak activity?

**c.** Will additional staff be available on-call if additional mobile responses are required?

**8.** What will be the minimum education and other background requirements, if any, of members of the teams? How does this differ for different roles? (Will members of the team need to have a certain amount of prior experience working with children and families or with the child welfare population?)

**9.** How will the Mobile Response System incorporate peer partners and those with lived experience in the response team, whenever possible?

**a.** What background clearances, education requirements, and other qualifications must peer partners have?

**10.** How will the Mobile Response System ensure the cultural competency of staff (including peer partners)?

**11.** What training will be provided to staff and peer partners? *(What will be the qualifications of those developing and conducting trainings? Will trainings be experiential-based? How will the Mobile Response System ensure peer partners also receive trainings?)*

**a.** What trainings will the county or region of counties utilize to ensure staff received specialized training in trauma of children and youth and the foster care system?

**b.** How many hours of training will be provided and required of staff (including peer partners) at the start of employment?

c. What training topics will be covered?

d. How many hours of training will be required on a yearly or ongoing basis?

**12.** Describe how the Mobile Response and stabilization teams will provide supportive services in the least intrusive and most family friendly manner to avoid triggering further trauma to the child or youth.

**b. In-Person Response**

1. What process will the Mobile Response System use to determine the appropriate response for each call?

a. How will it be decided whether the responding team needs to include a clinician?

b. When will peer partners or non-clinical staff be sent as part of the response team?

c. How will it be determined how many staff should respond as part of a team?

2. How will the Mobile Response System ensure the mobile response and stabilization team(s) are available 24 hours per day and 7 days per week to provide urgent response and respond to non-urgent situations?

3. At a minimum, 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.)



**b.** Identifying underlying causes and precursors that led to instability.

**c.** Identifying the caregiver interventions attempted.

**d.** Observing the child and caregiver interaction.



h. Follow up response for up to 72 hours. (What method(s) will the Mobile Response System use to provide follow-up?)

i. Identifying additional support needs and making a plan for, or referral to, appropriate youth and family supportive services within the county.

**C. DATA: TRACKING AND REPORTING**

1. How will the county or region of counties track and monitor communications?

**2.** How will the county or region of counties collect and maintain data, including, at a minimum, data required to be reported to the State for aggregate reporting?

**a.** What data does the county plan to collect to help monitor the effectiveness of services and supports and outcomes?

**b.** How will the data be collected and stored?

**3.** How will the Mobile Response System report data back to the Statewide Hotline?

4. How will the Mobile Response System report data back to the CDSS?

**D. Coordination with Existing Providers**

1. How will the Mobile Response System communicate with the county of jurisdiction of a child or youth who is a current foster youth regarding the service needs of the child or youth and caregiver?

- a. How will the Mobile Response System communicate with the county behavioral health agency regarding the service needs of the child or youth and caregiver?

**2.** How will the Mobile Response System identify if the child or youth has an existing Child and Family Team?

**a.** How will the Mobile Response System coordinate with Child and Family Teams to address instability, and plan for ongoing care to support the relationship in a trusting and healing environment?

**3.** How will the Mobile Response System identify if the child or youth has an existing behavioral health treatment plan or placement preservation strategy?



**a. Outreach & Advertisement:**

1. How will the Mobile Response System message information in conjunction with information disseminated about the hotline and FURS broadly to the community and to caregivers, youth, and children?

**F. Adapting to COVID-19 Impacts**

1. 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. What temporary adaptations does the Mobile Response System anticipate needing during the COVID state of emergency?

**Signature (Lead Representative):**

**Dated:**